



PROFILE

8 years track record of managing IT Infrastructure across public and private sector organizations. Extensive infrastructure project management experience in Healthcare organizations.

CONTACT

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SKILLS

Project Management
LAN/WAN/NOC Administration
Network administration
System Installation & Configuration
Network Troubleshoot
VPN Technologies
Firewall support
Active Directory/GPOs
Office 365 Administration
Anti-virus/Endpoint Security
VoIP Administration
Excellent Communication Skills
Leadership

GLEN FRANCIS

WORK EXPERIENCE

IT Infrastructure In-charge

Thumbay Group (Hospitals, Clinics & University), UAE
06/2014 – 06/2020

JOB RESPONSIBILITIES:

- ◆ First point of contact for implementing new IT system infrastructure & technical queries.
- ◆ Designing & implementing network & system infrastructure.
- ◆ Preparing and submitting reports for IT budget.
- ◆ Managing 110 network switches and supporting 500+ End-users.
- ◆ Managing Huawei Wi-Fi controllers.
- ◆ Monitoring and maintaining Huawei AP's with polices.
- ◆ Managing centralized antivirus server (Kaspersky Security Center & Trend Micro Apex One)
- ◆ Configuring firewall policies, rules, site to site VPN, GVC.
- ◆ Monitoring and managing network security.
- ◆ NEC Telephone system management.
- ◆ Leading a team & monitoring log incident reports and check issues resolved in timely manner according to GLPI ticketing system.
- ◆ Prioritizing & assigning task to team members accordingly.
- ◆ Following standard IT policy and implementing along with management approval.
- ◆ Discussing & reporting to IT Head & COO.
- ◆ Discussing and coordinating with vendors upon new technologies and service/product delivery.
- ◆ Managed and monitored all network devices.
- ◆ Configured, and supported LAN and WAN infrastructure.
- ◆ Troubleshoot LAN/WAN connectivity issues.
- ◆ Plan and deploy entire IT infrastructure including voice, server room, phone room, IDF planning and supervising data cabling drops.

KEY ACHIEVEMENTS

- ◆ Migrated all the unmanaged switches to Managed Switches.
- ◆ Initiated & implemented Port Security & VLAN on all the switches thus improved overall network security & bandwidth.

Microsoft
CERTIFIED
Solutions Associate



SERVER ADMINISTRATOR

HCL Infosystems Ltd, India
12/2012 – 02/2014

JOB RESPONSIBILITIES:

- ◆ Maintaining Active Directory services.
- ◆ Handled Windows Server roles; Hyper-V, DNS, DHCP.
- ◆ Responsible for taking user data backup and restoration.
- ◆ Migrating Windows server 2003 to 2008 R2
- ◆ Providing firewall/network security through Cyberoam.
- ◆ Managing firewall rules.
- ◆ Configuring remote access VPN in firewall.
- ◆ Audited and configured policies and access lists on the firewalls to permit the minimum access required for operations and remote access.
- ◆ Identifying and troubleshooting issues in the network.
- ◆ Configured RAID 1 and RAID 5 in storage server.
- ◆ Responsible for E-mail account configuration in email clients like Microsoft Outlook & Thunderbird
- ◆ Managing centralized antivirus (Symantec and Kaspersky Security Center) in server.

SYSTEM ADMINISTRATOR

Abad Fisheries (P) Ltd, India
08/2011 – 12/2012

JOB RESPONSIBILITIES:

- ◆ Provided technical support
- ◆ Troubleshooting hardware, software & network issues.

KEY TECHNICAL SKILLS

- ◆ Project management (Planning, Designing & implementing network, business systems Infrastructure)
- ◆ Communicating with team members during project tasks and making sure task completed before deadline.
- ◆ Monitoring tickets & attending tickets according to the priority.
- ◆ Discussing & reporting to IT Head & COO.
- ◆ Monitor performance of IT systems and services & recommend in improving IT infrastructure cost efficiently.
- ◆ Managed centralized antivirus in server & cloud.
- ◆ Managed centralized Huawei Wi-Fi controllers.
- ◆ Experience in Manage Engine, Service desk, Network monitoring Tools.
- ◆ Creating and Assigning user rights and permissions for the shared folder in the file server.
- ◆ Installation & Configuration of local, Network Printers and print server.
- ◆ Firewall configurations.
- ◆ Configuring network switches.
- ◆ Managing NEC phones (IP Phones), PABX system, Access control and Time Attendance devices.
- ◆ Supporting 500+ active end users (IT & network support) along with connected additional 1200 Wi-Fi users in the same network.
- ◆ Handled 110 network switches.
- ◆ Excellent troubleshooting of network issues and problem-solving skills.
- ◆ Updating software's and firmware to prevent from attacks.
- ◆ Creating network policies and authorization roles and defending against unauthorized access, modifications, and destruction.
- ◆ Perform maintenance that all systems are operational.
- ◆ Strong understanding of computer network infrastructure and network protocols.
- ◆ Ability to create network diagrams and documentation for design and planning network communication systems.
- ◆ Documentation for on-going tasks and upcoming projects.

PROJECTS

- ◆ Thumbay University Hospital, Ajman, U.A.E
Job Responsibility: Network Designing and network infrastructure support
- ◆ Thumbay Clinic, Abusagara- Sharjah, U.A.E
Job Responsibility: Project In-charge
- ◆ Thumbay Physical & Rehabilitation Hospital, Ajman, U.A.E
Job Responsibility: Project In-charge
- ◆ Thumbay Dental Hospital, Ajman, U.A.E
Job Responsibility: Project In-charge
- ◆ Thumbay Daycare Hospital, Rolla-Sharjah, U.A.E
Job Responsibility: Network Infrastructure support and network switches configuration
- ◆ Aafiya, Abudhabhi, U.A.E
Job Responsibility: Network Infrastructure support and network switches configuration
- ◆ Thumbay Hospital, Dubai, U.A.E
Job Responsibility: Network Infrastructure support and network switches configuration

EDUCATION

Bachelor Degree (B.Tech) in Information Technology

Anna University- Chennai, India

PROFESSIONAL CERTIFICATIONS

CSSA: Network Security Basic Administration – Dell SonicWALL

MCSA: Windows server - Microsoft

CCNA: course completed.

PERSONAL PROFILES

Date of Birth: **18/02/1990**

Nationality: **Indian**

Marital Status: **Single**

Languages Known: **English, Hindi & Malayalam**

License: **Valid UAE driving license**

REFERENCE

Available upon request