



Shyla Abhijith

ENGINEER WITH 7 YEARS OF EXPERIENCE IN IT, SCADA,
DCS & ELV SYSTEM'S ADMINISTRATION



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Dedicated IT Support Engineer with 7 years of hands-on experience in configuring and maintaining cloud services, physical and virtual servers, network devices, and related hardware. Proven expertise in monitoring server and network performance, implementing security measures, and providing top-notch user support. Seeking to bring technical proficiency and troubleshooting skills to a dynamic IT environment.

SKILLS

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| Server and Network Administration | Server & Computer Hardware Maintenance |
| Active Directory, Group Policy, DNS and DHCP Administration | Google Suite and Microsoft 365 administration |
| Disaster Recovery and Backup Procedures | Exchange Online, Teams, One Drive administration |
| Backup administration (Veeam, Veritas and Acronis) | Server virtualization (VMware ESXi and vCenter) |
| User Support and Training | Security and Compliance Audits |
| Endpoint Detection and Response & Antivirus | Documentation and Configuration Management |
| IDS and IOC Monitoring and Triage (SIEM) | CCTV, Access Control, VoIP systems Management |
| ServiceNow and AlienVault Helpdesk and Asset Management | Troubleshooting and Issue Resolution |

EDUCATION

B. TECH IN COMPUTER SCIENCE (4 YEAR)

LBSITW – KERALA, Kerala (May 2009)

DIPLOMA IN COMPUTER (3 YEAR)

GOVT POLYTECHNIC, Kerala May 2003

CERTIFICATIONS

- CERTIFIED SOC ANALYST – EC-Council
- INTRODUCTION TO DATA STUDIO
- GOOGLE CYBERSECURITY CERTIFICATION
- GOOGLE ANALYTICS FOR BEGINNERS

EXPERIENCE

JR. ICT ENGINEER

Veolia Energy Gulf

ABU DHABI

November 2016 – February 2024

Cybersecurity

- Managed Kaspersky Security Centers, Symantec End point Protection Managers, Symantec Critical System Protection, CyberReason, CrowdStrike EDRs and upgrades.
- Analyze, validate and escalate security incidents and undertake false positives and negatives.
- Executed IT Security initiatives such as system hardening, and audits directed by Veolia's Cybersecurity Management.
- Monitored and managed Firewalls and VPNs (Site to Site and Client VPNs) on Fortinet and Meraki.

IT Support

- Provide Level 1 and Level 2 IT Service Desk Support to over 250 users across 13 locations in the UAE and one location in Bahrain
- Leveraged ServiceNow ITSM and managed to 220 incidents and 204 requests in the 2023.
- Supported a diverse range of facilities including district cooling, sewage treatment, biogas-to-energy, waste treatment, waste-to-energy, landfills, construction sites, and hazardous waste treatment plants.
- Assisted OT and instrumentation/control system engineers with SCADA and DCS Infrastructure related issues.
- Managed IT procurement activities, including license renewals and hardware acquisitions.

• IT Infrastructure Administration

- Conducted system health monitoring to ensure proactive issue detection, performance optimization, and capacity planning.
- Configured and managed Active Directory environments.
- Administered backup solutions using Veritas Backup Exec, Veeam, and Acronis.
- Managed virtualization environments, including VMware and Hyper-V.
- Monitored and managed Unifi and Meraki Wi-Fi networks and Aruba, HP switches
- Administer Mobile Device Management using ManageEngine MDM
- Supported and managed IT infrastructure hosting critical SCADA, ELV, VoIP, OT, and DCS systems.
- Administered Google Admin Console and ChromeOS, overseeing Google Suite user management.
- Managed Microsoft 365 Console, handling user management, device deployment, and policy implementation.
- Provided support for Windows deployment across various versions for clients and servers (Windows 7, 8, 10, 11, 2012 R2, 2016, etc.).
- Oversaw IT asset management, including support contract and warranty renewals, as well as IT procurement.

COMPUTER HARDWARE TECHNICIAN

KERALA

LBS CENTRE FOR SCIENCE & TECHNOLOGY

August 2004 - August 2006

- Set up and maintained Microsoft and Linux networks.
- Installed and configured various UNIX operating systems (Red Hat, Mandrake, etc.).
- Configured and managed Microsoft Windows 2000/2003 Server and Active Directory.
- Performed repair, troubleshooting, and maintenance of PCs and server machines.
- Provided remote and onsite user support.

PERSONAL INFORMATION

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| Nationality | Indian | DOB | Jul 13-1984 | English | Intermediate |
| Gender | Female | | | Hindi | Conversational |
| Driving License | UAE and Indian Licenses | | | | |