
MANOJKUMAR M
mjzmanoj@live.com
+ 91 984 023 9270

PROFESSIONAL SUMMARY

High-achieving System Admin offering a 7-year track record of success improving growing company customer base through effective program management, strategic planning and team leadership. Energetic, motivate, develop and excite employees as the heart of any business enterprise. Natural leader and complex problem solver.

SKILLS

- Network Security
- Azure Active Directory
- ServiceNow, CRM Salesforce, FM, Jira
- Asset Management (All Device)
- Mac, Windows, Server OS
- Network, Desktop, Hardware Troubleshooting
- Microsoft office 365 (M365, Compliance, Security and maintenance)
- Maintaining life cycle of Hardware and software
- IP and Server Configuration
- Expert in Router Wi-Fi and switch configuration
- Expert in accessing remote desktop & online problem solving
- Detailed review on problem and solution
- Cost efficient solution provider
- Team Handling and guiding
- Data Recovery in Hardware level

WORK EXPERIENCE

IT Admin & Desktop support Engineer, 2019 May to 2023 June AER WORLDWIDE INDIA PVT LTD – India

- Responsible for Managing IT Infrastructure and Service desk Ticket and providing solution
- Hands-on Experience in remote access desktop and provide solution to all kind of software and hardware problems
- Built an interdisciplinary team with skills in operations, software and hardware
- Hands-On managed a 24x7 IT Helpdesk, supporting backend systems (Active Directory and Azure based servers, VMware, Cisco) and customer-end devices (PCs, Mac, Mobile Devices, Phones, Printer, router, Wi-Fi etc.)
- Identified personnel gaps, restructured the IT team, established annual objectives, training plans, motivated the team by defining a growth path for each position, redefined the shift

- Managed full documentation of the existing IT systems, performed a root cause analysis of network & system Reliability issues
- Defined a strategic plan to address the system issues, End-Of-Life OS & hardware issues including core LAN upgrade, SAN & server refresh, and a campus-wide Wi-Fi refresh.
- Given the 24x7 nature of the environment, engineered a migration path for the LAN upgrade through setting up a parallel campus-wide LAN, and a gradual migration of key IT services
- Setup a Disaster Recovery data centre containing business critical applications in cold-standby and hot standby modes
- Mentored a global virtual team and significantly enhanced their development and maintenance capabilities, maximizing software and infrastructure investments.

IT Technical Service Desk Engineer, 2016 Feb to 2019 Feb Greenways Logistic Pvt ltd - CHENNAI, TN

- Handling IT Team and Asset Management
- Complete inventory audit and updated software licenses to comply with Federal regulations (Microsoft, Symantec, etc.).
- Designed and maintains comprehensive asset management database.
- Developed and implemented new backup and disaster recovery plans to protect against company data loss.
- Manages 3rd party developers, consultants and in-house IT team.
- Facilitates the development of and works with stakeholders to define design requirements for the application and systems, including: Web and ecommerce site, Great Plains, Billing & Collections and other technology implementations.
- Manages financial aspects of the IT Department, including purchasing and budgeting, selection of IT vendors and assigned projects.
- Maintains regular written and in-person communications with the organization's executives, department directors and end users regarding pertinent IT activities.

EDUCATION

Bachelor of Engineering: COMPUTER SCIENCE AND ENGINEERING, 2016
Sree Sastha Institute of Engineering and Technology- Chennai, TN