

AJITH R

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PROFESSIONAL OBJECTIVE

Dedicated IT Support and System Administrator with hands-on experience in AWS cloud tools, network devices, firewall maintenance, and end-user support. Capable of independently handling large user environments while ensuring system security and operational efficiency.

ORGANISATIONAL EXPERIENCE

02-JULY -2025 (to) 20-JAN -2026

EGPS VENTURES INDIA PRIVATE LIMITED

SENIOR SYSTEM ADMINISTRATOR

Key Responsibilities:

- *Installed, configured, activated, and managed AWS cloud software tools.*
- *Ensured all users accessed and operated business systems through AWS cloud platforms, maintaining availability and security.*
- *Created, activated, and managed AWS user accounts, including role-based access control and permission management.*
- *Implemented and administered multi-factor authentication (MFA) using Duo Mobile and Quick Pass applications to enhance system security.*
- *Provided complete system and laptop maintenance and technical support for 150+ users independently, ensuring minimal downtime.*
- *Coordinated technical support activities with the City Source Team (US), including security and administrative control processes.*
- *Performed FortiGate-100 firewall configuration, monitoring, and regular maintenance to ensure network security.*
- *Configured, maintained, and troubleshot Ruckus Networks Layer 2 switches and Wi-Fi managed access points.*
- *Conducted and documented monthly Preventive Maintenance Service (PMS) activities for all IT assets.*
- *Designed, implemented, and maintained IT asset management processes, including employee asset in/out tracking.*
- *Created and enforced IT policies and procedures, ensuring compliance across the organization.*
- *Troubleshoot and resolved user issues related to enterprise applications including:*
 - ❖ *Pension Pro Application*
 - ❖ *DTDire Application*
 - ❖ *TempSprim Application*
- *Configured and maintained access control devices, managed user activation, and integrated access systems with GreyHR software.*
- *Maintained and troubleshot GreyHR HRMS software, ensuring accurate employee data and system functionality.*
- *Managed and resolved user incidents and service requests using the Microsoft Teams Ticketing Tool.*
- *Coordinated with system and hardware vendors for support, maintenance, and replacement of rental IT equipment.*
- *Installed, maintained, and troubleshot printers and peripheral devices.*
- *Administered and maintained Grandstreamss VoIP servers and intercom telephone systems.*
- *Resolved Microsoft Outlook-related issues, including configuration, synchronization, and mail flow problems.*
- *Diagnosed and resolved server, hardware, network, and application-level issues.*
- *Monitored, configured, and maintained CCTV camera systems, ensuring proper surveillance and uptime.*

Role &Key Responsibilities:

- Resolving Problems using Remote Management Tools like VNC, Team Viewer & go to assist.
- Troubleshooting and resolving technical issues for the users using a ticketing tool (SHIVAM).
- Maintaining Grand stream VOIP server and Intercom Telephones.
- Troubleshooting end-user System and Network issues. Handling incidents and Request Tickets on Daily Basis.
- Providing RDP access to the user.
- Installation, configuration and resolving the hardware issues.
- Managed the Net gear Switch configured and managed switch ports.
- Managed the UNIFY – WIFI Server and access configured and managed.
- Configuring and troubleshooting the O365, Outlook 2019 & Maintaining the Outlook admin console.
- Monitoring the Switches, Network links, routers using the NMS monitoring tool.
- Supporting the users who connect remotely to access the office machines through VDI (Accops).
- Adding to Domain, moving to proper OU and Removing from Domain in the computers With Teamwork. Checking user details in Active Directory, password reset, and unlocking of user's ID.
- Handling over 600 desktops and user support.
- Bit locker Encryption technology over Windows 11,10,8.1 Installing & configuring McAfee Endpoint Protection Manager with Frame Package.
- Call log with AMC vendor for Hardware issue.
- Taking all Asset details and handling to Asset in over Team.
- Analyzed, configured, and installed desktop hardware, and operating systems for clients.
- Basic Networking, Map drive, Data sharing, Remote desktop, Disk Management, partitions, Printer installation
- Install all new hardware, systems, and software for networks Outlook Mail Configurations and their Backups
- CCTV Camera Installation, Service and Configuration in all Brands.

Hands 'on Experience in Server Management

- Installation, Configuration, Administration and troubleshooting for Windows Servers Active directory, DNS, DHCP
- Installing, and configuring OS-related issues in server, monitoring CPU utilization, and memory utilization in Accops servers Troubleshooting First Level Desktop Hardware related issues
- Providing the shared folder access and permissions to the users.
- Providing the printer access to the user.
- Reacting for Alerts from monitoring tool CPU utilization, Disk Partition and memory utilizations if reached threshold values. Sent an alert mail to respective server owners.
- Restarting the servers and their services weekly as per the downtime.

Technical Skills

Ticketing Tool	SHIVAM
Network	NFS, Telnet, FTP, DNS, DHCP, Routing, NAT, HTTP
Remote Tools	Real VNC, Ultra viewer, team Viewer, Any Disk
Antivirus SW	Eset

Roles & Responsibilities:

- Maintaining Grand stream VOIP server and Intercom Telephones.
- Maintaining MacAfee Antivirus.
- Maintaining outlook-oriented problems.
- Troubleshooting and resolving server, hardware, network, application issues.
- CCTV Camera Installation, Service and Configuration in all Brands.
- ALL Govt Projects & Tenders working in POC Work in front end.
- TASMAL PROJECT: I have worked on the GOVT CIVIL SUPPLY ware house & TASMAL Project and 3000 shops and 6000 cameras configured.

CERTIFICATION : CCNA**ACADEMIC PROFILE**

Qualification	Board	Marks
2023 – 2025 MBA – HR [Human Resources]	Institute Of Distance Education University of Madras	-
B.E(CSE) 2015-2019	Thiruvalluvar College of Engineering and Technology	6.79 CGPA
H.S.C. (Tamil Nadu State Board)	Government Higher Secondary School, Orathi.	66 %
S.S.L.C. (Tamil Nadu State Board)	Government High School, Vadamanipakkam.	78.5 %

PREVIOUS EXPERIENCE

Organization : Wipro (Adani Pvt Ltd), kattupalli-Chennai
Designation : Desktop Support - L1
Duration : Aug.2019 – JAN-2020

PERSONAL DETAILS

Date of Birth : 07th-JUN- 1998
Father's Name : RAMU D
Languages Known : Tamil, English
Passport : No
CURRENT Address : No.: 22, 3rd Floor A Block Cochin House Police Quarters, Greems road, thousand light, Chennai 600006.

Declaration:

I **AJITH R**, hereby declare that all the details in the application are true, complete, and correct to the best of my knowledge and belief.

Date:
Place:

Authentically,
(AJITH R)