# Santhoshkumar S

System Administrator

📍 Dubai, UAE

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Knowledgeable System administrator, Network and security engineer, IT-Executive and Technical support engineer with demonstrated expertise in modern technologies across software-defined networking, software-defined Access, local area networks, wireless and security. Forward-thinking, analytical problem-solver focused on performance and usability.

## Work Experience

### IT Support Engineer • Triway Technologies LLC

January 2025 – Till Date

- Diagnose and resolve hardware, software, and network-related problems.
- Provide support for desktops, laptops, printers, and other IT peripherals.
- Install and configure operating systems, applications, and security updates.
- Set up and manage IT infrastructure, including servers, networks, and cloud services.
- Ensure compliance with company IT policies and industry standards (e.g., ISO, GDPR).

### Network and Security Engineer • Tatva Networks Pvt Ltd

November 2022 – November 2024

- As a Network and Security Engineer, I am responsible for managing and securing the network infrastructure.
- This ensures the organization's data integrity and protects against potential security breaches.
- Design, configure, and maintain LAN, WAN, and VPN infrastructures.
- Evaluate and implement new technologies (e.g., SD-WAN, DHCP)

### System Administrator • CMR University

September 2021 - October 2022

- Managed server administration tasks, providing support and ensuring system reliability and security
- Reviewed and updated system administration policies and procedures to align with current best practices.
- Install, configure, and maintain operating systems, software, hardware, servers, and network devices.
- Ensure regular backups of critical data and systems are performed and stored securely.

### IT-Executive • Travel Food Services Pvt Ltd

September 2019 - June 2020

- Oversaw IT operations, ensuring optimal performance and security across the organization this proactive management reduced downtime and enhanced overall productivity.
- Ensure efficient and secure operations of IT infrastructure, networks, and enterprise systems.
- Manage relationships with external vendors, negotiate contracts, and ensure that services meet business requirements.
- Excellent problem-solving abilities and strategic thinking.

## Network Engineer • Atria Convergence Technology Pvt Ltd

July 2018 - July 2019

- Directed and managed IT operations, resulting in enhanced technical support and service delivery across the organization.
- Troubleshoot network issues, resolve outages, and optimize performance.
- Implement and manage security protocols, including firewalls, access control, and VPNs. Maintain network hardware (e.g., routers, switches, firewalls) and software.
- Plan and execute network upgrades and expansion

## Intercom Technician • Apollo Power Systems Pvt Ltd

February 2017 - May 2018

- EPBX configuration and troubleshooting
- Understanding of related security systems (e.g., CCTV, access control, alarm systems).
- Familiarity with communication protocols and wiring standards (e.g., CAT5/6, Fiber optics).

## Technical Support Engineer • Inofi Cityonline Consortium

February 2015 - May 2016

- Providing L1 support to the customer
- Provide basic troubleshooting for common technical issues, including password resets, software installation, and printer or peripheral setup.
- Offer support for commonly used software and ensure smooth functionality.

## Education

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|---|---|---|
| DMI College of Engineering<br>Electronics and Communications Engineering | | 2009 - 2013 |
| PGP Polytechnic College, Namakkal<br>Diploma in ECE | | 2007 - 2009 |
| Government Boys Higher Secondary School, Karimangalam<br>HSC in Mathematics and Biology | | 2005 - 2007 |

## Skills

- Operating System (Windows, Linux, Mac)
- Installation configuration and troubleshooting of Network switches, Routers, AP's
- DHCP, DNS, SD-WAN
- LAN, WAN, Wi-Fi, VPN
- Firewall-Sophos, Fortinet
- CCTV, DVR, NVR, IPCA
- MS office, Outlook, WSUS
- Windows server2016, Active directory, O365
- Network Printers (Sharp,Brother,Samsung,Epson)

## Languages

- English — Fluent
- Tamil — Native or Bilingual
- Kannada — Fluent
- Hindi — Intermediate