

Anand's resume

Anand Ramachandran



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OBJECTIVES

To provide your organization advanced level of systems and server administration, maintenance and support services.

SUMMARY

Over 12 years of general extensive experience installing, maintaining and troubleshooting Windows and Linux systems and servers, Apache, office applications, security software and others. And Knowledgeable in computer hardware and various devices.

Possess the enthusiasm for work, strong desire to succeed and commitment to continuous skill development that help build confidence and high level motivated team to achieve desired results. Very ambitious to help others and work in the IT field.

Technical Skills Summary:

OS & Enterprise Apps: Windows (most), VMware Esx server, Citrix Xen server, Linux – Fedora, Centos, Redhat, Debian and Debian based Ubuntu, samba server, Apache2, Apache Tomcat, Qmail Courier IMAP Squirrel mail, squid, windows TFS server configuration.

Hardware Firewall: WatchGuard, Cyberoam and Cisco ASA.

VOIP: Asterisk, Trixbox CE and Pro, SIP, IAX2, Skype for asterisk, Skype for sip, Freepbx. FreeSwitch, Vicidial.

Connectivity & Hardware: Firewalls, routers, switches, wireless, T1, Ethernet, Fast Ethernet, Gigabit Ethernet, FDDI, Cable/DSL modem, Analog dial-up.

Virtual machines & Virtual appliances: VMWare Esx server, Citrix Xen server.

Cloud: Amazon Web Services (AWS), Google apps, Azure and office 365.

Cloud Automations: Puppet and chef

Distributed Computing: NoSQL, MySQL High Availability servers.

Monitoring: Nagios and Zenos.

Server control panel: plesk, Cpanel, Webmin, Virtualmin, ISPconfig and ISPmanager.

Technologies: RAID, SCSI, Active Directory, DNS, WINS, DHCP, RIS, Remote Desktop, IIS, LDAP and IPTABLES.

Web & Database: Web Standards, IIS, C++, MySQL, horde, html, Java script. Word Press, Joomla, Drupal. Moodle.

Desktop Technologies: Windows 3.11/95/98/NT/2000/XP/VISTA/7/8, Microsoft WORD, Excel, Access, Power Point, Front Page, Visio, Internet Explorer, Mozilla Firefox, Scanners, Desktop and Networked Printers, Linux Ubuntu, CentOS, MintOS.

Groupware: Horde, ARS, Remedy

Remote support utilities: Windows remote support, VNC, Team viewer, Showmypc, Gotomypc, SSH on linux.

VPN servers and clients: PPPoE, PPTP, LTPT, IPSec and OVPN

CRM and Billing automation: SugarCRM, vTiger and WHMCS.

Code Security: Ioncube.

Ticketing systems: ConnectWise.

MSP RMM software: Kaseya, Labtech and goto assist.

Scripting: Step ahead starter Level in Shell scripting, PHP and Python with Django Framework.

SUMMARY OF TECHNICAL/PROFESSIONAL EXPERIENCE

Installation and Configurations:

- **Asterisk server:** Installation, Configuration and made fool proof maintenance module of Asterisk (SIP) server in Auroville which contains Skype channel driver to get incoming and outgoing via Skype, this is new and innovative one which did successfully.
- **Mikrotik :** Installation, configuration and fool proof maintenance module of Mikrotik with Router OS to work in the live environment , I formed a wireless mesh network with Mikrotik Router B450, mikrotik router 411A in multiple locations
- **Radius server:** Installation, configuration and fool proof maintenance module of Radius server for billing and accounting.
- **Mail server Migration:** Successfully migrated the mail server from the one service provider the other one during this period.
 - Performed installation, configuration, administration and design of **Windows 2003 server** domains in an enterprise network environment including installation and configuration of WINS, DNS, DHCP, as well as allocated IP addressing schemes.
 - Configured replication processes and schedules, designed and performed integration of Routing and Remote Access,
 - Performed installation and configuration of Remote Installation services (RIS), ISA, and proxy firewall software.
 - Installed and configured Enterprise Certificate Authority for windows 2003, created digitally signed and encrypted email messages through the use of Certificate Authority and Secure Socket Layers, and installed and configured Internet Information Services (IIS).
- **Implemented exchange 2003** services, performed administration of user accounts, installed and configured backup system, installed and configured Active Directory Services, designed hierarchical information structures using organizational units, domains, and sites.
 - Created trust relationships, and implemented security through Group Policy Objects.
 - Created a multiple location Distributed File System and configured the redirection of Documents and other folders.
 - Advanced troubleshooting skills, focused on enterprise-level networking equipment consisting of over 30 servers, routers, switches and other high end equipment.
- **Integration if sugarCRM and asterisk.**
- **Integration Vicidial, Asterisk, vTiger**
- Installation and maintenance of **Qmail server** with courier IMAP and Squirrelmail web interface.
- Installation and maintenance of a high available web server which is running with more than 100 websites in Centos 5, apache , php5, Virtualmin control panel.
- Dedicated Mysql database server for all.
- **Vmware ESX server** with servers and Vyatta virtual appliance (router).
- I am also part of the team of commissioning of a Watchgaurd Firebox firewall with two 8MBPS WAN and 200LAN connection with VLANs. And VLAN switches.

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- **Red5, wowza media server** configuration.
- Cisco ASA configuration.
- **Ioncube** php code security package installation and configuration.
- **Microsoft Visual Studio Team Foundation Server (TFS)** installation and configuration.
- Exchange server 2010 installation, configuration and maintenance
- **Zimbra collaboration suite** / mail server installation, configuration and maintenance.
- **Testopia and bugzilla** installation, configuration and maintenance.
- Wifi **hotspot server** with Radius AAA auth.
- Coova Chilli firmware in wrt54g to work with Radius server.
- DD wrt firmware in dir 615 to work with Radius server.
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Client Applications:

- MS Outlook, Outlook Express, Thunderbird, Poco mail, Eudora, Mac Mail, Windows live mail
- VPN client, Symantec Firewall Client.
- MS Office, Anti-Virus Apps, etc...
- Configuring Soft phone and Hard phones for Asterisk

Employment Summary:

Employer	From	To	Designation
Bluelight-Auroville/Freelancer	Jan'2014	Till now	IT Consultant/Volunteer
Ihorse Technologies	April'2011	Dec'2013	IT Manager
Auroville foundation	May'2009	Jan'2012	System and Network Administrator.
Precision Techserve P Ltd	Mar'2007	May'2009	System and Network Administrator. On-site deputation for Auroville International Township
Sutherland Global Services	Nov'2005	Dec'2006	Technical Support Executive - ISP
Accesstel Consultancy Services.	Feb'2004	Nov'2005	System Administrator and Networking Engineer.
Present Computer Services.	Apr'2000	Jan'2004	Hardware Engineer.
Lebracs Rubber linings Pvt Ltd.,	Nov'1998	Mar'2000	Junior Engineer Marketing

Major implementations and achievements in Ihorse:

1. Installation and maintenance of Qmail server with courier IMAP and Squirrelmail web interface.
2. Installation and maintenance of a high available webserver which is running with more than 100 websites in Centos 5, apache , php5, Virtualmin control panel.
3. Dedicated Mysql database server for All other servers.
4. Vmware ESX server with servers and Vyatta virtual appliance (router).
5. I am also part of the team of commissioning of a Watchguard Firebox firewall with two 8MBPS WAN and 200LAN connection with VLANs. And VLAN switches.
6. Zimbra collaboration suite / mail server installation, configuration and maintenance.
7. Testopia and bugzilla installation, configuration and maintenance.
8. Microsoft Visual Studio Team Foundation Server (TFS) installation and configuration.
9. Red5, wowza media server configuration.
10. Ioncube php code security package installation and configuration.

11. Cisco ASA configuration.

Major implementations and achievements in Auroville:

1. Asterisk server: Installation, Configuration and made fool proof maintenance module of Asterisk (SIP) server in Auroville which contains Skype channel driver to get incoming and outgoing via Skype, this is new and innovative one which did successfully.
2. Mikrotel : Installation, configuration and fool proof maintenance module of Mikrotik with Router OS to work in the live environment , I formed a wireless mesh network with Mikrotik Router B450, Mikrotik router 411A in multiple locations
3. Radius server: Installation, configuration and fool proof maintenance module of Radius server for billing and accounting.
4. Mail server Migration: Successfully migrated the mail server from the one service provider the other one during this period.
5. Integration if sugarCRM and asterisk.
6. Integration Vicidial, Asterisk, vTiger for a call Centre.

Major implementations and achievements in Precision Techserve:

1. Migration of the mail server (Send mail Server) from here to rediff.
2. Implementation of Cyberoam CR - 50i in the Network which has the following features.
 - Identity based firewall.
 - VPN
 - Gateway Level Anti - Virus
 - Gateway Level Anti-spam
 - IDP - Intrusion Detection and prevention
 - Content filtering
 - Bandwidth Management
 - Multi-link Manager
 - On-Appliance Reporting
3. Successful migration of the Network users from the stat server (gateway and Bandwidth management server) to cyberoam.
4. Migration process of the Avnet web server with financial service's MySQL data base server to a data centre in Germany.
5. Maintaining the Network with zero downtime.
6. Immediate solution to the users to their problems in browsing the internet, receiving and sending mails using various email clients, even they are using any other internet connection, by email, phone and in-person.
7. Google apps implementation for auroville.org.in on education version.

Role in Sutherland global services:

Designation : Technical Support Executive.
Client : United Online
Duration : Nov'2005 - Dec'2006.

Description:

United online is one of the major ISP in US. My responsibility to support the customers in our client's ISP network regarding troubleshooting issues like OS problems, browser related problems, connectivity issues, driver configurations software issues, firewall issues, virus, spy ware, malware problems.

Projects & Assignments:

Project 1:

Organization : Accesstel Consultancy services.
Designation : Networking Engineer
Project name : Tax Net. (For Income Tax Department.)
Client : GTL, IBM global Services India Pvt Ltd etc...

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Duration of Project : Aug'2005 – Sep'2005.

Project Description:

Structure cabling and testing, Server installation and configuration, Switch configuration and installation, router configuration and installation, OS Support, Software issues, new Installations, Upgradations (GTL, IBM global Services India Private Ltd etc...)

Role: Network design and implementation.

Network design, Structure cabling and testing, Server installation and configuration, remote installations of the clients PC, Switch configuration and installation, router configuration and installation, OS Support, Software issues, new Installations,

Project 2:

Organization : Accesstel Consultancy services.
Designation : System Administrator
Client : Nittany Contact Center, Chennai
Duration of Project : Mar'2004 – Aug '2005.

Project Description:

Providing Information Technology End-to-End support like Facility Management Service, Windows2000 Servers, (which includes OS Support, Software issues, new Installations, Upgradations)

Role: System Administrator

- Technical support including system backups, software upgrades,
- Monitoring, Maintaining & Administrating DATA Mirroring (High Availability Software)
- User and security administration
- Capacity planning and management
- Preventive and corrective maintenance plan
- System housekeeping

Personal Details:

Name of Applicant	:	Anand Ramachandran
Date of Birth	:	28/07/1978
Sex	:	Male
Qualification	:	Diploma in Mechanical Engineering