Surendar Baskaran

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Summary

Dynamic and versatile IT professional with extensive experience across multiple technical and support roles. Proven expertise in system administration, technical support, and failure analysis. Demonstrated success in managing and monitoring IT infrastructure, resolving complex technical issues, and driving business development initiatives. Strong background in various operating systems, enterprise tools, and ITIL processes. Dedicated to improving operational efficiency and providing exceptional customer service.

Technical Skills

Operating Systems: Windows, Linux, Mac| Server Administration: Windows Server| Enterprise Tools: SAP CRM, Sapphire IMS, Service NOW, BMC Remedy |Network Management: CCNA Networking Basics| Software: MS Office (all versions including Office 365) | Cloud Computing – AWS, Azure, GCP (Basic Knowledge)

Functional Skills

System Management: Installation, configuration, testing, and maintenance of operating systems and application software| Failure Analysis: Root cause analysis, diagnostics, and reporting for hardware and system failures |Technical Support: Resolving IT issues for desktops, laptops, and servers; ticket-based problem solving |Infrastructure Planning: IT infrastructure strategy planning, monitoring, and maintenance| Business Development: Customer acquisition, sales strategy, and team leadership |Content Editing: Content creation, accuracy verification, and project management

Professional Experience

IDP Education India Service LLP   System Engineer: Jan 2023 - Till date

- Inventory Management: Keeping track of all hardware and software assets, including their configurations and statuses.
- Performance Monitoring: Continuously checking the performance of servers, network devices, and applications to ensure they are operating optimally.
- Log Analysis: Reviewing system logs to identify and address potential issues or security threats.
- Alert Management: Setting up and managing alerts to notify the IT team of any performance degradation, failures, or security breaches.
- Capacity Planning: Analyzing current usage trends to anticipate future needs and plan for scaling resources accordingly.
- Installation: Deploying operating systems, application software, and system management tools on various hardware platforms.
- Configuration: Setting up the installed systems according to organizational policies and requirements, including configuring network settings, user permissions, and security policies.
- Testing: Performing thorough testing to ensure that systems and applications function as expected in different scenarios. This includes functional testing, performance testing, and security testing.
- Maintenance: Regularly updating systems and software to the latest versions, applying patches, and ensuring that all components are working correctly. This also involves troubleshooting any issues that arise post-deployment.
- Automation: Implementing automation tools and scripts to streamline repetitive tasks such as installations, updates, and backups.
- Disaster Recovery Planning: Developing and testing disaster recovery plans to ensure that the organization can quickly recover and resume operations after a catastrophic event.
- Backups: Regularly backing up critical data and systems to ensure that information can be restored in case of data loss or corruption.
- High Availability (HA) Solutions: Deploying HA solutions such as clustering, load balancing, and geographically distributed systems to ensure continuous availability of services.

Lenovo LTD   Failure Analysis Engineer   Aug 22 – Jan - 23

- Identifying the cause of failure, testing, and diagnosing products, writing, and sharing reports, avoiding the repetition of similar incidents, storing files about failure analysis, and making recommendations.
- Perform failure analysis at the system and sub-system level (i.e., System board, power supply, hard drive, keyboard,) to determine root cause of system and components failures.

Yoga Trainer   Freelancer   Nov 20 – Aug 22

Tata Chemicals Ltd   IT Support Engineer   Feb 19 - Oct 20

- Responsible for Internal IT Infrastructure Strategy planning and execution - day to day operations, future road map and best practices sharing, learning and development.
- Monitor and maintain Hardware and Software including, computers, printers, phones, security updates, support internet, intranet, LANs, WANs, and network segments
- Installing and configuring of hardware and software components, and clearly document the design, maintenance and support procedures for routine tasks as per the process.
- Perform routine/scheduled audits of the systems, including all data backups of the systems including desktops, Laptops & Servers.

Clean Artwork   Business Development Executive   Jan 18 – Feb 19

- Assist the organization sales and growth efforts by contributing to new customer acquisition.

HCL Services Ltd   Technical Support Engineer   Mar 15 – Sep 17

- Resolving IT related issues of Client's desktop, laptops and servers, basis agreed SLA's. Handling all the incoming calls and tickets through phone and e-mail. Ticket based problem solving with SLA; Tools used: SAP CRM, BMC Remedy
- Maintain clear, concise, and positive communication for all cases in a timely and efficient manner including follow-ups with customers, team members, and engineers.

UST Global   Technical Support Engineer   Oct 13 - May 14

- Escalate cases to other more senior Technical Support Engineers and/or Escalation Engineers when the problem is too complex or falls out of your specific area of expertise.
- Leverage internal technical expertise, including higher-level engineers, knowledge base, and other internal tools, to provide the most effective solutions to customer issues. Create new knowledge base articles to share information for reuse throughout the Support Center.

Amazon   Content Editor   Nov 11- Jun 12

- Content editor for online publishing websites - Japanese, Chinese and English. Content editor for E-Books and Mobi for kindle device readers. Content creation, population of content from various sources, interacting / coordinating with various internal and external stakeholders, identifying and correcting errors, maintaining records etc

ACHEIVEMENT & AWARDS

- Successfully reduced laptop hardware issue turnaround time to the next business day by effectively coordinating with vendors and resolving issues promptly for IDP Digital Campus, all without the need for ticketing systems.

EDUCATION

- Master of Science in Yoga from ANNAMALAI UNIVERSITY- 2016-2017
- Master of Computer Application from ANNA UNIVERSITY - 2008-2011

TRAINING AND CERTIFICATIONS

- ITIL v3 Foundation Certified – CMS Info solutions Pvt Ltd, 2015-2016
- MAPLES ESM TECHNOLOGIES PVT LTD - Mainframe z/OS Administrator, 2012-2013