

RESUME

MEGANATHAN K

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DOB: 05/06/1990 | Languages: English, Kannada, Tamil

Career Objectives

Dedicated IT Manager with over 8 + years of experience in system management, network troubleshooting, and desktop support. Seeking to leverage my technical skills and problem-solving abilities in an IT Manager role, where I can contribute to maintaining and improving IT infrastructure while ensuring smooth business operations.

Technical Proficiencies

- **Operating Systems:** Windows 10, 11, Linux, Mac.
- **Cloud Platforms:** G Suite Administration, Office 365 Administration, GCPW Implementation.
- **Networking:** Firewall (Fortinet, SOPHOS), Aruba APs, LAN, WAN, VLAN & Switch, DNS, DHCP, Routers, ISP Management, EMS, VPN Configuration, New office setup.
- **Tools:** Zoho (Manage Engine, Patches, User Management), Jira, Freshdesk, Slack, MS Teams, Power Bi, MDM (Mobile device management).
- **Security:** Quick Heal & Sophos Antivirus, BitLocker, Security Audit Implementation, DLP.
- **Hardware:** Desktop, Laptop, Server, Firewall, Access Point, Printer/Scanner, Other IT Devices Troubleshooting
- **Server Management:** Windows Server 2012 R2, 2022 (Active Directory, Group Policy, Patch.
- **Asset & Vendor:** IT Asset inventory management & Vendor management, License Management

Professional Experience

Senior IT Manager

Werize

Oct2021 – 04/2025

- Leading a team of IT professionals to deliver to the IT department and manage the company's IT infrastructure, **including Networks, desktops, and servers**
- Enhanced user convenience and security by deploying the **Google Credential Provider for Windows** (GCPW) to synchronize Google Workspace and Windows logins.
- Administered and maintained user accounts and services within **Office 365 environments**, ensuring secure and efficient **collaboration**.
- Configuring, maintaining, and troubleshooting network infrastructure components such as **routers, switches, firewalls, APs, VPNs, DNS, and DHCP, LAN, WAN, VLAN**.
- Implemented and managed **firewall security, configuring VPN** and resolving network issues to ensure secure remote access **for over 500 users**.
- Established secure and reliable inter-site connectivity by configuring and maintaining **VPN tunnels for secure communication across public networks**.
- Strengthened network perimeter security by expertly configuring and maintaining **firewalls, and intrusion detection systems**.
- External vendors are to orchestrate the timely and efficient installation of **new hardware and software components**, minimizing potential disruptions.
- Consistent endpoint protection by ensuring **timely virus definition updates**, and the application of **critical software patches**.
- Asset management, Current organization **1500+ assets maintain for laptops & Mobiles**, Sim card, desktops, network device.
- Manage and update helpdesk tickets, **ensuring issues are tracked in Jira**, prioritized, and resolved **within Service Level Agreements (SLAs)**

- Managed asset tracking solutions utilizing ZOHO ManageEngine for accurate **inventory and lifecycle management**.
- Ensure regular **backups and disaster recovery** plans are in place **and tested & Security ISO Audit**.
- Collaborate with the finance team on matters related to quotations, **procurement approvals, and status of pending payments**.

System Administrator

Cropin Technology Pvt Ltd

06/2018 - 09/2021

- Configured and troubleshot firewalls (Sophos) for network **security and resource access**.
- Managed Office **365 administration, email setup, and spam control**.
- Installed and maintained LAN/WAN networks, **ensuring seamless connectivity**.
- Provided technical support for Mac devices (**iMac, MacBook Pro**) and Windows systems.
- Maintained user accounts and permissions on **SAMBA AD & Windows**.
- Lead wireless troubleshooting **and VPN configuration for remote access**.
- Provided laptop support for 200+ users, resolving software and **network issues**.

System Administrator

Zygox Infotech Pvt Ltd

09/2017 - 06/2018

- Provided desktop support for 50+ users, resolving **software and network issues**.
- Assisted with Windows OS and CentOS **installations for business operations**.
- Maintained **IT asset management** and facilitated hardware procurement.
- Configured VPNs, **reducing support tickets by 15%** through proactive training

Customer Support Engineer

Genius Consultancy Ltd

10/2016 - 08/2017

- Provided technical assistance, **diagnosing and troubleshooting user issues**.
- Managed support **ticketing system**, prioritizing incidents effectively.
- Assisted in hardware setup and **maintenance for office IT infrastructure**.

PROJECTS & ACHIEVEMENTS

- **GCPW Implementation:** Secured and streamlined IT infrastructure.
- **AD Implementation:** Secured and streamlined IT infrastructure.
- **New Office Network Setup:** Designed and implemented networks for 3 office buildings.
- **Firewall & Security Enhancements:** Managed Fortinet & SOPHOS configurations, reducing downtime.

EDUCATION

B.Tech in Information Technology – Anna University (69.5%)

Diploma in IT – DOTE Muthayammal (96%)

STRENGTHS

- **Experience Depth:** Over 8 years in IT with leadership roles.
- **Technical Breadth:** Covers Windows, Linux, Mac, O365, Google Workspace, networking, and security.
- **Project Highlights:** Includes GCPW, AD, and network setups which show impact.
- **Certifications Mention (ISO 27001):** Gives credibility for security-focused roles.