

MUNIYAPPAN J

System Administrator

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TECHNICAL SKILLS

- Windows Server Administration
- Windows Endpoint Management & Configuration
- Active Directory, DNS & DHCP Management
- File Server & Storage Administration
- O365 Administration & Outlook Support
- Virtualization – VMware, Sysprep, Acronis
- Server Upgradation
- Patch Management
- SQL Server 2019 – Always On & Log Shipping
- Power Platform – Power Automate, Forms, SharePoint
- CCTV & Access Control Systems (ACS)
- VLAN, OSPF, Static Routing & WAN Troubleshooting
- Incident & Change/Release Management
- SLA-Based Ticket Management (ServiceNow)
- Disaster Recovery & High Availability Design
- NAS Storage (TrueNAS)

TOOLS & TECHNOLOGIES

OS: Windows Server 2016/2019/2022, Win 10/11

Ticketing Tools: ServiceNow

O365 & Collaboration: Outlook, Microsoft Forms, SharePoint, Lists

Automation & AI: Power Automate, Copilot AI, ChatGPT

Remote Support: TeamViewer, AnyDesk, RDP

Database: SQL Server 2019 (Always On, Log Shipping)

Hardware: HP, Dell, Lenovo Servers & Desktops

PROFILE SUMMARY

IT Infrastructure Engineer & Windows Server Administrator with nearly 3 years of experience in Windows Server administration, endpoint management, Active Directory, DNS, DHCP, O365, and server troubleshooting. Proven track record in datacenter management, endpoint security, vulnerability remediation, based incident management. Experienced in delivering enterprise-scale projects including zero-downtime AD migrations and full automation of access control workflows across multi-site environments.

- Hands-on experience managing and supporting Windows endpoints and server administration, configuration, and upgradation.
- Proficient in O365 applications, Windows OS, Outlook configuration, and software installation & troubleshooting.
- Experienced in datacenter management, endpoint security management, and monthly patch/vulnerability remediation.
- Strong knowledge of Active Directory, DNS, DHCP, File Server, and virtualization technologies (VMware).
- Skilled in handling major incidents and troubleshooting in Windows domain environments.
- Familiar with processes – SLA adherence, Change/Release Management; hands-on with ticketing tools (ServiceNow).

WORK EXPERIENCE

Velan IT Solutions – Project & Support Engineer

(Jan 2026 – Present)

- Manage Windows endpoint configuration, deployment, and support for CCTV and Access Control Systems across enterprise environments.
- Deploy, configure, and troubleshoot IP-based CCTV cameras, NVRs, and access control controllers integrated with Windows-based monitoring servers.
- Resolve IT service tickets for system outages, device connectivity issues, and application errors within defined SLA using ITSM processes.
- Perform network troubleshooting – IP configuration, VLAN verification, switch port checks, and connectivity validation for security devices.
- Support server-side applications ensuring stable communication between devices, databases, and application services.

TATA Communications Ltd Pune – Network & Hardware Engineer

(Aug 2024 – Jan 2026)

Windows Server Administration

- Installed, configured, and maintained Windows Server 2016/2019/2022 environments; managed Windows endpoint deployments and OS upgradation.
- Administered Active Directory (AD), DNS, DHCP, File Server, and Group Policy configurations; resolved domain-level authentication and connectivity issues.
- Configured Windows Firewall, endpoint security policies, and performed monthly patch management and vulnerability remediation.
- Used Hiren's Boot recovery tools for safe system/user account recovery; performed server hardware troubleshooting across datacenter environments.

O365 & Collaboration

- Supported O365 applications including Outlook configuration, SharePoint, Microsoft Forms, and Teams – resolving user-reported issues and service requests.

SQL Server & High Availability

- Installed SQL Server 2019; implemented Always On Availability Groups and Log Shipping for database redundancy and DR; troubleshot DB connectivity.

Automation & ITSM

- Designed Power Automate workflows with MS Forms & SharePoint; built multi-level approval automation; automated SMTP notifications for access management.

EDUCATION

BCA – Bachelor of Computer Applications (Pursuing)

Manipal University Jaipur | Online

Expected Completion: 2029

Diploma – Electronics & Communication (92%)

Maruthi Polytechnic College, Attur

2020 – 2023

10th SSLC Board (86%)

Bharathiyar Matriculation HSS, Attur – 2020

KEY STRENGTH

- Highly adaptable to new technologies
- Strong analytical & troubleshooting skills
- Proven ability to meet deadlines
- Committed to integrity, responsibility, and continuous learning

ADDITIONAL INFO

Languages: Tamil, English

Nationality: Indian

- Managed incidents and service requests via ITSM tools following ITIL processes – SLA adherence, escalation, and Change/Release Management.

Infrastructure & Networking

- Configured VLANs and routing across enterprise network environments; managed CCTV/ACS infrastructure and integrated Active Directory with enterprise security platforms.
- Performed L2/L3 network troubleshooting, coordinated escalations with routing and development teams, and ensured timely resolution of connectivity issues.

TATA Communications Ltd Chennai – Apprenticeship Trainee (Mar 2024 – Jul 2024)

- Managed Windows Server installation, Active Directory administration, DNS/DHCP configuration, and monthly OS patching and vulnerability mitigation.
- Handled security threat and event management using LogRhythm; acted as L1 Helpdesk Engineer providing remote/on-site Windows endpoint support.
- Processed incidents and service requests using ITSM ticketing tools; coordinated escalations with L2/L3 teams following ITIL change management processes.
- Assisted with user account management, password resets, Outlook/O365 setup, and system access issues through Active Directory tools.
- Gained basic knowledge in Microsoft Azure, Exchange Online 365, SharePoint, and API integration.

VIP SYSTEMS – Desktop Support Engineer (Jul 2023 – Mar 2024)

- Provided L1/L2 Windows endpoint support – OS installation, software configuration, printer troubleshooting, and remote support via TeamViewer/AnyDesk/RDP.
- Configured Outlook/O365 email accounts; performed antivirus/endpoint security setup, wireless configuration, and CCTV installation.

KEY PROJECTS

1. Genetec–Active Directory Integration (8,500 Users)

Integrated AD with Genetec Security Center; migrated ~8,500 cardholder profiles with zero downtime enabling automated onboarding/offboarding lifecycle.

Tools: Active Directory, DNS, Genetec Security Center | Focus: Zero-downtime AD migration, automated access lifecycle

2. Restricted Door Authorization Autoflow (90+ Doors)

Designed end-to-end approval automation using MS Forms & Power Automate for 90+ restricted doors with two-stage ITSM-style approval workflow and automated email notifications.

Tools: MS Forms, Power Automate, SharePoint

3. 3-Stage SQL Log Shipping for ACS Databases

Configured SQL Server 2019 Log Shipping across Primary, Secondary, and DR servers with automated backup schedules for high availability and disaster recovery.

Tools: SQL Server 2019 | Focus: High availability, disaster recovery

4. Automated Access Violation Alerts via SMTP

Configured SMTP-based auto email triggers in Genetec for real-time violation notifications, reducing manual monitoring and improving SLA compliance.

Tools: Genetec Security Center

5. NTP Synchronization Across PAN Locations

Deployed NTP Server for all ACS and CCTV systems across PAN-India locations, ensuring accurate timestamping for all security devices.

6. ACS WAN Uplink Connectivity – Multi-Site

Implemented WAN uplinks for ACS across two locations via NOC coordination and PE switch configuration, ensuring reliable multi-site connectivity.