

CURRICULUM VITAE

Santhosh Kumar R

L3 Support Apple Engineer

Present Address:

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Personal Information:

Sex: Male.

Marital Status:

Married.

Date of Birth:

April 26th 1987.

Contact Details:

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Languages Known:

Kannada, English, Hindi,
Telugu, Tamil.

Passport Number:

J0360479

Career Objective

To work in a progressive organization that incorporates varied spectrums of work & diversity, this endows consistency, competency & expertise in professional as well as social spheres, enabling collective excellence and technical growth, personal fulfillment with welcome attitude for new ideas and concepts to enhance the overall growth of the organization. I am a fast Learner and I can work under pressure with an aim to achieve my goal.

Technical Skills

- **Operating System:** Mac OS, OSX (Mavericks, Yosemite, El Capitan, Sierra, High Sierra, Mojave, Catalina, Big Sur), Watch OS & iPhone iPad IOS, Windows XP/Vista/7/8/10, 2003/2008 Server, VMware ESXi. Apple Server 5.6.3, JAMF and MDM Support.
- **Applications:** All lines of Apple Software's and Unidentified apps for Apple Supports, MS Office 2010 and 2016, MS Outlook, Citrix & Virtual box Applications.
- **Hardware:** Apple Macintosh Computers intel Core i5/i7/i9 Xeon – iMac, Mac Mini, MacBook and MacBook Pro & Air Laptops, Portables iPad, iPhone and Apple TV with compactable iOS Devices.
- **Personal Strengths:** Problem solving, Analyzing, Debugging, Reasoning, Excellent verbal and written communication skills, Self-Learning & Self-Initiative, belief in teamwork.

Service Organization Control (SOC) Auditing:

- **IT Incident management reports** – With evidences and mails.
- **IT Change management reports** – With evidences, change approval mails, Mail Notification sent to the business owners / managers, Vendor notification mails on the changes.
- **User access control** (Remote users, VPN users, Internet users, Local admin users, Firewall admin, Network admin, Bluecoat admin, remote access) – With evidences, approval mails etc...
- **Domain and User provisioning** – Active users, Inactive users, Activation mails, Deactivation mails.
- **Asset Management** – JAMF Enrollment Map Computers count in Active directory, MacAfee update count of computers, Patch update computers and servers with mail evidences and reports.
- **Backups & Offsite Backup** – Time Machine, Crash Plan Pro or inSync Backup reports, other tape movement reports, Restoration reports with mails and evidences.

Work Experience

1) **Sr. Associate from Dec 2015 to Till Date, VDA Info Solutions Pvt. Ltd. Mumbai.**

Client: Cognizant Technologies (Project Name: APPLE Inc. INDIA)

- ✓ Providing the first point of contact for support and maintenance of Apple equipment's and App Store Applications.
- ✓ Providing day to day general technical support for VPN Connectivity and Applications Installations and software troubleshooting's.
- ✓ Assisting the Technical Resources Manager with keeping logs of equipment faults, equipment serial numbers, movement of IT equipment and software licensing information.
- ✓ Producing self-help information for user guides that enable ease of use the systems by user.
- ✓ Ensuring security and protection of Project systems to prevent misuse, viruses, etc. and assist with backing up systems as necessary.
- ✓ Administration of the Apple MAC Profiles using JAMF tool in IS&T with the Apple Network Support Team.
- ✓ Maintains an effective and timely response process to provide technical solutions for customers with escalated issues.
- ✓ As needed, creation of technical documentation and other communications to mitigate or resolve product issues
- ✓ Single point of contact for end users for all Apple systems, Network and application related quires/issues.
- ✓ Responsible for allocating and configuring devices for new joiners and educating users about mac OS.
- ✓ Ensure mac computers interconnect seamlessly with diverse systems including associated validation systems, VPN servers, email servers, application servers, and administrative systems.
- ✓ Diagnose and quickly resolve a wide range of MAC OS, applications and networking related problems to help minimize downtime.
- ✓ Communicating with client on need basis and resolving the issue on timely manner.
- ✓ Performs general preventative maintenance tasks on computers, laptops, printers and mobile devices like iPhone and iPad.
- ✓ Dealing with queries by following departmental procedures for fault resolution.
- ✓ Operates within, enforces, and suggests modifications and additions to desktop standards and guidelines.
- ✓ Maintains and documents inventory of Hardware's like MacBook's, iMac's and mobile devices.

- ✓ Maintains and consistently demonstrates changes in Apple customer guidelines, processes, practices and procedures to End users.
- ✓ Patching OS updates using OS X Server SUS and Apple store on regular basis.
- ✓ Involving in client Audit and responsible for all Desktop related compliance.
- ✓ Quarterly VA scan for Chennai/Bangalore/Hyderabad location on Desktop and Network Devices and ensured all the open points are closed.
- ✓ Co-ordinate with Network, Info sec team to resolve the open points related to security.
- ✓ Reporting to Project Delivery for Monthly MIS Reports (Antivirus, Vulnerability and Patch Updates)

2) SDE (Service Delivery Engineer) From Oct 2011 to Nov 2013, Omnitech Global Info Solutions Ltd, Bangalore.

Client: Australia and New Zealand Banking Group Limited (ANZ)

- ✓ Handling end user's IT requests which logged in the ticketing tool & taking end to end responsibility to resolve the issue.
- ✓ Responsible for diagnosing, testing and repairing, Mac OS 10.9 and OS X.
- ✓ Supporting and troubleshooting Mac applications like Workgroup Admin, Configuring Mail chat and Configuring File Vault and firewall.
- ✓ Working on ARDP, time machine backup tool, adding Mac to Domain and other Mac OS X tools like profile manager.
- ✓ Install, repair, maintain, and upgrade Apple Desktop and Notebook Computers, Perform maintenance on printers.
- ✓ Mobile device support for iPhone, I Pad and Blackberry, Android phones.
- ✓ Vendor Management Hardware support for Mac and Windows Laptop, Desktop and Printers.
- ✓ Troubleshooting Wired and Wireless Network connections.
- ✓ Installation, Configuration and Troubleshooting of Lotus Notes and MS Outlook in Mac and windows environment.
- ✓ Configuring and Troubleshooting Cisco VPN services.

3) CSE (Customer Support Engineer) From Jan 2010 to Sept 2011, CMS Info Systems Pvt. Ltd, Bangalore.

Client: Cross-Domain Solutions Pvt. Ltd (Arthur J. Gallagher) and Bharti AXA General Insurance Company Ltd

- ✓ Handling end user's IT incidents and requests and resolving the issue.
- ✓ Ticketing tools used: **HP SM & Manage Engine (Follows ITIL Process) IBM Tivoli.**

- ✓ Using remote tools to trouble shoot the international & out of location users IT issues.
- ✓ Supporting & Troubleshooting the issue by using Remote tools as below: Team Viewer, VNC, Mstsc (internal)
- ✓ Installation, Configuration and Troubleshooting of Windows 7 and XP.
- ✓ Hands On eye support for Server & Network team to check servers, network devices on site.
- ✓ Troubleshooting Wired and Wireless Network connections.
- ✓ Mobile device support for Blackberry.
- ✓ Installation, Configuration and Troubleshooting of MS Outlook 2007/2010/2013.
- ✓ Preparing Technical Documents Related to end user issues, daily reports of overall calls.
- ✓ Configuring and Troubleshooting Cisco VPN services.
- ✓ Video/Audio Conference support on Cisco WebEx, Polycom.
- ✓ Logging case to vendors related MPLS & Fiber channel link issues, (packet drops, link down)
- ✓ Create & delete users from SSL Fort client VPN server as well configuring, troubleshooting related issues.

Education

Qualification	Branch / Course	Board / University	Year	Division
DIPLOMA	Computer Science & Engineering	KALINGA UNIVERSITY	2016-17	FIRST Class
SSLC	Govt, Pre-University Course	STATE BOARD	MARCH-2004	45.12%

Certifications / Additional Course

- Microsoft Certified Professional (MCP) Active Directory 2003 (70-294).
- Hardware and Networking (A++ & N++) With Proficient Mind, Bangalore.
- Diploma in Computer Programming (DCP) with TMC, Delhi.
- Apple Internal Projects Course Certifications.

DECLARATION

I believe in persistent and determined hard work & the best efforts give the result. The journey ahead is challenging one but then the thrill in achieving something is unparalleled. I sincerely feel that working in your organization would serve me well in fulfilling my cherished goal. I hereby declare that the Information furnished above is true to the best of my knowledge.

LOOKING FORWARD HEAR FROM YOU AT THE EARLIST
Thanking you.

Date: 1st Dec 2021

Place: Bangalore

(Santhosh Kumar R)