

RIXON THOMAS

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Versatile, high-energy driven professional targeting senior level assignments in Team Leadership/Technical Support/IT Infrastructure Management with an organisation of high repute.

PROFILE SNAPSHOT

- Presently associated Mideast Data Systems—as Sr.SystemEngineer supporting UAE clients on Storage,Computing, Virtualization, Backup solutions.
- Forward-focused Technical Leader with expertise in managing IT Infrastructure activities, networking operations, project management and system administration with a focus on delivering innovative solutions in the organization and bringing top-line results
- Managed the design, installation, upgradation, maintenance, and troubleshooting of Blade-HP,Enterprise Class Storage - HP 3PAR,DELL EMC,MSA,QNAP,HP- L2 & L3 Switches,SOPHOS,FORTIGATE,McAfeeFirewalls
- Engaged in 25 Retail Outlets Setup including Server, Network, POS, CCTV, Access Control and Wireless Setup
- Provided technological direction; proposed budgets for programs and projects, purchases and upgrades, supervised computer specialists and IT workers, and presided over IT Information related projects
- Design and Management of Cloud Computing over AWS and Oracle
- Gained exposure in setting up & running data centers and enterprise-wide infrastructure including overall management and delivery of high availability cost effective technology solutions and services

CORE COMPETENCIES

- IT Infrastructure Management
- Budgeting & Costing (CAPEX/OPEX)
- Data Centre Operations
- Technical Support Operations
- IT Asset Management
- Installation/Configuration/Migration - IT Procurement
- Business Continuity Planning
- Cross-functional Coordination

ORGANISATIONAL EXPERIENCE

Apr'19-Till date

Mideast Data Systems ,Abu Dhabi, UAE as System Engineer - Server/Storage/Backup/Virtualization Platform
(Reporting to Technical Head)

Key Result Areas:

- Provide L2 and L3 support for clients accross region on Infrastructure Solutions
- Review and troubleshoot existing clients infrastructure issues
- Architecting and Managing new projects and deployments of client infrastructure. Work closely with Project Managers for design and migration process on client Infrastructure – Multi Platform
- Ensuring that incidents are being actioned within SLA standards.Managing escalations, issues, scheduling, reviews, and mentoring clients on their Infrastructure- Inrastructure Solution – Multi Platform
- Identifying and developing monitoring checks needed to ensure the stability of client infrastructure.
- Designed, upgraded and implemented various hardware&software technology consisting of
- Working with clients to align our support to their requirements with a high level of attention and intimacy.
- Perform regular technology watch

Significat Projects Completed

GHQ Abudhabi (SMS Project)	Title: Implementing, Configuration of HPE DL Servers ,HPE StoreOnce and SAN Switches including OS provisioning and Configuration - Windows 2019
Saudi Airlines	Implementing, Configuration of HPE DL Servers ,HPE MSA and SAN Switches including OS provisioning and Configuration - RHEL 7
Arab Monitory Fund	Title: Implementing, Configuration of HPE Synergy 12000 Frame with 5 Servers,HPE C7000 Blade Enclosure,Synergy and HP Virtual Connect
Emirates Face Recognition	Title: Implementing, Configuration of 2 HPE Synergy 12000 Frame with 16 Servers ,2 D3940
Emirates Palace Hotel	Title:Implementation of HPE Converged Solution - Simplivity with nodes

AL Jaber Exchange	Title: Nimble DHCI solution with 3 node HPE DL 360 , Nimble AF20,Vmware 6.7
Rotana Group	Title: Commvault Backup Solution - Completed for 16 Hotels
MOI	Title : Oneview, C7000 ENC & Blades and 3par 8000 Storage upgrade for 4 sites

PREVIOUS EXPERIENCE

Aug'12-Mar'19

BMA International FZE, Dubai, UAE as Asst.Manager - Infrastructure

(Reporting to IT Head)

Previous Positions Overview

Team Lead – Infrastructure – Aug'14 –Feb'16

System and Network Engineer – Aug'12 –Jul'14

Key Result Areas:

- Spearheading day-to-day operations of delivering and maintaining an effective and efficient IT infrastructure across the group that is resilient and fit for purpose
- Monitoring all Servers, Network, Storage, Data/voice links and telephony are optimized and backed up as well as having well planned and tested disaster recovery procedures, testing/implementing new projects as directed.
- Supervising that Disaster Recovery procedure is in place regularly tested and kept up to date with newly introduced or modifying infrastructure/systems
- Leading a team and dealing with the development of business continuity plans and implementation of disaster recovery infrastructure for the companies' data centre
- Maintaining network and systems by managing product and capability roadmaps, establishing maintenance procedures, and working with systems administrators and other engineers to perform regular network maintenance
- Developing cost estimates and recommending systems development as well as upgradations to existing systems

Significant Accomplishments:

- Built a 6 rack Data Centre including the full renovation of building power entry and distribution, air-conditioning, data entry points and environment controls
- Migration of ERP infrastructure from Movex to Oracle on RHEL7 OS platform.
- Built Passive DR Site on AWS with minimized RTO and RPO.
- Supervised asset management to provide high availability with low inventory holdings; facilitated IT Asset standardization for bulk purchase benefit and lower cost of ownership resulting in 20% cost saving
- Directed the 9 Regional Support Team of various locations including support and service delivery such as **UAE, Qatar, KSA, Bahrain, Kuwait, Oman**; managed a corporate team of 3 IT Support Officer

Feb'07-July'12

Retail Global Fashion LLC (RedTag) as IT Engineer (UAE & QATAR Region)

(Reporting to Country on Operations and Infra Head (IT))

Role in Brief: Shouldered the responsibility of maintaining Network, System Administration, and Desktop Support for the Entire Region including office and Retail Store UAE, Qatar. Extensive travel across store over both regions for management, administration and service delivery. Daily report generation on inventory and sales. Worked as an active member of stock count process.

Aug'05-Aug'06

Sam Software's, Bangalore, India as System Administrator

Role in Brief: Engaged in testing integration of various brands of Computer, Servers and Solutions. Planned, installed, configured, maintained, optimized, troubleshoot Windows 2003, 2000 and NT 4.0 based Network. Extended support to 400 users, servers and laptops, including migration, upgradation, software problems hardware problems, creating new users, loading software, installing new Desktops, printers, modem, network cards, desktops as well as notebooks and palmtops.

Jan'04-Aug'05

Client-Logic (ITC InfoTech), Bangalore India as Technical Support Engineer

Role in Brief: Worked with customers such as Sony Corporation, Gateway, TiVo, and National Geographic Television

CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate – ID : H848-3238
- HPE Accredited Solution Expert - Server Solutions Architect V4 - HPE Learner ID HPE73093412
- HPE Accredited Technical Professional – Hybrid IT Solutions V2 - HPE Learner ID HPE73093412
- Commvault Certified Professional - ID: CVCP11-20182018122004
- ITIL 4 Foundation Certified – PeopleCert - ID : GR671288393RP
- Cisco Certified Network Associate – ID : CSC012071457
- Microsoft Certified System Engineer
- Microsoft Certified System Administrator-Messaging

KNOWLEDGE PURVIEW

IT Infrastructure Management

- Setup and operations of enterprise-wide IT infrastructure such as data center, head office, remote locations, network, hardware, applications, backup, asset management, capacity planning, domain, AD, email, DNS, UTM, proxy & firewall policies
- OS platform proficiency Windows & RHEL
- Security Standards, License Management and Software Standardization Issues
- Implementation of:
 - IT Security Policy and procedures
 - DLP and User Rights Management solution to secure company critical data

System, Network and Security Administration

- Configuration of Active Directory, DNS, DHCP, Clustering, Terminal Services, IIS, FTP and creation of group policies for security implementation
- Installation, configuration and maintenance of HP, Dell and IBM Rack and Blade Server including Provisioning, ILO, RAID, BIOS configuration
- Hyper V 2012 and 2008/ VMware 6.x
- Commvault, TSM, HP Protector, Veeam, Symantec
- Hardening and patching of windows servers and client workstation
- Managing the application server and active library for on-site and off-site servers, monitoring day-to-day server performance, HelpDesk, UTM, WAN Optimization, Application & Network Monitoring Tool, MPLS, Wireless Solutions Wing and Aruba
- Installation and configuration of Storage SAN, NAS and AWS Cloud Storage

ACADEMIC DETAILS

- **Bachelor of Computer Science** from MG University, Kerala 2004
- **Diploma in Hardware & Networking** from Jet King Computer Education, Bangalore in 2005

PERSONAL DETAILS

Date of Birth: 11th August 1982

Languages Known: English, Hindi and Malayalam

Address: Dubai, PO Box 17474

No. of Dependents: 3

Marital Status: Married

Visa Status: Employment

Nationality: Indian

Passport No.: Z2512124

Driving License No.: 1455395