

Candidate Report

System Administrator
IT

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Arunachalam Ilangovan
CAND-000049

Role: System Engineer **Company:** NetAccess India Pvt Ltd **Experience:** 3 years

Contact Information

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Professional Information

Current Company

NetAccess India Pvt Ltd

Current Job Title

System Engineer

Total Experience

3 years

Skills

- Windows2012,2016,2019,2022
- Linux
- VMware
- Workspace One
- VDI
- DNS
- DHCP
- VPN
- TCP/IP
- ServiceNow
- Jira
- SCCM
- Active Directory
- Group Policies
- Intune
- MDT Server
- Multi-factor Authentication
- BitLocker
- AWS

Education

- **Bachelor of Engineering**
Jeppiaar SRR Engineering college
Electrical and Electronics Engineering
2017 - 2021

Certifications

- **AWS Cloud practitioner**
- **Microsoft Intune**
- **CISCO-basic networking**

Languages

Tamil

English

Employment History

- **System Engineer**

NetAccess India Pvt Ltd

2/1/2025 - Present

Provide L1/L2 server and application support in hybrid enterprise environments. Perform installation, configuration, and troubleshooting of Windows Server (2012-2022). Manage Active Directory users, groups, and Organizational Units (OUS), including password resets, account unlocks, and access control. Support DNS and DHCP, including IP reservations, scope management, and network connectivity troubleshooting. Diagnose server and network issues using ping, tracert, ipconfig, nslookup, and event logs. Monitor server health, services, and system performance; respond to alerts and incidents within SLA. Manage endpoint and server-related configurations using Microsoft Intune. Configure and support Zscaler ZIA and ZPA to enable secure, zero-trust access to internal applications. Collaborate with application, network, and security teams during incident resolution and escalations

- **System Engineer**

i-Source Infosystems pvt ltd

10/1/2023 - 12/1/2024

Installed and configured Windows OS on 100+ endpoints, optimizing system performance and reducing downtime by 20%. Handling a wide range of IT infrastructure and software issues. Led the troubleshooting of complex VDI, BitLocker, and Active Directory issues, achieving a 98% issue resolution rate within SLAs. Implemented and managed Group Policies to enforce security configurations, system updates, and access restrictions across different Organizational Units (OUS), reducing security incidents by 25%. Managed over 500+ Active Directory user accounts, including creation, modification, and removal of users across multiple domains, ensuring seamless access control and compliance with organizational policies. Implemented multi-factor authentication for remote access, enhancing security for over 500+ users. Documented system configurations and procedures for knowledge sharing within the team. Provided on-call support for critical issues and worked on root cause analysis for incident resolution

Position Requirements

Job Description

3–6 years hands-on System Administration experience

Experience supporting multi-branch companies is strongly preferred

Retail/POS environment experience is a major advantage

Should have personally managed production servers, not only worked as L1 helpdesk

Mandatory Requirements

Candidate must understand:

Windows Server 2016/2019/2022

Active Directory

Domain Controllers

Users, computers and groups

Group Policy / GPO

DNS

DHCP

File servers

Shared folders

NTFS permissions

RDP
Windows Services
Event Viewer
Task Scheduler
Server performance troubleshooting

Preferred Requirements

VMware ESXi
vCenter basics
Creating/managing VMs
VM snapshots
Datastores
CPU/RAM allocation
VMware networking
VM migration
Backup/restore
Understanding HA