

Prakash Palanivel

Senior Customer Support Engineer (System & Cloud Infrastructure)

Chennai, Tamil Nadu

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Professional Summary

Systems & Cloud Infrastructure Engineer with 9+ years of experience managing cloud and on-premise environments, virtualization platforms, and enterprise IT infrastructure. Expertise in Azure, Nutanix, Microsoft 365, and security operations including monitoring, patching, and vulnerability management. Proven track record in ensuring high availability, optimizing performance, and maintaining security compliance

Core Skills

- Cloud Infrastructure: Microsoft Azure, Sify Cloud
- Virtualization: Nutanix, VMware, Hyper-V
- Systems Administration: Windows Server, Active Directory, GPO
- Microsoft 365 Administration
- Remote Access: RDP/RDS
- Networking: DNS, DHCP, TCP/IP
- Network Security: Firewall Management, VPN Configuration
- Vulnerability & Security Management
- Monitoring & Performance Management
- Automation & Scripting (PowerShell)
- Patch Management & Compliance
- Storage & File Services: FTP/SFTP, Backup & Disaster Recovery

Experience

Lapiz Digital Services

May 2025 – Present

Senior Customer Support Engineer (System & Cloud Infrastructure)

Chennai, India

- Managing Azure and Sify cloud infrastructure, supporting critical business applications and ensuring high availability
- Administering Nutanix cluster managing 10+ VMs, including provisioning, performance tuning, and resource optimization
- Managing RDP/RDS servers ensuring secure remote access and optimized user experience
- Implemented Zabbix monitoring solution enabling proactive alerting and improved system uptime
- Automated administrative tasks using PowerShell, reducing manual effort and improving efficiency
- Managing Microsoft 365 services including user lifecycle, licensing, and troubleshooting
- Configuring and maintaining Sophos firewall policies enhancing network security
- Managing FTP/SFTP servers ensuring secure and reliable file transfer operations

Al Majed Group W.L.L

Oct 2019 – Oct 2024

System Administrator

Doha, Qatar

- Managed 10+ production servers ensuring 99.9% uptime and high availability
- Managed Active Directory environment including user provisioning, access control, and GPO implementation for 200+ users
- Deployed and maintained virtualization infrastructure using Hyper-V managing 10+ VMs
- Implemented centralized patch management improving system security compliance
- Configured and managed firewall policies and VPN access enhancing network security
- Performed system monitoring, troubleshooting, and performance optimization
- Managed backup and recovery processes ensuring business continuity

Lanco Engineering & Contracting

Mar 2019 – Aug 2019

IT Systems Engineer

Doha, Qatar

- Delivered L1/L2 support for desktops, servers, and network infrastructure
- Administered Microsoft 365 including Exchange Online, licensing, and troubleshooting
- Managed NAS storage, backups, and data recovery operations
- Configured Wi-Fi access and implemented web filtering policies
- Supported routers, switches, and firewall infrastructure
- Executed backup strategies and assisted in disaster recovery operations

Abenz Tech Solution

Nov 2017 – Oct 2018

Desktop Support Engineer

Chennai, India

- Provided remote and onsite support for end users ensuring minimal downtime
- Configured collaboration tools including Microsoft Teams, Zoom, and Google Meet
- Installed and maintained CCTV and access control systems
- Troubleshoot LAN/WAN connectivity issues
- Coordinated with vendors for IT procurement and support services
- Performed OS installation, patching, and system upgrades

Aforeserve.com Ltd

May 2016 – Oct 2017

Customer Support Engineer

Chennai, India

- Delivered technical support to 100+ users achieving 95% first-call resolution rate
- Installed and configured Windows/Linux systems and enterprise applications
- Managed LAN/WAN networks, routers, switches, and firewall devices
- Monitored system performance, availability, and security compliance
- Diagnosed and resolved hardware, software, and network issues
- Supported printer, server, and endpoint installations

Projects

Implemented Zabbix monitoring system enabling proactive alerting and reducing downtime

Automated administrative tasks using PowerShell, reducing manual effort and improving efficiency

Implemented WSUS patch management improving system security compliance

Conducted vulnerability management using Nessus enhancing security posture

Education

Alpha College of Engineering and Technology

2011 – 2015

B.E Computer Science

Chennai, India

Tools & Technologies

Zabbix, WSUS, Nessus

Nutanix Prism, Sophos Firewall

PowerShell

Certifications

Career Essentials in System Administration – Microsoft

CCNA – IIHT

Windows Server Administration – Udemy

Microsoft 365 Administration – Udemy