

Kumar Pathinathan

IT Support

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PROFILE SUMMARY

IT specialist with a Google IT Support Pro foundation covering end-user support, system administration basics, and security principles, complemented by Cisco CCNA expertise in network configuration, routing, and switching. Skilled in managing diverse system environments (Windows/Linux) and network components (routers, switches). Ability to implement, troubleshoot, and maintain efficient and secure IT operations, ensuring high availability and performance.

EMPLOYMENT HISTORY

System Administrator

Dar al Abhar International trading Muscat, Oman 09/2017 - 02/2025

Achievements

- Provided **Level 1/2 technical support** to over 200 end-users, resolving issues related to **Windows OS** (Windows 10/11 troubleshooting), **Microsoft Office applications** (Outlook, Teams, SharePoint, OneDrive), **hardware** (PCs, laptops, printers), and **mobile devices** (iOS/Android issues).
- Managed and maintained **Microsoft Active Directory (AD)**, including user/group management, permissions, and applying Group Policies for enhanced security and streamlined user experience.
- Configured and managed **Microsoft 365 tenants and Exchange mailboxes**, including license management, mailbox migrations from on-premises to M365, and troubleshooting mail issues.
- Implemented and configured **DNS, DHCP, and ADS Services**, ensuring dynamic IP allocation and efficient network service delivery.
- Performed proactive **monitoring and monthly security patching** on all Windows servers, promptly addressing vulnerabilities reported by the SOC Team.
- Provided comprehensive **technical support** for system installations, configurations, and maintenance for end-users, both locally and remotely.

Accounting Administrator

Markazi contracting llc Dubai, UAE 01/2015 - 08/2017

- Configure Email in user mobile devices.
- Managing office 365 and Exchange mailboxes and making sure databases are healthy.
- Installation of Local and Network Printer and Scanner.
- Email configuration in Pc and mobile devices.
- Automated the payroll for 700 employees

- Pathinathan sea food export as an Accountant (Oct 2008-Jan 2014)kanyakumari, India
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EDUCATION

Master of Business Administration

The Indian Institute of Planning & Management (IIPM) Chennai, India. 2006 - 2008

Courses - Finance & Marketing

SKILLS

Networking:

- Network fundamentals, including TCP/IP, IPv4/IPv6 addressing, and subnetting.
- VLANs, trunking, and Spanning Tree Protocol for robust network access.
- Configuring static routes and OSPFv2 & IP services like NAT, DHCP, and DNS.
- Security principles such as ACLs and SSH,VPNs

Systems Administration:

- Operating System Expertise: Windows, macOS, Linux,Install, Configure & Troubleshoot
- Microsoft Active Directory: User & Group Management,Endpoint Security
- Deployment & Maintenance , Monitoring & Basic Firewall Configuration

Automation & Scripting:

- Scripting knowledge: Linux (Bash), PowerShell
- Basic knowledge of Ansible

Cloud & Virtualization:

- Cloud Services Knowledge (e.g. Azure), Virtualization.

Other Technical Skills:

- Development Programming Languages: JavaScript, Python
 - Cross-platform Mobile app development: Flutter & Dart
 - Microsoft Excel, JSON,CSS, HTML, Redux,Git
 - Databases: SQL, Postgres, MongoDB
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CERTIFICATION

- Google IT Support Professional Certification - 2025 Online course - Coursera.org
 - Cisco Certified Network Associate, Cisco Systems - 2025
 - Microsoft Azure Associate...in Progress...
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LANGUAGES

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| ● English | - level C1 | ● Hindi | - level A2 |
| ● Tamil | - level C1 | ● Arabic | - level A2 |
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HOBBIES

- Exploring cybersecurity & Experimenting with virtualization technologies,
- Learning AI, machine learning, Cloud Technologies, Reading Books