

# SURYA P M

Wadakkanchery, Kerala | 8921694315  
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## Summary

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IT professional with hands-on experience in managing and maintaining network systems, ensuring seamless operations and security. Known for collaborative teamwork and achieving consistent results, adaptable to evolving technical demands. Skilled in server management, network troubleshooting, and cybersecurity protocols, valued for reliability and proactive problem-solving.

## Education

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Govt. polytechnic college | Chelakkara, Thrissur  
Diploma in computer hardware engineering | 03/2022

## Skills

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Windows Server Administration, CP/IP, DNS, DHCP, VPN, VMware & Hyper-V Virtualization, PowerShell & Bash Scripting, Firewall & Endpoint Protection, Hardware & Software Troubleshooting, Remote Support (RDP, TeamViewer), Backup & Disaster Recovery, IT Asset & Inventory Management, System Monitoring & Log Analysis, User Account & Access Management, Security Policy Implementation, Network Performance Optimization, Incident Response & Root Cause Analysis, LAN/WAN Configuration & Support, Patch Management & Updates

## Experience

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Caxita tech solution pvt. Ltd | Ernakulam, Palarivattam  
Junior system administrator | 05/2023 - Present

- Monitored and maintained Windows Server 2016/2019 and company network infrastructure supporting travel booking systems (flights, hotels, packages).
- Deployed, configured, and maintained travel websites and online booking engines, ensuring 99.9% uptime.
- Performed routine system backups and disaster recovery tests to safeguard mission-critical data.
- Developed PowerShell scripts to automate user account creation, backups, and system monitoring, reducing manual effort by 30%.
- Configured and troubleshot network printers, user desktops, and LAN connectivity for 100+ employees.
- Installed and configured Windows 10/11 and Ubuntu operating systems, plus essential software for new hires.
- Diagnosed and resolved hardware, software, and network issues, improving ticket resolution times by 20%.
- Maintained IT asset inventory, updated asset tags, and performed quarterly audits.
- Managed networking equipment, including Cisco switches, routers, and Sophos firewalls.
- Configured firewall rules and managed endpoint protection using Sophos Central to strengthen cybersecurity posture.

## Languages

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English, Malayalam

## Certificates

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CCNA, MCSE