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Thenan Subramaniam, System Admin

Dynamic Senior Systems Administrator with over 13 years of expertise in managing complex IT environments and driving high-impact projects. Proven ability to enhance infrastructure efficiency through strategic implementation of automation and integration processes. Skilled in systems administration, project management, and cybersecurity, ensuring optimal performance and security compliance. Exceptional interpersonal skills facilitate effective collaboration with cross-functional teams and stakeholders, fostering improved workflows and communication. Committed to continuous improvement and innovation within IT operations to elevate organizational success.

Details

Nationality Singapore Citizen Driving license Yes
Place of birth Singapore Date of birth 29/03/1986

Employment History

IT Engineer at AGP Group, Singapore

July 2024 — June 2025

- Managed complex IT environments, ensuring optimal performance and security compliance.
- Implemented automation processes for efficiency improvements across systems.
- Conducted security assessments and applied best practices in cybersecurity.
- Collaborated with cross-functional teams to enhance IT service delivery.
- Oversaw infrastructure changes and upgrades, maintaining operational continuity.

Senior Systems Engineer at Singapore University Of Technology and Design, Singapore

July 2022 — June 2024

- Managed complex IT infrastructures, ensuring high availability and security compliance across systems.
- Designed and implemented automation strategies to optimize operational efficiency using Azure and AWS.
- Collaborated with cross-functional teams to enhance project outcomes and improve service delivery.
- Administered Active Directory, Group Policy, and Windows Server environments, ensuring robust user management and security protocols.
- Conducted regular system audits and performance tuning, leading to increased system reliability and user satisfaction.

Senior Systems Administrator at Singapore Institute of Technology, Singapore

July 2021 — June 2022

- Managed and maintained IT infrastructure at Singapore Institute of Technology.
- Administered and optimized servers, ensuring high availability and performance.
- Provided technical support and resolved user issues efficiently.

- Implemented Microsoft Intune for device management across 500+ endpoints.
- Led cross-functional teams to deliver projects on time and within budget.

IT Deployment Lead at iHIS (Synapxe), Singapore

July 2020 — June 2021

- Led IT deployment projects at iHIS (Synapxe), ensuring timely and efficient implementation of IT systems and applications.
- Managed deployment of over 500 devices using Microsoft Intune across multiple platforms.
- Resolved technical issues swiftly during deployment, minimizing operational disruptions.
- Provided ongoing technical support and training to end users, enhancing user adoption and satisfaction.
- Collaborated with cross-functional teams to align project objectives and drive continuous improvement initiatives.

Senior Systems Engineer at National Computer System (NCS), Singapore

July 2019 — June 2020

- Managed and maintained IT infrastructure, ensuring high availability and performance of systems.
- Resolved technical issues related to hardware, software, and network connectivity, minimizing downtime.
- Implemented security protocols and compliance measures, safeguarding organizational data and systems.
- Led cross-functional teams in IT project delivery, enhancing collaboration and achieving project objectives.
- Provided Level 2/3 support for M365 systems, optimizing user experience and system functionality.

IT Fraud Analyst at JP Morgan India, Bengaluru

July 2018 — June 2019

- Designed and implemented fraud prevention strategies, reducing risks and enhancing security measures.
- Developed comprehensive risk assessment frameworks, identifying vulnerabilities and ensuring robust defenses.
- Analyzed customer data to detect anomalies, achieving a 20% reduction in fraud attempts.
- Managed full M365 suite, ensuring high availability and compliance across organizational systems.
- Executed migrations of on-premises Microsoft environments to cloud solutions, optimizing infrastructure efficiency.

Senior Technical Support at Microsoft India, Bengaluru

July 2015 — June 2018

- Delivered exceptional technical support to customers via phone and email, achieving a 95% satisfaction rate.
- Diagnosed and resolved technical issues both remotely and on-site, enhancing service efficiency.
- Managed Azure Cloud computing challenges, ensuring seamless operations for end-users.
- Administered Active Directory and Office 365 environments, fortifying security protocols and processes.
- Collaborated on IT infrastructure projects, contributing to continuous improvement in service delivery.
- Managed vendor relationships to ensure timely resolution of hardware and software issues.
- Managed software installations and updates, ensuring compliance with IT policies and standards.

System Application Engineer at Siemens Technologies India, Bengaluru

July 2014 — June 2015

- Troubleshoot and resolved network, system, and application issues efficiently
- Developed a comprehensive system for managing application logs and monitoring system health
- Implemented an automated monitoring system for application performance, ensuring early detection of potential issues
- Provided post-sales maintenance and support for servers and operating systems (IBM/HP/DELL/SUN, Linux/Unix/Windows) at client locations
- Executed hardware troubleshooting and replacement for optimal performance
- Conducted regular security patching and updates to maintain system integrity
- Managed vendor relationships to ensure timely resolution of hardware and software issues

Senior Technical Executive at Infinite Computer Solutions, Bengaluru

July 2012 — June 2013

- Prepared and presented financial reports to senior management, delivering insights into organizational financial health.
- Troubleshoot technical issues and provided on-site technical support for systems and applications.
- Resolved escalated technical issues for end-users, ensuring high levels of customer satisfaction.
- Led hardware migration and implementation projects, improving system efficiency and user experience.
- Executed preventive maintenance and proactive system monitoring to enhance operational reliability.
- Managed software installations and updates, ensuring compliance with IT policies and standards.
- Conducted training sessions for end-users to promote effective use of IT resources.

Technical Associate at Aditya Birla Minacs, Bengaluru

July 2011 — June 2012

- Automated software updates, reducing manual labor by 90%
- Created scripts for data processing, achieving 90% faster processing times
- Monitored server performance and resource utilization for optimal system efficiency
- Installed and configured various software and hardware components
- Implemented security measures and patch management to safeguard systems

Education

Diploma in Java Technology, NIIT (National Institute Of Information and Technology), Bengaluru

June 2008 — June 2011

"A" Levels, Sri Bhagawan Mahaveer Jain College, Bengaluru

March 2003 — March 2005

GCSE "O" Levels, Saint Patricks School, Singapore

January 1998 — December 2002

Links

[My Webpage](#)

[LinkedIN](#)

[My Certifications](#)

Skills

☒ Database Development

☒ Microsoft Azure

☒ IT Infrastructure

☒ Ability to Multitask

☒	Fast Learner	☒	Time Management
☒	Adaptability	☐	HyperVisor
☒	Ability to Work in a Team	☒	Microsoft Office
☒	SQL	☐	Active Directory
☒	Windows Server 2019	☐	Windows Server 2016
☐	Windows Server 2012 R2	☒	O365 Outlook Exchange
☐	Security Patching	☒	SCCM
☐	Ticketing Tools Admin	☒	Application Administration
☐	Cybersecurity	☐	RedHat
☐	Linux	☐	Ubuntu
☐	VM Ware	☒	Migration and Deployment
☐	AWS	☒	Azure
☒	Active Directory	☒	Windows Adminstration
☒	VMware vSphere	☒	Server Patching
☒	Powershell Scripting	☒	Root Cause Analysis
☒	ADFS, GPO, DNS, DHCP	☒	AD Migration
☒	Azure Troubleshooting	☒	M365 Administration
☒	Sharepoint Admin	☒	Decommission Servers
☒	Maintaining SOP	☒	Vendor Management
☐	C# Programming	☐	SQL Commands
☐	RDBMS	☐	Switches and Routers
☒	VIP Customers Handling	☐	SAP Router Admin
☒	Antivirus Deployment	☒	Trellix UI Management
☐	Sophos firewall and VPN	☐	Solaris
☒	IT Service Management tool used SERVICE NOW, BMC Remedy	☒	Printer management
☐	NAS storage	☒	Disaster Recovery
Languages	☒	English	Native speaker
	☐	Malay	Very good command
	☒	Tamil	Highly proficient
	☐	Chinese	Very good command

Courses

Oracle Database 11g Administrator Certified Associate at Oracle

August 2009

CompTIA A+ Certification at CompTia

September 2009

CompTIA Network+ Certification at Comptia

January 2010

Cisco Certified Network Associate Routing and Switching (CCNA Routing and Switching) at Cisco

February 2010 — February 2014

Cisco Certified Network Associate Security (CCNA Security) at Cisco

March 2010 — February 2014

Exam 533: Implementing Microsoft Azure Infrastructure Solutions at Microsoft

December 2016

Exam 534: Architecting Microsoft Azure Solutions at Microsoft

December 2016

MCSA: Cloud Platform - Certified 2016 at Microsoft

December 2016

Exam 532: Developing Microsoft Azure Solutions at Microsoft

January 2017

MCSE: Cloud Platform and Infrastructure — Certified 2017 at Microsoft

January 2017

Hobbies

Playing Soccer, Building Lego, Reading, Learning about Tech

References

Lexmikanth from SUTD

Phone _____ +60 164843921

Vicky Panday from iHIS

Phone _____ +65 94506402

Shahril Noor from Sembcorp

Phone _____ +65 88384894