

# SANGEETH MK

## IT Infrastructure Engineer

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### PROFESSIONAL SUMMARY

Result-oriented IT Infrastructure Professional with 9 years of experience in Datacenter Operations, Enterprise Infrastructure Management, Disaster Recovery (DR), and System Administration. Most recently worked with Soffit Infrastructure Services supporting ESAF Small Finance Bank, managing mission-critical banking infrastructure with emphasis on high availability, security compliance, virtualization, and 24x7 operations. Demonstrated expertise in Windows/Linux server administration, infrastructure migration, incident management, and enterprise datacenter support. Proven ability to maintain stable production environments and support large-scale enterprise IT operations.

### CORE COMPETENCIES

- Infrastructure: Datacenter Operations (DC-DR), Server Migration, Asset Management.
- Virtualization: VMware VxRail, vSphere, Microsoft Hyper-V, VDI (Citrix/Horizon).
- Security: OS Hardening, Patch Management (WSUS/ManageEngine), Firewall Administration.
- Leadership: Team Mentoring, Vendor Management, SLA Management.

### TECHNICAL PROFICIENCY

- **Operating Systems:** Windows Server 2012/2016/2019/2022, RHEL 8.10 & 9
- **Virtualization Tools:** VMware VxRail, Citrix Virtual Apps, Ericom
- **Network Security:** SOPHOS XG Firewalls, Fortinet, IPsec VPN, SSL VPN
- **IT Management Tools:** ManageEngine Endpoint Central, Veeam Backup
- **Cloud & Web:** AWS, Microsoft Azure, GCC

### PROFESSIONAL EXPERIENCE

#### IT Infra Engineer | Soffit Infrastructure Services Pvt Ltd

*Client: ESAF Small Finance Bank (Onsite Support) | Jun 2022 – Mar 2026*

- Server Administration: Manage and maintaining Windows Servers (2012–2022) and RHEL (8.10/9). Ensure 99.9% availability.
- Virtualization Management: Administer the VMware VxRail hyper-converged infrastructure. Conduct performance reviews and resource upgrades.
- Security & Patching: Lead the patch management lifecycle using WSUS and ManageEngine Patch Manager Plus. Implement OS hardening policies.
- Disaster Recovery (DR): Execute quarterly DR drills to ensure compliance. Perform and validate monthly backup restoration tests.
- Network Operations: Configure SOPHOS XG and Fortinet firewalls. Setup syslog integration for centralized logging.
- Team Leadership: Supervise L1 engineers, manage shift rosters for 24x7 support, and oversee asset tracking.

### ***Key Projects & Highlights:***

- **Datacenter Migration:** Played a key role in planning and coordinating the physical and virtual migration of datacenter assets.
- **Audit & Compliance:** Preparing and presenting monthly Key Risk Indicator (KRI) reports and Patch Compliance reports.

### **System Administrator | ABC Group India**

Kannur, Kerala | Feb 2020 – Apr 2022

- **Infrastructure Management:** Managed Windows Server 2012/2016/2019 and Windows Hypervisor Core 2019.
- **VDI Implementation:** Installed and configured Virtual Desktop Infrastructure using Citrix, Ericom, and Parallels.
- **Network Security:** Configured SOPHOS XG firewalls and established secure IPsec/SSL VPN tunnels.
- **Administration:** Managed Active Directory (AD), Group Policies (GPO), and Office 365 tenant migration.

### **Service Engineer | Penta Systems (Acer India Authorized Partner)**

Kannur, Kerala | Jun 2019 – Dec 2019

- Delivered onsite warranty support for Acer enterprise clients, diagnosing hardware failures and performing OS installations.

### **Computer Hardware & Networking Engineer | San Computers**

Kannur, Kerala | Oct 2016 – Oct 2018

- Provided L1 server support, troubleshooting client IT infrastructure, and managing LAN/WAN connectivity.

## **EDUCATION**

### **BCA (Bachelor of Computer Applications)**

Manipal University Jaipur | 2023 – 2026 | Result Awaiting (2026)

### **CCNA & MCSE Certification**

NetLabs Institute of Advanced Networking | 2018 – 2019

### **Diploma in Computer Hardware & Networking**

Govt. Polytechnic | 2015 – 2016

## **PERSONAL DETAILS**

**Age** : 28

**Nationality** : Indian

**Languages Known** : English, Malayalam, Tamil