ABHIJITH S MENON

IT INFRASTRUCTURE & NETWORK OPERATIONS PROFESSIONAL

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PROFESSIONAL PROFILE

IT Infrastructure and Network Operations professional with 9+ years of experience supporting institutional technology environments, server platforms, campus networks, security systems and business applications. Experienced in Ubuntu/Debian server operations, Sophos XGS firewall administration, LAN/WAN services, virtualization, infrastructure monitoring, backup operations and VoIP platforms. Also develops and maintains web-based applications and workflow portals using PHP, Node.js, JavaScript and MySQL/MariaDB. Brings a methodical approach to incident resolution, service continuity, preventive maintenance, technical documentation and coordination with internal teams and service providers.

CORE TECHNICAL EXPERTISE

Infrastructure & Operating Systems	Ubuntu, Debian, Linux administration, Windows Server infrastructure support, HPE ProLiant servers, aaPanel, server deployment and maintenance
Networking & Security	TCP/IP, LAN/WAN, DNS, DHCP, VLAN concepts, Layer 2/Layer 3 switching, routing fundamentals, VPN, Sophos XGS firewall rules and security policies
Virtualization, Monitoring & Backup	VMware ESXi, Proxmox VE, Zabbix, Wazuh security-event visibility, Veeam Backup & Replication, health checks, alert investigation and recovery support
Web, Applications & Databases	PHP, Node.js, Express, EJS, HTML, CSS, JavaScript, Nginx, Apache, MySQL, MariaDB, application deployment, log analysis and troubleshooting
VoIP & Unified Communications	Asterisk, FreePBX, SIP/PJSIP fundamentals, VoIP service configuration and troubleshooting
Cloud & AI Technologies	AWS and Microsoft Azure fundamentals, cloud compute and storage concepts, cloud networking and connectivity fundamentals, AI server lab environments and AI-assisted workflow automation
Operations & Service Delivery	Incident and service-request handling, end-user support, technical documentation, SOPs, asset/configuration records, vendor coordination, change coordination and preventive maintenance

PROFESSIONAL EXPERIENCE

Infrastructure & IT Operations | Christ College (Autonomous), Irinjalakuda, Kerala

2020 – Present

- Manage institutional IT operations and provide technical support for users, computer systems, applications, servers, network connectivity and infrastructure.
- Develop, maintain and enhance internal web applications and portals supporting ticketing, scheduling, feedback collection and venue-booking workflows.
- Administer Linux application servers running Ubuntu/Debian, Nginx/Apache, Node.js, PHP and MySQL/MariaDB; perform deployments, service checks, troubleshooting and maintenance.
- Investigate server errors, review logs, monitor resource utilization and resolve database, web-server and application-service issues to support service availability.
- Administer Sophos XGS firewall rules, security policies and VPN connectivity; troubleshoot network access and connectivity issues.
- Maintain network services including TCP/IP, DNS, DHCP, LAN/WAN connectivity and switching-related operations.
- Monitor infrastructure and services using Zabbix and Wazuh; investigate alerts and coordinate corrective actions.
- Support VMware ESXi and Proxmox VE virtualization platforms and maintain backup operations using Veeam Backup & Replication.
- Support Asterisk/FreePBX communication services, including SIP/PJSIP configuration and troubleshooting where required.
- Coordinate system maintenance, upgrades, backup checks, vendor support and preventive maintenance; maintain technical documentation and operational procedures.

IT Support / Infrastructure | Christ Academy for Advanced Studies, Bengaluru, Karnataka

May 2017 – June 2020

- Provided user-level technical support for hardware, software, operating systems, network connectivity and institutional IT services.
- Diagnosed and resolved end-user incidents involving desktops, peripherals, applications, printing and network access.
- Assisted with server, network and application support activities, including installation, configuration, maintenance and troubleshooting.
- Coordinated with internal departments and external service providers to resolve technical issues and maintain service continuity.
- Supported preventive maintenance, user assistance and documentation of recurring technical issues and resolutions.

SELECTED PROJECTS & IMPLEMENTATIONS

Network Infrastructure	Network services and campus connectivity, including switching, VLAN concepts, routing fundamentals, IP addressing, DNS, DHCP, VPN connectivity and troubleshooting.
Windows Server Infrastructure	Infrastructure support covering Windows Server environments, system services, access administration, maintenance and operational troubleshooting.
Cybersecurity Implementation	Security operations involving Sophos XGS firewall policies, VPN protection, DNS security, Wazuh security-event visibility and infrastructure monitoring.
AI Server Labs	AI-focused server lab environments for exploring locally hosted AI workloads, model services and supporting infrastructure requirements.
AI Automations Implementation	AI-assisted workflow automation concepts and service integrations designed to reduce repetitive tasks and improve operational efficiency.
Cloud Signage Solution	Cloud-managed digital signage implementation for centralized content publishing and remote administration of connected display devices.
Ticketing & Support Portal	Web-based ticketing solution with a Flutter mobile application to support issue reporting and IT support workflows.
Institutional Workflow Portals	Scheduling, feedback collection and venue-booking applications built around PHP/Node.js, JavaScript and MySQL/MariaDB.
Biometric Attendance Integration	ZKTeco attendance-device integration using Node.js and MySQL to collect device logs and support attendance reporting workflows.
Marks Card OCR & Document Processing	Marks-card OCR workflow using EasyOCR and Google Vision for text extraction and document processing.
Server & Application Hosting	aaPanel-hosted application services on Ubuntu with Nginx/Apache, PHP, Node.js and MySQL/MariaDB.
VoIP Communication Platform	Asterisk and FreePBX service support, including SIP/PJSIP settings and communication troubleshooting.
Additional Application Initiatives	Institutional and service platforms including Smart Scheduler, Feedback Management System, Venue Booking System, Central Command & Control Desk and E4W service-booking workflows.

EDUCATION

B.Sc. Computer Science | Sahrdaya College of Advanced Studies, Kodakara, Thrissur, Kerala | 2013 – 2016
Higher Secondary | BVMHSS Kalparamba, Thrissur, Kerala | 2011 – 2013
SSLC | Kerala | 2011

CERTIFICATIONS & BADGES

Google IT Support Professional Certificate — Google IT Support Specialist Badge
Sophos DNS Protection v1.0 — Certification code: ET91

LANGUAGES & WORKING STYLE

Languages: English • Malayalam • Hindi
Working style: Incident coordination • Technical documentation • Preventive maintenance • Cross-functional collaboration