Feby Francis

NETWORK ADMIN – OSI Model, CCNA, Active Directory

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SKILLS

- **Network Operations**: Applied network issue resolution, firewall configuration, switch/router maintenance.
- **System Administration**: Performed system monitoring, antivirus setup, user and access control management.
- **Technical Support**: Delivered virtual support, managed ticketing systems, resolved help desk-level incidents.
- **Infrastructure Management**: Network performance audits, software installations, and OS-level maintenance.
- **Tools & Platforms**: Proficient with MS Suite 360, Windows, Linux, macOS, iOS, customer support tools.

WORK EXPERIENCE

System Administrator   **August 2018 – September 2021**
Smartech Elevators   *India*

- Resolved 50+ global help desk tickets weekly, troubleshooting OS, application, and network connectivity issues using remote desktop tools and ticketing systems, driving a 95% closure rate and improving satisfaction by 20%.
- Coordinated firewall, antivirus, and access control implementation across server environments, ensuring 100% compliance with company security policies and reducing system vulnerabilities by 30% in quarterly audits.
- Innovated user account management by creating a centralized database for 300+ accounts, ensuring standardized access levels, enforcing authentication protocols and enhancing system integrity for the entire organization.
- Performed network monitoring and applied performance upgrades, optimizing data transfer speeds and reducing latency by 40%, while also lowering downtime through intervention, firmware updates, and configuration tuning.
- Delivered remote technical support, led ticket escalations, and installed required software across endpoints, while increasing resolution efficiency by 35% and improving team throughput using structured workflows.

Network Intern   **March 2018 – July 2018**
Netcrew Technologies   *India*

- Directed analysis of network performance data from SolarWinds, identified 3 configuration errors causing intermittent slowdowns, and implemented of corrective actions that cut network latency by 12% using protocols.
- Configured and maintained 10+ Cisco routers, switches, and firewalls using CLI, ensuring network security and optimal performance, while also mentoring peers and achieving top score on network configuration accuracy.
- Performed structured cabling reviews, port testing, and IP schema verification while collaborating with teams to ensure network segments, cut packet drop by 20% and aligning topology logs with live hardware inventory.
- Collaborated in configuring DHCP, DNS, and routing tables in lab, documenting logical segmentation steps and communicating findings to peers while ensuring stable connectivity during changes and equipment simulations.
- Documented network configurations, logged system updates & tracked asset inventory during implementation cycles, coordinating with support teams to enable accurate handover & reduce incident resolution time by 15%.

PROJECT EXPERIENCE

Advanced Melanoma Detection
Developer, India

- Processed 500 dermoscopy images using a custom MATLAB tool, collaborating with the team to improve tissue differentiation and resolving 3 root causes of inaccuracy in early-stage melanoma detection with iterative analysis.
- Orchestrated the segmentation and analysis of 500 scans using MATLAB, improving melanoma detection accuracy by 20% and matching 85% of results to data; maintained scripts & simulated cancer stages for testing.

Multi-Site Domain Infrastructure
Networking, Canada

- Designed a domain-based network with regional controllers across 3 global time zones, ensuring synchronized access & uninterrupted service delivery by configuring DNS, DHCP, Active Directory and Windows Server.
- Deployed Cisco ASA firewall with VPN, NAT & ACLs across office sites; coordinated with teams to host internal website accessible globally and integrated Zabbix and Wireshark for live monitoring, and alert configuration.

EDUCATION

PD in Advanced Network Infrastructure and System Administration   January 2022 – April 2023
Conestoga College, Ontario
Bachelor of Technology in Electronics and Communication Engineering   August 2013 – May 2017
Mahatma Gandhi University, India

CERTIFICATIONS

- **Google IT Support Specialist - Coursera**