PARIMUGILAN S

IT Infrastructure Specialist | Network Engineer | Cisco Meraki | L2 IT Infrastructure

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PROFESSIONAL SUMMARY

IT Infrastructure Specialist with **2.5+ years of experience** in enterprise network administration, L1/L2 incident management, and end-to-end infrastructure deployment. Currently serving as **sole on-site IT owner** for a KKR & PSP-backed premium K-12 campus — independently managing **141 Cisco Meraki MR44 WiFi 6 APs, 25 MS switches, MX250 enterprise firewall**, SFP/fiber uplinks, multi-VLAN architecture, Google Workspace Admin, Active Directory, 41 Sensi Smart Boards, professional AV systems, and CP Plus CCTV. Proven track record in structured **OSI-layer troubleshooting**, vendor escalation to AVP level, Phase 2 campus WiFi deployment, and Meraki license management. Pursuing Cisco Meraki ECMS and CCNA 200-301. MCA graduate with strong ITIL fundamentals.

TECHNICAL SKILLS

Networking	Cisco Meraki (MR44 WiFi 6, MS130-24/48, MS425-16, MX250 Firewall) · TCP/IP · DNS · DHCP · VLAN Trunking · LAN/WAN · OSI Model · 802.11ax/ac/n · SFP/SFP+ Fiber Uplinks · PoE/PoE+ · RF Troubleshooting · Structured Cabling · OM3 Multimode Fiber · IP Addressing · Network Topology
Infrastructure	Meraki Dashboard · Google Workspace Admin (Education) · Active Directory · UPS/NMC Configuration · CP Plus DVR/NVR CCTV · Patch Panel · Rack Installation · Asset Management · Vendor Management · Network Documentation
OS & Endpoints	Windows 10/11 · OS Deployment · DiskPart · GPT/MBR · DISM · SFC · bcdedit · Windows Memory Diagnostics · Event Viewer · RDP · Driver Management · PXE Boot Troubleshooting · Rufus
AV Systems	Yamaha 24-ch Professional Mixing Console · LEKSA DMX Lighting Controller · Shure Wireless Mic Systems · HDMI Signal Distribution
Tools	Redmine Ticketing (ITSM/ITIL) · MS Office · Advanced Excel · draw.io · Linux (Basic CLI) · Packet Tracer (Learning)
Certifications	Cisco Meraki ECMS — In Progress (Q4 2026) | CCNA 200-301 — In Progress (Q1 2027) | CompTIA A+ — In Progress

PROFESSIONAL EXPERIENCE

IT Infrastructure Specialist

May 2026 – Present

EuroSchool Electronic City — Lighthouse Learning Group (KKR & PSP Investments Backed) | Bengaluru

- Serving as **sole on-site IT owner** with full bill sign-off authority — zero handover, complete infrastructure ownership from Day 1 for 500+ users across a KKR-backed campus under one of India's largest education groups (200,000+ students, 2,000+ schools).
- **Network:** Managing 141 Cisco Meraki MR44 WiFi 6 APs, 25 managed switches (MS130-24, MS130-48, MS425-16 core stack), and 2 MX250 firewalls — multi-VLAN architecture (Staff/Student/Visitor/SmartBoard), SFP+ fiber uplinks, and PoE switching across all floors.
- **Phase 2 WiFi Deployment:** Led end-to-end expansion — fiber riser cabling (OM3 multimode), SFP+ port migration on MS425-16 core switches (live, under HQ remote guidance), VLAN trunk configuration, and commissioning of 53 MR44 APs. Restored Phase 2 fiber uplink by migrating SFP from port 10/11 to port 15 — confirmed green LEDs and dashboard verification.
- **Meraki License Management:** Proactively identified license shortfall (141 APs vs 112 licensed) — diagnosed root cause of 35 Dormant APs, documented 29 x LIC-ENT-3YR requirement, and escalated to AVP-IT with dashboard evidence, preventing campus-wide outage before July 2026 deadline.
- **Incident Resolution:** Diagnosed campus internet outage to faulty ISP PoE injector and degraded RF antenna — coordinated same-day Ishan Technologies hardware replacement. Applied structured OSI-layer troubleshooting across all incidents.
- **OS & Endpoint:** Recovered Sensi Board (Room 7A) via DiskPart, GPT conversion, Windows 11 clean install — same-day restoration. Full Windows health diagnostic on MPH Hall desktop (bcdedit, DISM, SFC, mdsched + Event Viewer) — resolved PXE boot issue.
- **Security & Admin:** Firewall policy management, UPS NMC static IP configuration, CCTV oversight. Google Workspace Admin — account provisioning, OUs, group policies, 2FA resolution. Active Directory user management. Redmine ticketing end-to-end with ITIL-aligned documentation.

- **Vendor Management:** Coordinating with Cisco Meraki, Ishan Technologies, Excellent Copier Solutions, Microcomp, Eshaanee — supervising installations, escalating to AVP-IT and Director level at Lighthouse Learning HQ.

IT Support Engineer & Data Analyst

January 2024 – April 2026

NV Classes (Neev Vidyapeeth Pvt Ltd) | Kudlu Gate, Bengaluru

- Delivered L1/L2 helpdesk support to 300+ students and 50+ staff — resolving hardware, software, OS, and LAN/network issues using structured troubleshooting methodology with near-zero downtime.
- Managed Active Directory and Google Workspace — user provisioning, password resets, group memberships, exam access rights, and sync issue resolution.
- Configured Windows 10/11, device drivers, network printers (Kyocera TASKalfa 3212i), and productivity applications; provided RDP remote support reducing resolution time.
- Maintained incident logs via Redmine; generated Excel-based operational dashboards applying ITSM/ITIL best practices. Performed data analysis and reporting for administrative operations.

EDUCATION

Master of Computer Applications (MCA)

2018 – 2020

Reva University, Bengaluru

Career Break **2020 – 2023**

COVID-19 pandemic period — pursued government competitive examination preparation (UPSC/State PSC). Resumed IT career January 2024.

KEY ACHIEVEMENTS

- Sole IT owner of KKR-backed campus — **zero handover, full infrastructure ownership from Day 1** — managing network, endpoints, AV, CCTV, and vendor relationships independently.
- Proactively identified Meraki license shortfall (29 x LIC-ENT-3YR) — diagnosed root cause of 35 Dormant APs and escalated with evidence before July 2026 outage deadline.
- Led end-to-end Phase 2 WiFi expansion — 53 MR44 APs commissioned, OM3 fiber uplink restored, SFP port migration performed live, VLAN trunk configuration updated.
- Performed live SFP fiber port migration on MS425-16 core switches under HQ remote guidance — Phase 2 building network uplink fully restored.
- Same-day Sensi Board recovery (Room 7A) — DiskPart + GPT conversion + Windows 11 clean install — zero classroom disruption.
- Resolved campus internet outage — diagnosed faulty ISP PoE injector and RF antenna, coordinated same-day Ishan Technologies hardware replacement.
- Built complete network documentation — asset register, topology, vendor database, credential management — from scratch within first week of joining.
- Consistent professional escalation to AVP-IT and Director level — maintaining structured incident reports and stakeholder communication under pressure.

CURRENT INFRASTRUCTURE SCOPE — EUROSCHOOL ELECTRONIC CITY

Device / System	Model / Detail	Count
WiFi Access Points	Cisco Meraki MR44 — WiFi 6 / 802.11ax	141
Managed Switches	MS130-24 · MS130-48 · MS425-16 Core Stack	25
Enterprise Firewall	Cisco Meraki MX250	2
Sensi Smart Boards	Interactive display + OPS module	41
Staff Laptops	Windows 10/11 managed endpoints	27
Network Printers	Canon + vendor managed, multi-floor	8

AV Systems	Yamaha mixer · DMX controller · Shure wireless mics	1 set
ISP Link	Ishan Technologies — RF Wireless (rooftop antenna + PoE)	1
CCTV	CP Plus DVR/NVR system	Active