

Puthanveetil Prabhakaran Prajeev

Plot No. 1-4-213/7/P, Srilaxmi Enclave, Netaji Nagar, Sainikpuri, Kapra, Hyderabad-500 062

Telangana, India. Mob: +91-90327 44047, e-mail: ppprajeev@mailstack.in

Technical and Professional Experience:

OSS Consultant

[M/s Mailstack Open Source Solutions Private Limited](#)

Feb 2017 – Till date

OSS Consultant cum Trainer

[M/s TUXInfonomist Software and Consultancy Private Limited](#)

Feb 2009 – Till Date

Regional Manager - Customer Services

Jan 2006 – Feb 2009

M/s Accel Frontline LTD- Hyderabad, AP. (A subsidiary of British Telecom)

- ❖ Responsible for SLA based IT Services Delivery and Support.
- ❖ Responsible for Customer Satisfaction and Continuous improvement of QOS.
- ❖ Responsible for retaining the customers and facilitating the sales team to do up-selling.
- ❖ Responsible for meeting all quality objectives defined as per ISO 9001 & ITIL Best Practices.
- ❖ Responsible for Revenue Management.
- ❖ Responsible for developing and maintaining skills on Enterprise IT Platform and Tools such as AIX, Solaris, HP-UX, Linux, Domino, Databases, Tivoli Storage Manager, Veritas VM etc. for Engineers in Region.

Manager – Technical Support Group

Mar 2005 – Dec 2006

M/s Accel ICIM Ltd – Secunderabad, AP

- ❖ SPOC for all Technical Escalations for the Region.
- ❖ Responsible for training and retaining skilled Resources.
- ❖ Responsible for mentoring Technical Resources for IT Service Support.

Consultant cum Trainer

Jan 2001– Feb 2005

M/s Suncochin – Kochi, Kerala

- ❖ At Suncochin, we have trained many students in Red Hat Linux since the certification for RHCE was first introduced in India. This includes the first person in India who was trained at Suncochin and became RHCE certified. We have also provided training for Sun Solaris certification and helped students obtain certifications such as SCSA I, SCSA II, and SCNA.
- ❖ Responsible for extending Services to organizations to implement Linux as a choice for their Server side needs such as Email, FTP, DNS, DHCP, File Server, LAMP Frame Work etc....
- ❖ Extended consultancy Services around Linux to many organizations in Kerala and UAE as well and had given Email and File Server Solutions to many organizations in Dubai on site and Remotely.

- ❖ Conducted advanced level corporate training for few Banks like [Melli Iran Bank](#), [Abu Dhabi Commercial Bank](#) etc... in UAE on Linux, Solaris, SCO UnixWare etc...

Trainer on Hardware, Networking, Windows NT, Linux & Solaris
M/s Dhishna Technologies, formerly a franchisee of IIHT, Kochi, Kerala

Jan 1999 – Dec 2000

- ❖ Responsible for course-ware designs, training corporate and Students.

Voluntarily Retired as JCO from the Wireless Communication Department in the Indian Navy
Indian Navy Mumbai based Fleet

Jun 1983 – Jul 1998

- ❖ Served the Indian Navy for 15 years in the Electronic Communication Department of which 10 years in the senior Front-line Supervisory/ Management Cadre
- ❖ Was responsible for maintaining the up-time of all Communication Infrastructure on board Ships served, that included MF, HF, VHF, UHF, and Microprocessor based Systems as well and had got exposed to Systems beginning with 8080A, 8085, 8088, 286,386,486 etc....
- ❖ Served onboard INS.Trishul, INS Gomathy, INS Tir etc... during which was a member of Goodwill and visited around 20 plus Countries.
- ❖ Was attached to the Training School as Instructor for 3 Years at INS Valsura, Jamnagar, Gujarat where I was responsible for training many batches of Commissioned and Non-Commissioned Officers on Communications Technology that included, Analogue, Digital, Satellite etc....
- ❖ During this tenure in the Indian Navy had attended several training both in house and at other organizations like Bharat Electronics Limited, Keltron, Hindustan Aeronautical Limited etc... as part of the specializations on Communications equipment which I was responsible for.

Technical Certifications:-

- ❖ **CelSB** – Certified Information Systems Banker from **IIBF**
- ❖ **ISO/IEC 27001** Lead Auditor by **TUV-SUD**
- ❖ **CISA** – Certified Information Systems Auditor by **ISACA**
- ❖ **SCNA** – Sun Certified Network Administrator
- ❖ **SCSA** – Sun Certified Systems Administrator
- ❖ **RHCE** - Red Hat Certified Engineer
- ❖ Networking Essentials (Microsoft's NT4 Track)
- ❖ TCP/IP (Microsoft's NT4 Track)

Education: -

- ❖ Pre-Degree in Commerce & Accountancy
- ❖ B.A. in Economics as Main and Sociology & Political Science as subsidiary.
- ❖ Equivalent of BE in Electronics and Communication (As per Union Government Gazette Notification)

Awards: -

- ❖ Received proficiency awards at two times for outstanding performance in the Indian Navy.
- ❖ Stood first in the Chief Electronic Mechanic Radio batch in the Indian Navy.

References: -

- ❖ Can be made available as needed.

Personal Details:-

- ❖ Date of Birth : 16 May 1966
- ❖ Marital Status : Married
- ❖ Languages known : English, Hindi, and Malayalam

Address:-

Present Address:

1-4-213/7/P, First Floor,
Srilaxmi Enclave, Netaji Nagar,Kapra,
Hyderabad-500 062, Telangana, India.

Permanent Address:

14/2478 (Old Door No:21/1672),
Panchayath Raj Road, Palluruthy, Kochi,
Ernakulam-682 006, Kerala, India.

I hereby declare that, the content above is true to the best of my knowledge and is verifiable with relevant documents and references.