

SIBI RAVI

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Google Workspace | Google Cloud Platform

PROFILE

I am a certified Cloud consultant with over 5 years of experience in providing system administration and IT support. My areas of expertise include Google Workspace, Google Cloud Platform and Networking.

TRAINING

- Google Workspace | Google Chrome | Google Cloud Platform | DevOps | CCNA |

SKILLS

- Google Workspace Support | SME | Administration on Enterprise Level
- Appsheet, Google Chrome Management (Device & Browser)
- IT Support
- Tools: Servicenow, Jira, Confluence, Tableau, Hubspot, Citrix, Clarify, SR Knowlarity

CERTIFICATION

- Professional Google Workspace Administrator
- Google Certified Educator Level 1&2
- Google Workspace Deployment Services

EDUCATION

SECONDARY SCHOOL

NSS HSS, Chathannoor, Kollam, Kerala, India

BACHELOR OF ENGINEERING

Visvesvaraya Technological University, Bangalore, Karnataka, India

WORK EXPERIENCE

PRODUCT CONSULTANT - GOOGLE WORKSPACE

Randstad Offshore Services, Hyderabad, India (2024 February - Present)

Working as the product Consultant and Subject Matter Expert of Google Workspace. Actively involving in the Change management and Technical policy deployments.

Projects currently working

- **Data Protection and Retention** - Deploying Data Loss Prevention across all Organizational Units and setting up Vault retention for Email and Chat
- **Device** - Chrome Browser Cloud Management (Device enrollment) and MDM
- **Security** - Domain Wide Delegation and third party application handling, Context Aware Access deployment
- **Access** - Single Sign On - Deploying SSO for organizational units

LEAD - GOOGLE WORKSPACE CONSULTANT

Econz IT Services Pvt. Ltd, Bangalore, India(2021 February - 2024 February)

Excellent hands on experience and in-depth knowledge of Google Workspace Enterprise features such as GWS security, Mail management, DNS management, User provisioning, Admin roles, Groups, GCDS, API, SSO, LDAP, Google Vault, Data Migration, GAM, DLP, Data access restrictions, Device Management, GWSMO, Chrome etc.

Designated as the Team Lead for Google Workspace team.

Responsibilities:

- Managing and mentoring a team of around 10 Google Workspace Engineers.
- Conducting the training (Internal and External)
- Escalation management
- SOPs and Document creation
- Presales activities on technical aspects

Achievements:

- Completed more than 100 end user and admin trainings for different clients, resulting in more upgrades in the subscriptions and plans that helped in increasing the revenue of the establishment.
- Mentored the juniors to improve their skills, product knowledge and customer relationship management.
- Maintaining zero escalation and keeping a good relationship with all the customers.
- Completed more than 100 SOPs and thus helping the team to build a knowledgebase
- Technical engagements with new prospects increased more business.

SENIOR CLOUD SUPPORT ENGINEER

Bytewave Digital Inc, Trivandrum, India (August 2019 - January 2021)

Worked as a Senior Google Cloud Support Engineer

Responsibilities:

- Creating and enabling/disabling user account in G-suite admin console as per end user requirements.
- Responsible to resolve the tickets within the timeline.
- Responsible to follow up the tickets with the client and Google Support team.
- Troubleshoot G-Suite related issues (Gmail, Drive, Docs, Sheets, Calendar).

IT SERVICE DESK ANALYST

Tech Mahindra Ltd, Bangalore, India (July 2018 - July 2019)

Worked as an IT Support Analyst

Understanding and working knowledge of Office 365, Outlook Configuration, Active Directory and Network Troubleshooting

Worked on Client Location (Sydney, Australia) for 70 days for training new associates and knowledge transfer