

CURRICULUM VITAE

ANUPAM GOGOI

Email – anupamgogoi72@gmail.com

Phone No: +91- 6000406626

Bengaluru, India



OBJECTIVE

Senior System Administrator looking for a position to pursue a dynamic and challenging career with an organization, where I can apply my 8 years of working experience that gives value addition to the organization as well as offers opportunity to enhance more professional skills while getting a high level of satisfaction & recognition.

PROFESSIONAL EXPERIENCE

CU Rise Analytics (A Trellance company)

17/07/2023 - till date

Sr System Administrator

- Exchange/ O365 support, maintenance, administration (account provisioning, migration, DG, SG, DC/DR etc.), managing Azure services, Windows servers 2012R2, 2016, 2019, SharePoint including user accounts and access control.
- Deploy Microsoft Defender ATP through Intune/Endpoint Manager which includes experience in Intune Autopilot, device management (Workstations and mobile), App deployment, patch management, MDM, MAM, conditional access policies, GPO, SSO using authentication protocols like SAML, OAUTH, LDAP, Multi-Factor Authentication and restrictions policies.
- Manage & deploy cloud VM's, Hyper-V, Citrix XenDesktop, XenApp, VirtualBox, VMware ESXi, Azure VDI/AVD, Windows 365 Cloud PC and task such as size & performance utilization, backups.
- Deployed rules, implementing policies, applying patches, monitoring, troubleshooting etc.
- Troubleshooting issues, creating rules and policies, distribution list, tracing etc. with Outlook, Office 365.
- Implement GPO's, patching through MECM/SCCM/WSUS, application deployment SCCM, third party tools, licensing etc.
- Extensively use PowerShell, VB scripts to automate tasks and administrative activities.
- Working with AWS Services including VDI, S3, EC2, CloudFront, CloudWatch, RDS, VPC, IAM, etc.
- Using Lambda functions with Python scripts for Cost Optimization of AWS services from GitHub and other repositories.
- Deployed Azure DevOps services and tools including Azure Boards, Azure Repos, Azure Pipelines, Azure Test Plans, and Azure Artifacts, other services like Resource groups, storage accounts, Azure VM, Azure Monitor, Load balancer, Azure SQL database, Vnet, Subnet, Microsoft Defender, Azure Logic apps, RBAC, ARM, Site Recovery, Key Vault.
- Develop runbooks in Azure Sentinel, Azure Monitor Application Insights, APM, Log Analytics, Log Ingestion, Syslog.
- Working on FortiOS, FortiManager for whitelist/blacklist/exempt certain policies and objects, domains, Web filters.

CA-One Tech

01/09/2022 – 27/06/2023

Senior System Administrator

- Responsible for the infrastructure, applications, operations of servers Automation tools and numerous IT services, equipment's, and systems at client site.
- Configuration, installation of VMware ESXi, Horizon View, Cloud connectors, Citrix XenDesktop, Azure Virtual Desktop.
- Configuration & installation of containers & pods (Docker, Kubernetes, etc.) for the team.
- Support DevOps environment to help team in implementing CI/CD using automated tools.
- Develop YAML scripts, Ansible playbooks, installing Jenkins Master & Slave to perform builds and deployments.
- Worked on GIT version control, facilitating the releases and access control strategies.
- Deploy/ migrate/ troubleshoot Exchange online/ Office 365 from Admin Center using tools like BitTitan & batch process.
- Administrator AAD Connect, Azure AVD, Windows 365 Cloud PC users, groups, Microsoft Defender, devices in Intune and perform migration of on-premise VM to cloud platforms.
- Create Security groups, conditional access policies, deploy apps, configuration profile in MS Intune.

Alstonia Consulting LLP

08/02/2022 – 28/08/2022

System Administrator L2

- Extensive exposure to support Data Center operations running on 24X7 environments.
- Ensured that all servers, network and storage hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan.
- Perform daily Call Log, Call Update, Routine Checklist and monitoring alerts like disk utilization, memory utilization, CPU utilization using PowerShell scripts, Network & Server Health Checkup, generate reports also creating SOPs for any new tasks on regular basis as per client requirements.
- Experience in creating CI/CD pipelines and automation by integrating GIT, GitLab, Jenkins, Maven, Docker.
- Responsible for deploying and configuration of automation tools (Ansible/Puppet/Nagios), implementing Kubernetes pods, deployments, replica sets, Service Objects, Rolling Updates and their services.
- Configured, managed and troubleshoot Exchange Database including user's mailbox, regulated/identify phishing, spam emails from email gateways like Proofpoint, IronPort, Exchange Online Protection.
- Administration of multiple Windows Server roles and features comprising File-Print, Terminal, Windows Server Update Services (WSUS), Web Server (IIS), and Active Directory services including users, OU, group accounts and group policies, LDAP, Dell EMC Tape Library Back-Up, Hyper-V, Exchange Servers, SAP Server support.
- Implementation and configuration of enterprise applications and their policies in Microsoft Endpoint Manager, SSL certificates, implementing SSO tools like Okta, ManageEngine, LastPass etc.
- Identify root cause for critical issues and resolving them on priority.
- Execution of backups and certain tasks through automation using PowerShell/ Bash scripts.
- Worked on Hyper-V, VCenter, ESXi, O365, Exchange Server, Hybrid Azure, Citrix platforms.

Wipro Limited**08/07/2019 – 07/02/2022****Sr System Engineer**

- Responsible for the infrastructure, applications, operations of servers, network, desktops, printers, and numerous IT services, equipment, and systems for various client offices.
- Supervised helpdesk operations ensuring helpdesk calls and tickets were properly documented, responded to and resolved according to performance benchmarks.
- Worked closely with DevOps & SysOps, SOC team to help perform automated task as assigned.
- Wrote scripts and SOP, investigate, diagnosis & resolve all system & network related issues as per agreed SLA & KPI's.
- Monitor Change Ticket status, devices/server status, interface with high percentage usage, % utilization graph line-chart.
- Deployed, configured also migrated DNS, DHCP servers, renew SSL certificates, implementing Web Servers IIS 6.0/7.0, Apache Tomcat, MySQL/Oracle, PostgreSQL, VMware Horizon View, Citrix Xen Desktop, Citrix XenCenter.
- Deploying Windows server IIS and other services like restart, pool scheduling, patching.
- Responsible for Creating, monitoring, Migration and implementing certain policies in Hyper-V, VMware, Azure, AWS, AVD, Windows 365 Cloud PC including DC, DR environments, Microsoft Endpoint Manager.
- Analyze and report cyber threats as well as assist in determining, identifying, monitoring, investigating and analyzing computer network intrusions, security features like BitLocker, MFA.
- Maintained inventory of all Network Devices, Hardware, Software and other IT Equipment's.
- Worked on Storage & recovery, configured Brocade SAN switch, NAS in a Data center.
- Experienced in clustering, High Availability of Windows Servers, VMware infrastructure.

HCL Infosystems Ltd.**28/03/2018 - 02/07/2019****Senior Associate Engineer**

- Configuration, monitoring and troubleshooting of system & network related issues.
- Monitor & update security patches for business & P2P applications, MDM, MS Intune.
- Development & training of internal & external partners.
- Responsible for solving technical and non-technical queries of Microsoft Dynamic CRM users.
- Block/unblock websites and IPs through Squid proxy server.
- Ensured that the latest Aadhaar Enrollment client/Update/ECMP software is installed for all the clients along with demographic and biometric data.
- Worked in integrating fingerprint, iris scanning, and facial recognition technology.
- Evaluate and deploy new & upgrade applications to existing infrastructure.
- Call log with the OEM team escalated hardware issues, application troubleshooting, resolve issues.
- Troubleshooting various email clients like Thunderbird, MS Outlook 2007/10.
- Maintain complete and accurate documentation of IT operations.

CMS IT SERVICES Pvt. Ltd.**01/06/2017 – 14/03/2018****Engineer**

- Configuration & troubleshooting of desktop/laptops/printers for various clients.
- Provide L1, L2 support, Remote support, coordination with users.
- Configuration & update of security patches on assigned projects.
- Installing, configuring and administration of FTP, DNS, DHCP Server
- Work and co-ordinate with the IT helpdesk team to make decisions regarding changes.
- Coordinate with AMC and warranty service vendors and escalate calls for prompt and better resolution and take action to get the defective hardware repaired/ replaced.

Kakoti Engineering Works**06/10/2015 – 23/12/2016****IT Assistant**

- Installing and configuring network systems, hardware devices and drivers.
- Managing all system back-up and restore protocols.
- Assembling of desktops, Installation of OS, patches and other B2B software's.

TECHNICAL SKILLS

- **ITSM tools-** BMC Remedy, ServiceNow, Jira, Zoho, ServiceDesk, Connect-wise etc.
- **MIS-** MS Office/O365 suite, SharePoint, G-Suite, Google Workspace, Adobe CC suite, ERP CRM, SAP R/3 Basis, SAP NetWeaver, Microsoft Dynamics CRM, Yammer, Visio.
- **Remote-** VirtualBox, Any Desk, TeamViewer, Ultra Vision, MS Teams, Quick assist, ManageEngine, N-able etc.
- **Authentication tools:** SSO, MFA, LDAP, Duo, Kavach, Okta, LastPass etc.
- **Monitoring-** Datadog, SolarWind, WhatsUP Gold, PRTG, Trustgrid, Wireshark etc.
- **Web/Application servers:** Apache Tomcat, Apache HTTP server, IIS, WampServer, MS-SQL Server Management Studio, MS SQL Server Migration Assistant etc.
- **Windows Server Experience:** Windows Hyper-V, MS Exchange, Failover Cluster, Proxy, FTP, SFTP, DNS & DHCP Server, Windows Server 2012R2/2016/2019, Wintel admin, AD Forests, Domains, Group policies, patching, SCCM, WSUS, Windows backup services, IIS.
- **Enterprise Backup solutions:** Worked on NetVault, Quest, Commvault, Veeam.
- **VMware:** VMware VCenter, vSphere, vSAN, vMotion, DRS, HA, ESXi.
- **Citrix:** Citrix cloud, XenApp, XenDesktop platforms.
- **Enterprise storage solutions:** SAN, NAS, backup & recovery Storage IBM/ Dell EMC/ HPE platforms.
- **VPN:** Array VPN, Cisco VPN, FortiClient VPN, DLP Agent.
- **Email gateways:** Proofpoint, Cisco IronPort, Exchange Online protection email gateways.
- **Cloud experience:** working in Azure & AWS services like IaaS, PaaS, VDI, VaaS, SaaS, Private/ Public Cloud.
- **DevOps:** Knowledge of DevOps in installing, configuring Jenkins, Kubernetes, build automation using Maven & maintain CI, Continuous Delivery & Continuous deployment.
- **Security tools:** McAfee Enterprise, Trend Micro, Windows Defender, ManageEngine, Adlumin, Qualys, CrowdStrike, SentinelOne, N-able, EDR, XDR, SIEM solutions.

<u>ACADEMIC RECORDS</u>		
Degree	Institute	Month / Year
Bachelor of Engineering (Computer Science Engineering)	Jorhat Engineering College, Jorhat	May 2015
<u>CERTIFICATIONS</u>		
<ul style="list-style-type: none">Information Technology Infrastructure Limited (ITIL v4) foundation (C No. GR671062688AG)Microsoft Certified Solutions Associate MCSA 70-740 (MC ID: 989143319)Microsoft Azure Administrator AZ-104		
<u>PERSONAL ASSETS</u>		
<ul style="list-style-type: none">Hardworking & positivity with Leadership qualities.Excellent communication skills.Diligent and organized.Willingness to learn.The ability to work in a team.Strongly determined.		
<u>DECLARATIONS</u>		
I hereby declare that the information furnished above are true to the best of my knowledge and belief.		
ANUPAM GOGOI		