**SUBODH KUMAR**

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**Career**

To secure a challenging position where I can effectively contribute my skills like Windows Server professional possessing competent technical skills.

**Summary**

* Currently working in NTT Data Services as a Server Administrator Sr. Analyst.
* **Experience in Windows servers support, Datacenter support, client support and PM reports, project management, etc**.
* Excellent troubleshooting, communication, and team skills. Received client appreciation e-mails and awards for meeting or exceeding client expectations
* Total Experience: **8.3 yr**

**Career History:-**

|  |  |  |  |
| --- | --- | --- | --- |
| **Designation** | **Duration** | **Company** | **Clients/Project name** |
| Server Administrator Sr. Analyst | Nov 2019 to Till Date | NTT DATA Services Pvt. Ltd | Conifer Tenethealth |
| Datacenter operation engineer | Sept 2015 to Sept 2019 date | Renovision Automation Service Pvt. Ltd. | Wipro Technology Pvt Ltd |

**WORK EXPERIENCE**

**(Nov- 2019 to till date)**

**Current Company:** NTT DATA Services Ltd

**Project Name:** Conifer Tenethealth

**Location:**  Noida Sector -144

**Total duration:** 4.3 yr.

**Role:**  Server Administrator Sr. Analyst.

* Performs incident resolution, problem determination and root cause analysis in accordance with Service
* Install, configure, turnover, maintain, and monitor Windows2003/2008/R2/2012,2016, 2019 Enterprise server
* Knowledge of Windows server administration Configure /Troubleshooting Windows Cluster.
* Knowledge of Incident management, Change management, Problem management concepts
* Monitoring tools to oversee multiple Wintel systems operating within a defined support operations area.
* Ticketing tool using Service Now & BMC remedy
* Monitoring tools using – Automox , KACE agent and True sight , VEEM & Rubrik backup tool
* Knowledge of OS and ability to handle day-to-day admin tasks
* Ability to build Windows servers as well as perform OS upgrades
* Excellent knowledge of provisioning servers (physical and virtual)
* Knowledge of daily Ops and CAB meeting handle.
* Knowledge of different hardware architecture, roadmap and implementation
* Well versed in OS patching, capacity and configuration management analysis of servers, ITIL
* Knowledge of virtualization and Vcenter
* Knowledge of server build and decommissioning.
* Performs installation, customization and maintenance of the operating system and system software products in support of business processing requirements.
* Evaluates and integrates new operating system versions, drivers and hardware. Provides technical expertise for system transitions, migrations and consolidations. Principal Accountabilities.
* Tests software updates and patches.
* Monitors and tunes the system to achieve optimum performance levels in standalone and multi-tiered environments.
* Conducts system analysis, configuration management and develops improvements for system software performance, availability and reliability.
* Experience on PowerShell & Troubleshoot Wintel systems with remote technology such as iDRAC and RDP
* Collaborate with clients to develop, implement, and review customer relations service improvement programs
* Excellent troubleshooting skills to fix system down issues
* Implement core business processes and assist the client with process improvement initiatives
* Recommend changes to policies and establish immediate procedures
* Ensure that service is delivered on time and within budget by maintaining communication with customer staff and management
* Interact with subordinate supervisors, customers, and/or functional peer group managers
* Analyze, log, track, and resolve complex issues pertaining to networking connectivity issues, printers, Windows servers, and applications
* Coordinate hardware and software installations, as well as upgrades Isolate and diagnose common Wintel system problems and document system events to ensure continuous functioning
* Coordinate and monitor troubleshooting, testing, upgrades, and configuration of Wintel (Windows / VMware) system files and services
* Knowledge of server build and decommissioning.
* Utilize standard corporate tools to record change and problem activities

**WORK EXPERIENCE**

**(Sept- 2015 to Sept-2019)**

**Current Company :** Renovision Automation Service Pvt. Ltd.

**Project Name:** Wipro technology Pvt Ltd

**Location:**  Noida Sector -144

**Total duration:** 4 yr

**Role:**  Data center operation engineer.

**Roles and Responsibilities:**

* Ticketing tools as BMC Remedy, E-helpline, AMS tools
* Performing Initial state troubleshooting of server & Network and Security devices.
* Knowledge of server performance issue
* Knowledge of Windows server patching
* Performing weekly and daily checklists for certain critical applications. Responsible for all DC activities related to project and Media or backup tape management.
* Troubleshooting the failure of server & Network hardware devices.
* To get the call logged with the respective vendor team for any issue.
* Plans, installs, configures, upgrades, patches, and manages servers as well as troubleshoots problems and issues related to the configuration of servers.
* Monitors the utilization of servers to detect potential errors or problems and provides necessary prevention guidelines. Monitor servers to determine upgrade requirements and general utilization issues.
* Ensures that backup, recovery, and security procedures are setup and performed as planned and necessary. Test restore of complete servers to verify backup and recovery procedures.
* Performs system administration, such as performing system backups, updating and maintaining servers, enrolling new users and accounts, deleting users and accounts, revising directory structures, maintaining security features, creating documentation, installing software, and similar activities
* Monitors and maintains the integrity and security of servers and network systems.
* Provide timely answers and resolution for technical issues posed by L1 Engineers & Customers.
* Preparing the Daily/ Weekly and monthly Reports
* Knowledge of Oracle Sun Sparc servers ( T5120, T5440 )
* Knowledge Of SAN switches and Sun Storage (BROCADE-300 , SAP-Sun Storage Tek 6140 Array)
* Troubleshooting the backup library, Tape Drive’s faulty hardware..
* Knowledge of Cisco Switches / Router (M-CATALYST 2960, Cisco-1941/K9, Cisco-3845)
* Providing support to NOC / GSOC Teams for Network or Server related issues & coordinating with respective teams.
* Coordination with Remote Support team, vendor Engineers, onsite team & client for servers, network and backup related issues
* Knowledge of Firewalls (FortiGate 100D and FortiGate 110 C) .
* Working with data Center team during any power activity and make the devices up or in working during the whole activity.
* Ability to build and monitor services on production servers.
* knowledge on Solaris 9/10 or Red hat Linux operating systems.
* Maintain and update the database whenever any changes occur in Data Center.
* Maintaining full data base of Inventory Assets/Devices hosted data in center of customers wise.
* Responsible of backup management & backup polices of Daily’s/Weekly/Monthly shared by the customers and accordingly arrange required backup media into the backup library.
* Coordinate testing, upgrade and configuration of system files and services.
* Ensure changes are in accordance with appropriate operating procedures.
* Knowledge of Linux/ Windows Server administration, troubleshooting and analytical skills, including system health/performance trouble shooting
* Managing the Users, computers and Laptops in different group policy and Desktop/ Laptop Host name move in respective OU’s for policy in AD.
* Knowledge DHCP and DNS administration and maintenance.
* Working on Active Directory like (creation or deletion of user account) and giving access file and folder level, Reset Password.
* AD Installation and configure.
* Knowledge of virtualization using VMware/ Zones will be necessary.
* Maintain ITIL best practices in Data center for (Security, Corrective, RCA & Preventive maintenance)
* Assets Allocation and De-allocation on CMDB Tool
* Assets create and delete & dispose on CMDB tools
* All Assets inventory handing through Smart reporting
* Installing operating system and updated the patches related issues in Server’s.
* Identifying Software Installation Failures and Dependency conflicts.
* Troubleshooting in Different Vendors Product (Server & Storage).
* Maintain all Assets inventory information of data center and projects
* Installing complex hardware and software and upgrades to ensure work is performed as per the company policy.
* Troubleshooting issues related to business applications.
* Installation and troubleshooting the office and emails related issues.
* Troubleshoot/resolve common hardware, network, and OS related issues
* Researching, diagnosing, troubleshooting, and identifying solutions to resolve server’s issues
* Responsible for solving escalated issue related to Software and other day-to-day escalated cases.
* Troubleshooting of network related problem as file, folder and any shared drive is not opening.
* In-tier handling Data Centre devices (Servers & network and Security devices)

**Educational Qualifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **University / school** | **Passing Year** | **Percentage (%)** |
| B-Tech(CSE) | Mangalayatan University | 2015 | 64.8% |
| Poly.Diploma(CSE) | B.T.E.U.P | 2012 | 66.5% |
| 12th | UP Board | 2009 | 54.2 % |
| 10th | UP Board | 2007 | 50 % |

**Academic Achievement:**

* Certificate of participation in **Microsoft Office 365 assessment passed with 70% by Wipro**.
* Certificate of participation in ‘**C’ & C++ Programming Language by “RGCSM”**.
* Certificate of participation in **Web Development using in ASP.Net by “Aptech”.**

**Personal Skills:**

* Comprehensive problem solving abilities.
* Optimist and Quick learner.
* Honest and Hard-Working.
* Motivated and Goal-oriented person.

**Personal Information:**

* Father’s name Mr. Vijendrapal Singh
* Date of birth 04-06-1991
* Marital Status Single
* Nationality Indian
* Language Known Hindi, English

**Declaration:**

I hereby declare that all the information furnished above is authentic to best of my knowledge.

Place: New Delhi Subodh Kumar