|  |  |
| --- | --- |
| Albhagath N  Windows and VMware Administrator with exposure in Azure Administration. | [bhagathintn@gmail.com](mailto:bhagathintn@gmail.com)  +91 7868896571 |

Seeking a challenging career where I can utilize my skill ability to the best. I would like to work with organization where there is a way to improve my skills and grow with them.

# PROFESSIONAL SUMMARY

# 3 Years of experience in Wintel, VMware Services and Azure & Production support operations in the IT Sector.

# Working as a L2 admin for Wintel, VMware and Azure with the exposure of ticketing tool ServiceNow and ITIL Process.

# Managing Internal IIS and External Certificates with coordinating with different Stakeholders

# Change request (ESXi upgrade, Windows OS upgrade, CPU, memory, hard disk, SSO, IIS and Entrust Certificates).

# Deploying and configuring VMware and Azure Servers via scripts and GUI.

# Engaging call with support vendors - Microsoft, HPE, VMware and Cisco.

# Providing support to major regions (EMEA, NA) and support to the Customers on time adhering to SLA.

# VMware VCenter converter standalone, P2V, V2V.

# Microsoft Failover Cluster configuration and trouble shooting.

# RAID concepts and Configurations.

# An effective communicator with exceptional relationship skills with the ability to relate to people at any level of business and management.

# Handling Critical and escalation tickets/ Service request/ Change Tickets and problem tickets.

# ITIL Service Support in Incident, Problem, Change & Configuration Management.

# Engaged in server maintenance like VMTools Upgrade, VM hardware version upgrade, Firmware Upgrade on Quarterly basis.

# SKILLS

# System Administrator, Managing and configuring Windows Server 2012R2, Windows Server 2016, Windows Server 2019 and Windows Server 2022, Active Directory, AD DS, DNS, DFS, and IIS.

# Experience in VMware to create, modify and upgrade VM’s, ESXI, Snapshots, Clusters and Cloning.

# Experience in Microsoft Azure such as Virtual Machines, Enterprise Applications, Azure Virtual Desktop, App Registrations, Blob, Auto scaling, Load balancing, Firewall, and Container Service.

# Knowledge on AWS Services such as EC2, EBS, S3, ELB, RDS, Cloud watch.

**TECHNICAL SKILLS**,

* ****WINDOWS SERVERS, VMWARE,
* AZURE, AWS,
* JIRA, SERVICENOW,
* ****O365,
* GIT, GITHUB,
* DOCKER.

**PROFESSIONAL** **EXPERIENCE**

**System Engineer/Cloud Tech Support**:

* **TATA Consultancy Services (TCS, December 9, 2021 – Present)**

**Title: PSP | Team Size 15**

**Responsibilities:**

# Providing L2 production support for the client infrastructure by actively taking part in learning new tools and application functionality organized by the vendors.

# Configuring and building ESXi Servers from the scratch and adding it to the Vcenter.

# Monitoring monthly security patches on Windows machines through SCCM.

# Deploying Software’s, Application’s, and scripts to a set of machines by creating a new collection.

# Monitoring Automatic deployment rule to work properly during the monthly patching schedules.

# Patching Citrix servers manually during no active sessions on the particular server and ensuring it has installed successfully.

# Monitoring VM through SCOM alerts and acted on the incidents to resolve.

# Adding Azure AD groups to the Enterprise Applications on Azure Portal.

# Creating New Enterprise Application on Azure Portal.

# Adding/Removing user’s accounts on Azure Active directory.

# Working on regular BAU activities such as increasing disk size, adding additional drives, Cloning, Increasing or decreasing CPU, and Memory.

# Performing Snapshots, Cloning.

# Troubleshooting the respective application configurations as well as other underlying configurations such as the database, file transmissions, file share permissions, system processing ID's, scheduled tasks, infrastructure issues, IIS and application functionality.

# Implementing software upgrades and hot fixes.

# Worked on application related issues and fix it on time based on priority.

# Worked extensively on ITIL processes like Incident Management, Problem & Change Management.

# Involved in Troubleshooting High/Critical Severity calls and closing them on time to maintain SLA based on escalation from L1 Team.

# Managing and maintaining application architecture documentation and procedures for installation and maintenance.

# Responsible to troubleshoot the issues and provide the delivery with diligent work.

# Following ITIL process and SLA for any issues in the environment and responding to the tickets and debugging the issues as per SLA.

# Providing on-call support to make sure services are delivered without any flaws and delay.

# Implementing scheduled production changes in weekends during non-business hours and attending client meetings on a regular basis to put forward the issues and achievements what we have done.

**QUALIFICATIONS**

### Under graduation in Bachelor of Computer Applications

* M.I.E.T Arts & Science College, Bharathidasan University Government of India. (Year of passed out-2021 [76.6%]).

**SPECIALIZATIONS & PROFESSIONAL TRAINING**

* **Microsoft Azure Administrator**
* **Azure Virtual Desktop AZ-140**
* **AWS Solution Architect**
* **Digital Marketing**
* Office 365,
* Flutter Development

**SOFT SKILLS**

# Attention to detail, Aggressive towards delivery, Multi-tasking and Fast learner

# Optimist, Excellent communication, Self-driven

# Time management, Problem-solving, Team player, Work well under pressure.

**PERSONAL DETAILS**

**Name** : Albhagath N

**Date Of Birth** : 31st May 2001

**Gender** : Male

**Email** : [bhagathintn@gmail.com](mailto:bhagathintn@gmail.com)

**Mobile** : +91 7868896571

**Nationality** : Indian

**Languages**  : Tamil (R/W/S) – Native or bilingual proficiency

English (R/W/S) - Professional working proficiency

**INTERESTS**

# Content Creation,

# Sports,

# Reading,

# Blogging.

**DECLARATION**

I, ALBHAGATH N, do hereby confirm that the information furnished above is true to the best of my knowledge and belief.