VIVEK SHUKLA

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IT Infrastructures | Linux Admin | Cloud Computing (AWS) | IT Operations | Application Support & Maintenance
*~Multi-faceted professional with experience of managing IT of **IT, Financial & Telecom industries**~*

A R E A S O F E X P E R T I S E	P R O F I L E S U M M A R Y
~ Windows Server ~ ~Redhat Linux 7.0 ~ ~ Linux Troubleshooting ~ ~ Cloud Computing ~ ~ Amazon Web Services (AWS) ~ ~ Data base Backup ~ ~Automation of Backup Jobs~ ~Customer Satisfaction ~ ~ IT Implementation ~ ~ Vendor Management ~ ~Team Management ~ ~ IT Service Management ~	• **IT Professional** with over **12 + years** of commendable experience in Managing IT Infrastructures, IT Operations & Server Support Maintenance. • Presently associated with **Matrix Cellular International Service Limited New Delhi** as a Manager IT Infrastructures. • Expertise in Windows Server, Linux Admin, Cloud Computing ,SQL Database , VMware, Application Support, DATA Center ,IT Infrastructure & Support Management ,Proficient in managing & leading teams for running successful process ,operations & Experience of Implementing procedures & Policies, service Standards for business excellence. • Strong Interpersonal skills with proven abilities in Customer Relationship Management & Team Management ,Proficient in Securities, Broking & Financial Industries with IT Support of Trading Applications ,In House Applications, Remote Support, Data Centre Management, OS Support, Microsoft SQL Database, Vendor Coordination, Network Firewall Hardware Support, Data Centre Shifting. • Disaster Recovery for Business Continuity and Interacting with Management Team & Vendors from diverse cultures and efficient at Consistently achieving Service targets Keeping Customers satisfaction as the primary objective. • Key Responsibilities: Linux FTP, HP3Par ,SSL Certificate , Apache Server ,AWS Cloud Computing ,User Management ,Application Support in 24X7 Support window & SQL Database Support Database Backup & Restoration, Automation ,Task schedulers, Vendor Coordination, Application monitoring, Basic Network Support and Monitoring .

ORGANIZATIONAL EXPERIENCE

Since Feb '20 **Matrix Cellular International Services Limited New Delhi as Manager – IT**

Key Result Areas:

- Joined as Manager IT Infrastructure ***Matrix Cellular (I) Service Ltd.*** *Company* providing International Telecom Solution (Mobile SIM), Deals in Forex, Travel & Travel Insurance.
- Responsible for providing Windows Server Support, Redhat Linux 7 & 8 Support, Application support, FTP Server, Samba, NFS Server, Storage Support (HP 3PAR) SQL Database Support & Monitoring to our multiple location.
- Handling Support Services of Linux Servers Cloud Computing (AWS), Data Center, In House application & Securities Cloud Web servers, Database Backup, TAPE drive , Veeam Backup ,Server Monitoring and SLA Monitoring
- Day to day Operational & Technical Activity, Understand the requirement & Changes in Software as per Management Req. Coordinate with Developers, Application vendor team to explain the requirement and changes as per requirement.
- Deployments of new incremental patches, Windows Patches, Security Patches & regularity Changes time to time.
- Database Backup management with Cloud storage.
- Network Monitoring & Server Monitoring with what's up gold application.
- Call log management & SLA monitoring with BMC and Manage Service Engine IT Service Desk Tool

Since Aug '17-Jan'20 Tech Mahindra Ltd., Noida as Assistant Manager – IT

Since Jan'17-Aug'17 Dion Global Solution Limited, Mumbai as Assistance Manager – IT Operations & Application

Aug'11-Dec'16 Nirmal Bang Securities (P) Ltd., New Delhi as a Regional Manager Infrastructure Support

Jan'08-Jul'11 Religare Technologies Ltd., Noida as IT Service Desk Team Leader

AREAS OF EXPERTISE:

- Installation, Configuration & Administration of RHEL 7 & 8 and Centos 7 servers.
- Installing, configuration and Updating using RPM and YUM packages.
- Partition and File System Configuration.
- Installing Disk and File system management through Logical Volume Manager (LVM).
- Monitoring of disk usage and swap partitions.
- Configuring and handling SAMBA & NFS server.
- Installation and maintenance of FTP server.
- Network based storage using iSCSI server.
- Scheduling of automatic repetitive Jobs with Crontab.
- Create partition disks and mounting file system.
- User and group Administration.
- Permission management using SUDO, SUID and SGID.
- Knowledge in Services, Process, Log and Networking related issues.
- AWS Cloud Computing
- Virtual Private Cloud Creating & Managing (VPC)
- AWS Elastic Compute Service (EC2)
- Creating Servers on cloud as per the business requirement.

Technical Skills:

- Basic knowledge of Disk Management through RAID.
- User & Group management & SUDO Users.
- SUID, SGID & Sticky Bit, Permissions, Special permissions.
- Run Level(Targets) & Daemon(Unit)
- Disk Management through LVM (Logical Volume Management).
- Good knowledge of DHCP, DNS, NFS servers along with their installation.
- Apache (HTTP & HTTPS).
- Yum Server
- Windows Server Task Scheduler
- Backup shifting through Batch scripting

ITIL Process Producer:

Major INCIDENT MANAGEMENT (Server Incident Management)

One of the key responsibilities of mine in Tech Mahindra, Dion Global, Nirmal Bang & Religare is to handle major incident management,
Which include following.

- Sending email communication & SMS to end clients and Internal IT teams about issue details with resolution TAT
- Keep track of RCA report and share with Management.
- Share Information to all related department and concerns about scheduled down time / outage.

Team Management

- ✓ Interacting with support functions for staffing, performance reporting etc.
- ✓ Determining training needs of employees; conducting suitable training programs to enhance their operational efficiency leading to increased productivity.
- ✓ Weekly & monthly rooster, Monthly activity details sharing, schedule activity plan and resource arrangement.

PERSONAL SKILLS

- Decision Making
- Dedicated for task
- Analyse the problem
- Implement best practices
- Self-Motivate
- Good Documents abilities

ACADEMIC DETAILS

- High School from U.P. Board Allahabad in 1998.
- Intermediate from U.P. Board Allahabad 2000.
- Graduation (B.sc) from CSJM Kanpur University 2003.

PROFESSIONAL AFFILIATION

- Jetking Hardware & networking Professional
- Redhat Linux 7.0
- Cloud Computing
- RHCSA Linux
- Amazon Web Services (AWS)

CERTIFICATION

- ITIL V3 in IT Service Management in 2012
- CCNA Certification in 2007
- MCP in 2007
- RHCSA
- AWS

PERSONAL DETAILS

Date of Birth: 23rdJanuary 1985
Father's Name: Late Shri Prem Narayan Shukla
Languages Known: English and Hindi
Marital Status: Married
Address: A254 Sector -3 Greater Noida West (Delhi NCR) 201301

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