

Jishnu Balgopal Nair

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SUMMARY:

Experienced Information Technology Professional with demonstrated expertise IT Infrastructure installation, configuration, and administration. Seeking challenging opportunity where I can utilize my existing technical expertise and learn new things every day.

Works closely and effectively with all levels of management to satisfy project and productivity requirements, offers logical, forthright thinking and able to provide effective solutions to solve difficult problems.

Capable of objective analysis and skilled at making quick decisions based on wisdom, experience, and judgment, sought out by others for advice and solutions. Possesses the ability to clearly communicate intricate technical solutions to business users, resulting in successful implementation. Demonstrates project leadership for the customer and superior customer service through positive attitude, leadership, and hands-on teamwork.

PROFESSIONAL EXPERIENCE:

- 1) **Principal Engineer** | TMF Group (January 2018– Present)
- 2) **IT Analyst** | TATA Consultancy Services Ltd (October 2015 – January 2018)
- 3) **Technical Analyst** | Tenzing managed IT services (February 2014 – October 2015)
- 4) **Technical Associate** | ESDS Software Solution Pvt Ltd (September 2011 – February 2014)
- 5) **Technical Support Engineer** | Quick Heal Technologies Pvt Ltd (April 2011 – September 2011)

PROFESSIONAL CERTIFICATION:

Microsoft Certified IT Professional: [Certification/MCP ID# 7867990]

AWS SysOps Associate Training: [Simplilearn/Cert ID# 3331558]

WORK EXPERIENCE:

TMF Group (JAN 2018 – Present)

Principal Engineer [Application Infrastructure] with **TMF Group** responsible for implementation, migration, support, and configuration of business-critical applications on Cloud

- Design and implement IT Solutions for new Business Critical Applications based on vendor instructions.
- Conduct/Coordinate POC of the application on Azure or AWS Cloud.
- Installing and configuring Cloud App Server infrastructure (Azure/AWS) for applications.
- Maintaining the optimisation and integrity of all applications.
- Ensuring recoverability of all infrastructures related to core applications.
- Documenting current and new application environments.
- Capacity and DR planning for Applications Infrastructure
- Executing and Managing Application Upgrade, Releases and Bug Fixes.
- Implementing-configuring Integration Layer of Applications
- Migrating On-premises applications to Cloud platform (Azure/AWS).

TATA Consultancy Services Limited. (OCT 2015 – JAN 2018)

IT Analyst with TCSL, involved in **ServiceNow platform L3 Operations Admin** support for one of the global leading financial institution **Morgan Stanley**.

- Handling user raised requests for issues related to ServiceNow platform.
- Handling outage scenarios by coordinating with all the involved parties.
- Incident management for the issues impacting stability of platform.
- Problem management for repeating incidents and accordingly worked on permanent fixes.
- Co-Ordinating with involved parties and assigning action items accordingly.
- Coordinated major releases for ServiceNow production environment with vendor team.
- Manage all the maintenance related activity impacting ServiceNow Platform.
- Co-Ordinating with vendor for follow-ups about the ongoing issues or for outages.
- Perform day to day administration of ServiceNow instances, including changes to processes, workflows/forms, building custom reports, managing data, personalizing lists, and content management.

Tenzing Managed IT Services (E-Commerce & SaaS Hosting Provider) (FEB 2014 – OCT 2015)

Technical Analyst for the leading Datacentre that provides Managed I.T Services, Ecommerce Hosting, SaaS Hosting, and Amazon Web Services.

- Server Monitoring (Uptime and Uptrends) and Load management.
- Managing and troubleshooting technical queries related to Windows Server and IIS Web Servers.
- Installation, configuration and renewal of Rapid SSL Certificates, Geotrust Quick SSL Certificates.
- Windows Server Patching.
- Monitoring server and pools on F5 Load Balancer.
- ISG and Juniper Firewall: Creating rules, Blocking IP's, etc
- Commvault Backup: Troubleshooting for failed backups, maintaining backups, Restoring backups. Etc
- Communicating and notifying customers in case of any major changes in system (server), environments etc.
- Monitoring & Configuring Server and Web Monitoring Tools: App Dynamics, Uptime, Uptrendz & Alertlogic.

ESDS Software Solution Pvt Ltd (Fully Managed Datacentre & Webhosting) (SEP 2011 – FEB 2014)

Windows Technical Associate for the leading Datacentre that provides Managed I.T Services and Web hosting located in India, UK & U.S.A.

- Installing and maintaining Windows Server 2008 & Windows Server 2012 Operating Systems.
- Installing and troubleshooting Internet Information Server 7.0
- Installing and troubleshooting Mail Servers such as MailEnable, Smarter Mail and Horde Webmail client.
- Installing and troubleshooting Microsoft SQL Server 2005 & 2008 Editions (Express, Standard & Enterprise).
- Backup utilities. This includes website data, Hyper-V VHD and database (Ms-SQL & MYSQL) backup.
- Setup of clients' Websites and applications through IIS.
- Install, configure and maintain various control panels such as Plesk, DotNetPanel and cPanel.
- Monitoring, auditing & upgradation of Windows Shared Servers, Dedicated Servers & VPS.
- Installation, configuration and renewal of Rapid SSL Certificates, Geotrust Quick SSL Certificates and Globalsign SSL Certificates.
- Managing and troubleshooting technical queries related to Websites and Web Applications which includes ASP.NET, MVC, PHP, MS-SQL, MySQL, IIS, ColdFusion etc.

ACADEMIC PROFILE:

- Diploma in Computer Engineering (MSBTE) From - Guru Gobind Singh College of Engineering, Nasik-Maharashtra-India.
- Secondary School (SSC), Maharashtra state board From - Sacred Heart Convent High School, Nasik-Maharashtra-India.

PERSONAL DETAILS:

- Date of Birth: 28-08-1988
- Nationality: Indian
- Phone Number: 7796896288
- Language Known: English, Hindi, Marathi, Malayalam
- Location: Pune – Maharashtra.

ACKNOWLEDGEMENT:

I hereby declare that the above information is true to the best of my knowledge

Jishnu Nair.