

GAGANDEEP SINGH

WINDOWS VMWARE
ADMINISTRATOR L1 AND
L2 (IMMEDIATE JOINER)

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LOCATION | Pune, INDIA

EXPERIENCE | 4 Years 8 Months

Key Skills

- Virtual Center
- DRS
- P2V
- Wintel Servers
- High Availability
- VMotion
- VCenter
- VSphere
- VMware VCenter
- Wintel
- Windows VMware
- IT Infrastructure Services - Other
- System Administration
- Server Administration
- Incident Management
- VMware VSphere

Languages

- English
- Hindi
- Marathi

Profile Summary

With over 4 years and 7 months of experience as a Windows and VMware System Administrator, I have deployed virtual servers using templates, performed cloning of servers, and demonstrated strong troubleshooting skills in fixing Virtual Center and VM issues. I have successfully increased CPU cores, RAM, and DISK of virtual servers. Experienced in on-premises server builds (2008, 2012, 2016, 2019) and Azure cloud server creation. Proficient in handling various Windows Servers and their troubleshooting. Skilled in taking snapshots, performing VM cloning, decommissioning VMs, and upgrading OS. Capable of managing host alerts, acknowledging in Vcenter, installing Windows patches, and working with remote tools like ILO, DRAC. Experienced in Active Directory management, user incidents handling through ServiceNow, and utilizing VROPS tool for CPU and memory utilization reports..

Work Experience

Windows VMware Administrator L1 and L2 (immediate joiner)

Birlasoft

04/2022 - Present

Deploying a new virtual machine using template...

Increasing CPU cores, RAM, DISK of virtual servers..

Handle snapshot related task (snapshot creation & deletion)..

Performing VM Decommission tasks..

Perform OS upgrade activity

- Punjabi

(2012,2016,2019)..

Perform VMware tools upgrade task..

Handle (2012,2016,2019) server and troubleshoot their issues..

On Premises server build

(2008,2012,2016,2019) and on Azure cloud server creation.

Checking host alerts and acknowledge in Vcenter.

Install Windows patches on newly created VM..

Worked on Remote Tool- ILO, DRAC..

Work with key platform vendors (Dell, HP) for support to resolve hardware issues..

Decommission & Capacity Management issues like Disc clean-up etc..

Create change for server deployment and server decommission..

Create Change for Resource extension and Server creation..

To join global outage call..

Using VROPS tool to fetch CPU and memory utilization report..

Handle user incidents through ServiceNow..

Acknowledging and replying to users through emails quickly..

Desktop Support Engineer

Birlasoft

11/2019 - 03/2022

Providing VPN support to end users and troubleshoot to VPN issues..

Using Software Centre to deploy Windows over the network with Configuration Manager..

Microsoft Applications support and troubleshooting..

Registering VIP access for New Joiners..

Monitoring Team mailbox and responding to User emails and Escalations on priority Basis..

Conduct IT Billboard session with operations team leaders where weekly or monthly changes and updates are shared..

Conduct onboarding batch first time login session where i assist with multiple factor authentication process..

Ticket resolution within the agreed SLA in ServiceNow..

Forwarding unresolved tickets to appropriate team..

Coordinate with other teams to follow up on the ticket and other issues..
Acknowledging and replying to users through emails quickly..
Providing Remote Support to WFH Users..
Work with key platform vendors (Microsoft, Dell, HP) for support to resolve issues..
Work as a change validation for all the infrastructure changes..

Education

MCA - Computers

2019

university institute of computing

BCA - Computers

2015

Govt. Post Graduate College, Dhaliara (HP)

Grade - 56%

12th

2012

Himachal Pradesh , English

Grade - 60-64.9%

10th

2010

Himachal Pradesh , English

Grade - 75-79.9%