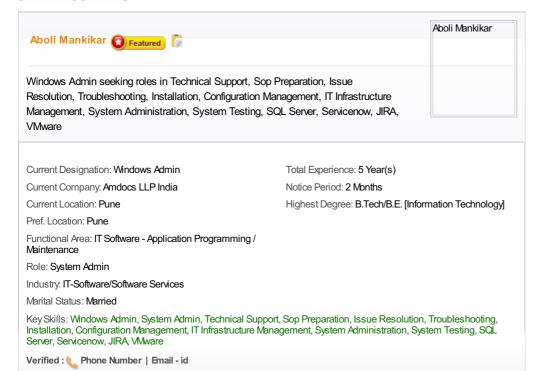


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Last Active: 22-Jan-21

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Work Experience | Education | IT Skills |

# Summary

Acompetent professional with over 5 years of experience in Technical Support, Sop Preparation, Issue Resolution, Troubleshooting, Installation, Configuration Management, IT Infrastructure Management, System Administration, System Testing, SQL Server, Servicenow, JIRA, VMware

# **Work Experience**

Amdocs LLP India as Windows Admin

Feb 2019 to Till Date

ROLES & RESPONSIBILITY:

Working with Technical heads, Business heads & Vender Managers for Server Building.

Monitoring daily alerts on BACN alerting system. Clearing disk space alerts

Checking tickets on UTS and Resolve technical issues and proving RCA for the same.

Creating SOPs and documents.

TECHNICAL SKILLS- Windows

Installation and configuration of WSUS (2016) for automatic installation of system updates

SCCMShavlik for patching VMs and maintains them in accordance with established client's SLA and procedures

Server groups creation for patching as per application Analyzing vulnerabilities reports and finding solutions

Creating templates to conduct scanning the VMs against VULs

Performed technical analysis, installation, maintenance, and modification of operating system software

Troubleshooting and resolving problems and monitors system performance

Demote and promote of AD server role and configuration of FSMO roles on server

Installation and configuration of SQL server 2012 and 2016 with implementation of GPOs

System level registry changes and troubleshooting

VMWare:

Maintain, upgrade, and implement improvements to the VMWare ESX infrastructure

Design, develop and maintain automation of VMWARE infrastructure management

ESX troubleshooting using iLO

Build new VMs as per user requirement with creating templates and clones from VM

Taking VMs napshots and deploying new VMs through OVA/OVF

Configuration of HA, DRS, Fault tolerance and Performed cold migration and hot migrations of VM

Performed Storage whotion and Upgrading Wwware Tools

Use VMware update manager to create or edit baselines and baseline groups

Performing troubleshooting and problem resolution for servers associated with a VMware virtual infrastructure

Involved in the creation of standard/distributed switches and new port groups on server based on application

vRA vRealize Automation 8.0:

Implemented and configured VMWare vRealize Automation 8.0

Configuration of Identity Manager and Integration of vRA with AD server

Assigning roles and granting permissions to users and created groups and users within vRAidentity and management

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Integration of vCenter Server with vRA with Creation of Projects, Blueprints, Network Profiles, Storage Profiles

Customization of properties in blueprints

Customization of properties in blueprints & Use of custom tags for networks, datastores

Service catalogues provided to the user as per requirement

Use of VMWare Life cycle Manager to patch and upgrade the vRA environment

Implemented VMWare Orchestrator

Used in built vRO workflows for automated installation of VMware Tools on VMs and gathering information of datastores within clusters

vRA Project: Used vRA to fulfil the user requirement of creation of 'n' numbers of VMs parallelly with same set of properties providing-service catalogue to select as per application/usage and user interface to input number of VMs required

Powershell:

Created powershell script to copy and execute .exe on multiple remote servers

Implemented script for disk cleanup tasks

Implemented script to check the installation status of different applications on a list of servers remotely

Script to get the list of installed updates on server

Script to rename the files on remote locations

Used PSEXEC utility to run the scripts on a list of remote servers

# MPHASIS, UNLEASH THE NEXT as Specialized Senior Infrastructure Engineer

Jan 2016 to Feb 2019

**ROLES & RESPONSIBILITY:** 

Patched ESXI host to update the host with newer available versions using update manager as well as CLI.

Upgraded ESXi hosts from version 6.0 to 6.5.

Mounting datastore on hosts and adding new hosts on datastore.

Mgrated VMs across hosts within a HA cluster to perform maintenance tasks on ESX hosts.

Used VMware vMotion to eliminate application downtime from planned server maintenance by migrating running virtual machines between hosts.

Host issue resolution through iLO and web console (using UCS manager).

Created clones from existing Wts (both live and powered-off)
Deployed several Wts from Templates and customized their configurations as needed

Creating VMsnapshots and resolving issues related to snapshots.

Creating new distributed switches.

Creating host profiles as requirement and resolving issues related to it.

Upgrading VMware tools using Vcenter.

Configuring VMware ESX, ESX, within VSphere 4,5 and 6 environments with Virtual Centre management, Lab Manager,

Consolidated Backup, DRS, HA, DPM, vMotion.

Management integrated ESX server create a new storage space.P2V, V2V conversions of Windows 2003 and Windows 2008 servers using Enterprise Converter.

Configure and manage User, Group, Permission, Role, Resource pool on VMware virtual centre.

Configuration, management and troubleshooting Mcrosoft Physical and Virtual Clusters

Performing VMware crash/error analysis, Root cause Analysis, Coordinate Post Problem Analysis and Trend Analysis.

Co-ordinate with global counterparts for resolving and determining the suitability of VLANs Hardware and other aspects for the builds and for any troubleshooting while build stuck.

Installed several hotfixes and patches on windows servers to eliminate vulnerabilities.

Failed over Windows cluster resources from Active to Passive nodes in a cluster environment for scheduled maintenance and emergency changes

Managed user accounts using Active Directory 2003/2008 to create new domain accounts, provide controlled access to existing network shares as well as creating new ones.

Troubleshooting user account lockouts using AD.

Created SOPs as well as runbook as per the process

Communicate with different teams within the organization for different resolutions

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## Education

### UG: B.Tech/B.E. (Information Technology) from University Of Pune in 2015

Other Qualifications/Certifications/Programs: 2V0-21.19 Professional VMware vSphere 6.7

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## IT Skills

Skill Name	Version Last Used Experience
Windows 2008/2008R2/2012/2012R2/2016	
Service Now, UTS, JIRA	
Solarwinds, CommVault	
SCCM, Shavlik, WSUS	
VMware 5.5,6.0,6.5	
vRealize Automation 8.0, Powershell	
PSEXEC commands	

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				

Hindi	
Marathi	

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## **Affirmative Action**

## **Work Authorization**

Category: **General**Physically Challenged: **No** 

Job Type: Permanent Employment Status: Full time

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