Pankaj Sharma **in** ®

Contact: 404-503-6015, Pankaj.beyond@gmail.com

Education: MS- IT Clark University

Professional Summary

- Design, developed and deliver IAAS SAAS cloud environments from development to Production.
- Successfully designed and delivered secure cloud solutions for major organizations such as LACARE, Verizon and SITA.
- Earned a reputation for designing cloud deployment strategies that mitigate risk while meeting infrastructure, employee, customer and budgetary needs.
- Assists application developers in diagnosing routine and complex application system problems.
- Analyzes and resolves complex systems problems including isolation and resolution of hardware and system software problems.
- Assists in the design of application systems providing technical advice on alternatives with focus on recognizing and handling uptime and performance challenges.
- Implement and validate solution changes, ensuring minimal downtime and maximum operational efficiency.
- Provide ongoing 24x7 support and guidance for managed service clients, designing and implementing new solutions to meet emerging business needs.
- Provides technical assistance for specially assigned projects and other work as required.
- Manage various system software products. Plans and coordinates system/software migration testing.
- Tests, evaluates, recommends, installs, maintains, customizes, regression tests, and provides technical support and maintenance for various systems and software products.
- Engage with Development, QA, and Product teams in bringing cases to resolution.
- Performs system performance management and assists in capacity planning and system upgrades.
- Assists with training, system and network problems and automating operational procedures.
- Performs Local Area Network, Wide Area Network, and data center environment design and support functions including reviewing configurations, performance tuning, and capacity management.
- Monitors and controls the enterprise systems to ensure efficient performance and space utilization.
- Performed troubleshooting and or tuned parameters to resolve performance issues
- Configure and tuning DB connections for better performance and testing for multiple application in Cluster environments.
- Wrote automate scripts for installation and deployments of system environments.
- Analyzes hardware and software for performance and makes recommendations for systems and upgrades.
- Root cause analyzing of problems and provide solutions.
- Excellent organizational skills, verbal and written communication skills, and the ability to interact directly with customers who do not have an IT background

Professional Experience

LACARE, LA CA

May2017 -Current

Technical Lead Engineer

- Provide thought leadership and architectural expertise to a cross-functional team charged with deploying customer-related applications and data to the cloud.
- Responsible for technical design using requirement specifications and use cases/stories by collaborating with the product management and business on product requirements.
- Conduct systems design, feasibility and cost studies and recommend cost-effective cloud solutions.
- Administer discovery, user testing and beta programs.
- Advise software development teams on architecting and designing web interfaces and infrastructures that safely and efficiently power the cloud environment.
- Reduce overhead and infrastructure costs by consolidating and deploying multiple applications to cloud platforms such as AWS web services and Salesforce.com.
- Deliver major releases to stakeholders on time and under budget.
- Successfully develop feature packages that include use cases, work-flows, requirements and functional specifications for hand off to development team.
- Work with compliance and information security teams to understand reported vulnerability and plan remediation.
- Working with Vulnerability assessment team to work on discovered vulnerability.

Verizon, Irvine, CA

Nov 2014 – May2017

Cloud Solution Architect/Middleware engineer

- Design, build, deliver and support multi-datacenter infrastructure for Verizon global PointofSales services.
- Analyzes hardware and software for performance and makes recommendations for systems and upgrades.
- Interface with business and application support staff to serve as SME with regard to infrastructure and middleware solutions when collaborating with external vendors or service providers.
- Root cause analyzing of problems and provide solutions, servers as primary interface with operations to managed services for verizonwireless.com, point of sale for Verizon stores nationwide.
- Tests, evaluates, recommends, installs, maintains, customizes, regression tests, and provides technical support and maintenance for various systems and software products.
- Configures and implements system software and definitions.
- Performs system performance management and assists in capacity planning and system upgrades.
- Assists with training, system and network problems, and automating operational procedures.
- Assists application developers in diagnosing routine and complex application system problems.
- Monitors and controls the enterprise systems to ensure efficient performance and space utilization.

- Analyzes and resolves complex systems problems including isolation and resolution of hardware and system software problems.
- Performs data base design functions, monitors database performance, and ensures the maintenance of the data bases including data base recovery.
- Assists in the design of application systems providing technical advice on alternatives with focus on optimizing available computer resources and performance.
- Provides technical assistance for specially assigned projects and other work as required.
- Performs technical project management for various system software products. Plans and coordinates system/software migration testing.
- Assists PM during infrastructure project build and implementation. Create Project time line, resources distribution task lists, Project budget.

SITA, Atlanta, GA

August 2011 – April 2014

Middleware Engineer

- Design, Build and configuration global multi-datacenter SITA enterprise IAAS, SAAS and hybrid Cloud solution for air transport communication and IT. Pioneer and innovating implementation of distributing technology in departure control systems, self-services Kiosks apps for major airports LAX, ATL etc.
- Consulted and evaluated with the development teams, application Subject Matter Experts and other Technical Support teams to troubleshoot various issues with application servers and application functionality, behavior and performance. Ensured that such root cause analysis was clearly and carefully communicated across to the relevant teams to work upon.
- Disaster Recovery exercises, performed the application installation from scratch, deployed the various end points of the applications' architecture like Database connectivity, MQ connectivity, batch job scheduling. Identified the gaps in connections, troubleshot and fixed all of them and scrutinized the traffic flow multiple times along the network.
- Identified areas which would need additional or deeper monitoring and established multiple checkpoints to catch them well ahead of bigger impact. Scripted few shell scripts for this necessity.
- Examined the deployments against the application(s) response and identified the bugs or issues relative to them immediately, thereby ensuring the application is operated during the maintenance window and smiles its way to accept the live production traffic.
- Supervised the application performance real time and caught multiple scenarios of low or degraded performance pointers. Acknowledged and analyzed them quickly to limit the impact on the application and fixed them as soon as possible to ensure the traffic doesn't take a hit.
- Mentored the offshore team members on all the tasks and responsibilities, clarified and supervised the production deployments and other incident tickets. Assigned tasks to the team and followed up with them for completion.
- Resolved all high and low priority production incidents or tickets and escalated them to the Subject Matter Experts and other teams whenever necessary.

Research Internship

Jun 2010 – Dec 2009

MS student

- Part of research projects, design build newgen Poland on-campus datacenter.
- Setting up multiple labs for scholars and other university users.
- Performed system admin tasks such as installing, configuring, monitoring and performance tuning, content management and user management.
- Deployed various WAR/ JAR/ EAR applications in J2EE app servers.
- Performed activities such as Change Management, Content management, User Management and Deployment (of application packages, patches, etc.).
- Involved in shell scripting for system/application in automating server task, installing and monitoring applications and data feeding file transfer and log files.
- Write technical documentation and support running production environment

Pankaj Sharma

- Los Angeles, CA, US

Contact Information

- uv8-2mq-zcr@mail.dice.com

Work History

Total Work Experience: 14 years

- **Technical Lead Engineer LACARE**
  May 01, 2017 CA

- **Cloud Solution Architect/Middleware Engineer Verizon**
  Nov 01, 2014 Irvine, CA

- **Middleware Engineer SITA**
  Aug 01, 2011 Atlanta, GA

- **MS Student**
  Dec 01, 2009

Skills

- **configuration** - 10 years
- **hardware** - 10 years
- **implementation** - 10 years
- **infrastructure** - 10 years
- **migration qa** - 10 years
- **qa** - 10 years
- **troubleshooting** - 10 years
- **data center** - 9 years
- **documentation** - 9 years
- **iaas** - 9 years
- **middleware** - 9 years

- **production** - 9 years
- **project management** - 9 years
- **technical support** - 9 years
- **cloud** - 8 years
- **database** - 8 years
- **network** - 8 years
- **software** - 8 years
- **microsoft project** - 7 years
- **automation** - 6 years
- **devops** - 6 years
- **amazon web services** - 5 years
- **procedure** - 5 years
- **saas** - 5 years
- **software development** - 5 years

Work Preferences

- Likely to Switch: False
- Willing to Relocate: False
- Work Authorization:
    - US
- Work Documents:
    - Green Card Holder
- Desired Salary: 180,000+ (USD)
- Security Clearance: False
- Third Party: False
- Employment Type:
    - Full-time
    - Contract - Independent
    - Contract - W2
    - Contract to Hire - Independent
    - Contract to Hire - W2

Profile Sources

- Dice:
  https://www.dice.com/employer/talent/profile/fab4bf6fced99b5ba26414eb1973dd74