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IBM Certified Domino Professional 8.5
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Summary

An experienced in System Administration & Upgrades, Implementation, Migration for major clients such as Wipro, Nippon, ZIETA, HCL & IBM. Hands on Blackberry Domino, Exchange, Lync, Skype, Cisco IronPort, Sametime, Cloud & windows VM'S, Linux, AIX, Devops, AppDynamics, Vsphere 6.5, HyperV & Lead.

Core Professional Competencies

Customer Services/Solution, Active Directory, IT Infrastructure Management, Vendor Management, MIS Preparation and reviews, Escalation and complain Handling, Cloud, Devops, Vsphere, domino, Exchange, Backup Administration, Resource, Team Roster and Leave Management, Performance Improvement Plans. 6-7Yrs Project handling & Lead experience

Experience: 11 Years 6 Month

July 2015 to till: IBM India Pvt. Ltd.

Job Profile: - **Technical Lead -Cloud & DevOps**

Role : **Cloud Build & Design , Devops -Build & Release**

Client: **Multiple Projects (Transition & steady state -Banking, Insurance, Pharma projects)**

June 2014 to July 2015: HCL Technologies Ltd., Noida

Job Profile: - Cloud Administrator

Role : **Senior Specialist**

Client: **Norway Bank & Switzerland Pharma Company**

Dec 2013 to June-2014: Zieta Technologies Ltd.

Role: **Messaging & Vmware Administrator**

Client: **Norway Bank**

Dec 2012 to Dec 2013: Nippon Data Systems.

Job Profile: - **Senior Lotus Domino, Exchange & Blackberry**

Client: **Insurance Company**

Nov 2009 to Dec 2012: Wipro InfoTech, Gurgaon.

Organization : Nov 2011 to Dec 2012, Wipro InfoTech

Organization : Nov 2009 to Dec 2011, Progressive InfoTech

Job Profile: - **Domino Administrator & Cluster Lead**

Client: **Banking Project**

Dec 2007 to July 2009: HCL Infosystems, Noida.

Job Profile: - **Technical & Remote Support**

Client: **U.P Govt Bank Data Centre**

July 2015 to till date: IBM India Pvt. Limited

- ❖ Experience in Cloud, Vmware & Devops ability to clearly, effectively communicate concerns, issues to team members & teams.
- ❖ Experience in Azure, Data center, Infrastructure management, DR Solutions, Migration. Knowledge on Linux, Windows & AIX platform.
- ❖ Clear understanding of various private, public, and hybrid cloud platform, Jenkins, Ansible, Git, Python, CI/CD pipelines in AWS, Amazon ECS, Azure ACS, virtualization & Container Technologies.
- ❖ Hands on cloud AWS\Azure & building the pipelines (CI\CD).
- ❖ DevOps estimations, assessments and solutioning & knowledge in DevOps with Jenkins, Git, SVN, Maven, Ansible, GIT, SCM, Bamboo, Logs, Nagios.
- ❖ Hands on experience in automating application lifecycle including build, test, deploy activities, Source Control Management using Git based tools.
- ❖ Hands on experience with containers and orchestrators Docker / Kubernetes.
- ❖ Experienced with scripting language Yaml, Ruby, Python, power shell.
- ❖ Software development & design, automation tasks with tools ansible & chef.

- ❖ Experience in Agile software development life cycle & in contributing to RFQ/RFI/RFPs & documentation skills
- ❖ Architectural background in Public/Private/Hybrid Cloud platforms like Amazon Web Services, MS Azure, IBM SoftLayer etc.
- ❖ Team Foundation Server (TFS) / Visual Studio Team Services (VSTS) & familiar with monitoring, reporting tools.
- ❖ Build and Release, expertise on Version Control System, CI Tools, SCM (Ansible, Chef), Build Tools, Database mySql, Virtualization (Docker, Kubernetes orchestration).
- ❖ General overview in multiple IT fields Networking, Infrastructure, Development, DevOps, Jenkin, Appdynamics, Monitoring, Security.
- ❖ Perform a wide variety of technical and administrative duties in overall systems design, development, delivery.
- ❖ Ticketing tools knowledge on ehelpline, itsm, snow, maximo & remedy.
- ❖ Manage VM'S, update patches & monitoring via vcenter
- ❖ Vsphere 6.5, build & decom VM's as per the customer requirement
- ❖ As per the customer requirement new build in SoftLayer & Azure .
- ❖ Build & decommission server on vSphere 6.5, hardening, patching & tools installation, manage & access AIX device via HMC console.
- ❖ Failed over Windows cluster resources from Active to Passive nodes in a cluster environment for scheduled maintenance and emergency changes.
- ❖ Identified high space using folder on servers to free up disk usage using TreeSize Professional.
- ❖ Migrate VMs across hosts within a HA cluster to perform maintenance tasks on ESXi hosts & perform the change activity.
- ❖ Monitor, alert and report on the health and performance of project team applications, VM's migration via zerto & vmware hcx.
- ❖ Provide direction and guidance to process improvements and establishing policies. Hardening as per the client Tech spec and patching on servers.
- ❖ Experienced in Cloud Build/design and decommission.
- ❖ Knowledge on Windows, AIX, Linux platform, Managing and supporting all the infrastructure resources-local & cloud. EP2, Sudo on Linux devices.
- ❖ Experience with IaaS services, PaaS, SaaS of cloud Azure, SoftLayer.
- ❖ Software installation/configuration as per the customer requirement.
- ❖ Monitoring tools ITM, IEM (Bigfix), Nagios, Solar-winds, gsx.
- ❖ Cost/benefit analysis for the proposed infrastructure, identify new tools.
- ❖ Good in solving technical challenges & explain to the customer, get it approved & handover to the development team.
- ❖ Helping to manage environments, builds, manage cost control for infrastructure resources across various environment (Dev/Staging/Prod).
- ❖ Resource & capacity Planning and experienced in managing large teams of different work streams & multiple teams handling.
- ❖ Experience in managing \ control of large and complex change projects.
- ❖ Experience in banking, Insurance, Pharma environment, change projects
- ❖ Worked with multiple delivery, Vendor and business partners teams.
- ❖ Defines all the support components (e.g. 1st, 2nd, 3rd level support), SLA \ OLA, Understanding on Upgrade, Transition.
- ❖ Technical reviews, audit projects, confirm best practices are followed, Client \ Project Management related & Manage customer \ team expectations. Check performance & share monthly reports to client.
- ❖ Communicate changes and outages to appropriate stakeholders.
- ❖ Own and manage deployment designing and infrastructure implementation projects.
- ❖ Ensure efficiency and conformity in operation through effective communication with all staff.
- ❖ Participate in corporate continuous improvement initiatives to enhance client service, efficiency, and profitability.
- ❖ Work on complex problems where analysis of situations or data requires an in-depth evaluation of multiple factors.
- ❖ Distribute tasks to team & track the status, handle long pending issues & escalation. Plan resource & work to achieve agreed SLA.
- ❖ Review with client & share achievement, share new performance improvement plans to team.
- ❖ Provide project management & technical leadership for every aspect of software, Manage, execute software development projects from beginning to finish, Team-oriented, attention to details, strong customer focus.

- ❖ Perform closely with Engineers, Developers and Product Management throughout organization to influence product development assisting or improving products.
- ❖ Prepare and report project status to all the stakeholders, Collaborate effectively with all team members as well as hold regular team meetings.
- ❖ People Management Related, Generate capacity plans to enable team growth, handling multiple teams.
- ❖ Prepare, monitor and advise on Customer Performance Scorecard, Identify, create Additional Customer Value.
- ❖ Manage overall performance; defining metrics and setting targets for multiple or complex customers projects.
- ❖ As a Site IT Lead, own and manage all the infrastructure - Global Delivery Center. To manage all the IT assets of the site.
- ❖ Managing SharePoint environment. Creating and managing the document repository, calendars and other features in SharePoint for operational use.
- ❖ Help to ensure compliance is in place and handle all the Security Risk Compliance audits with the help of Chief Compliance Officer.
- ❖ Assign task to team & track the status for long pending tasks.
- ❖ I have high level of energy, ability to manage difficult customer situation & driving customer success, attend client meetings.
- ❖ Work effectively with global team members & support day-to-day escalated client issues, team roster, Leave mgmt and reports.

Dec2013 to July2015 : Zieta & HCL Technologies Limited Role : Cloud Administrator

- ❖ Experienced in deploying Server and Virtualization with VMware sphere.
- ❖ Maintaining Windows ,AIX and Linux Servers in a 24/7 environment
- ❖ Administering Virtual Machines and troubleshooting vms.
- ❖ Patch and maintain ESX host servers and automate.
- ❖ Experienced on Cloud technology - Private/public/Hybrid.
- ❖ Maintaining availability and monitoring of All services.
- ❖ Windows & Linux OS level hardening & Patching.
- ❖ Manage and execute system/application installation, patching, hardening.
- ❖ Server Build/ Server De-commissioning Activities.
- ❖ Experienced in Cloud Solutions & Configuration Management Tools.
- ❖ Experienced in AWS / Azure with the network monitoring, alerting & monitoring, basic understanding of Storage and back up concepts.
- ❖ Create instance on AWS and configure as per the client requirement.
- ❖ Driving, regularly maintaining the IT Compliance requirements.
- ❖ Perform troubleshooting as required. As lead problem-solving efforts often involving outside vendors and other support personnel.
- ❖ Timely follow-up on assigned, open tickets within the SLA.
- ❖ Enable monitoring, hardening and patching on Windows VM's.
- ❖ Based on Build sheet / BOM creating vm in Cloud and VMware.
- ❖ Act as a liaison between vendors, technical support and departments to resolve complex system and network problems. Coordinate and implement corrective measures.

Dec2012 to Dec2013 –Nippon Data System Role – Senior Lotus Domino, Exchange & Blackberry

- ❖ Decommissioning of Domino server, Maintaining and Troubleshooting Lotus Domino Mail servers retiring old servers, Reseed exchange corrupt db's with healthy copies & rebuilt index, log case for faulty/failed disks.
- ❖ Maintaining Users and Server Security, Identify and resolve access issues related to Lotus Notes/Domino, Daily health check of server (Dead / Held / Pending message in mail.box, connectivity of server checking). Monitor/Troubleshoot server tasks.
- ❖ Responsibility for Monitoring Lotus Domino Server (Performance, Space, compacting issue, database corruption, Replication, replace & refresh design, mail routing, mail box monitoring and upgrade notes client of users and notes backup)
- ❖ Maintaining daily activities i.e. ID creation, ID deletion, renaming, Managing and maintaining groups like adding members, deleting members, providing access of group, user re-certification.

- ❖ Provided troubleshooting for multiple Blackberry Smartphones models and software configurations. Managed and maintained current and new customer accounts.
- ❖ Managing & maintaining Symantec Message lab, enable/disable meeg & email tracking.Events & Statistics, Monitors for Databases, Disk space and Memory.
- ❖ Set temporary,permanent quota for exchange user, LYNC issues & manage SMBX.

Nov2009 to Dec2012 – Wipro InfoTech Role – Domino Administrator & Cluster Lead

- ❖ Provide day-to-day lotus domino administration, Groups and Policies, User management and monitoring of lotus domino infrastructure from remote with escalated client issues support & Monitor Domino Servers.
- ❖ Escalating/Logging PMR (IBM) issues with concerned Domains, Application Owners and vendors as per the Escalation Matrix.
- ❖ Replication of Mails and Databases, mission wide and working knowledge of Lotus Domino on Windows and Sun Platform. Basic knowledge of Domino Designer.
- ❖ Produce statistical and management reports as and when required.
- ❖ Identify and resolve system access issues related to Lotus Notes/Domino.
- ❖ Daily health check of server (Dead / Held / Pending message in mail.box, connectivity of server checking).
- ❖ Resolving administrative requests for both Domino and Lotus Notes.
- ❖ Team Roaster,Leave mgmt.and vendor mgmt.Checking long pending tickets.
Provide on-call technical support/lead to Engineers.

Dec2007 to July2009 – HCL Infosystems Ltd Role : Technical & Remote Support

- ❖ Installation and configuring Operating System along with different applications
- ❖ Assign users at various nodes in the network and manage user rights and security.
- ❖ Identify and troubleshoot network problems on a regular basis.
- ❖ Plan, implement software rollouts, Patch management, OS deployments/upgrades.
- ❖ Extending high-end technical support on Windows Servers and ensuring high customer satisfaction levels through prompt redress of their problems.
- ❖ Install & configure network printer. Assign user rights to access Network Resources.

Educational Qualification

- ❖ Completed two Year's MBA-IT in the year 2014.
- ❖ Completed B Tech Computer Science & Engg from Arron Instt. In 2012.
- ❖ Completed PGDC 3 Year Computer Science & Engg from GOVT, POLYTECHNIC COLLEGE UTTAWAR In Year 2007 with 59.4%marks.
- ❖ Passed 10th in the year 2004 with 73%marks.

Professional Certification

- ❖ IBM Domino Certified Lotus Professional.
- ❖ Linux certified from KaRrox & MS Azure certified from Microsoft.
- ❖ Completed ITILCybersecurity in IBM & MS AZURE Training from Apex Institute Bangalore,Cloud Migration classroom training in IBM.
- ❖ MsAzure Certified Professional.

Personal Profile

Name : Birender (Veer)
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