

## Ritesh Ramratan Vishwakarma

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### Professional Summary:

Experienced Application SME and Consultant with **6.7+ years** of expertise in **Production Support, Application Management, and Infrastructure Operations** across **.NET, IIS, Windows Server, SQL Server, and Enterprise Applications**.

Proven ability to manage **application availability, performance tuning, deployment, troubleshooting, and incident management** in **large-scale enterprise environments**. Skilled in **Certificate Management, Windows Clustering, WebSphere MQ, and ITSM processes**.

Looking to leverage my expertise in a challenging **Production Support / Application Support / Site Reliability Engineering** role.

### Core Competencies:

- Application Support & Troubleshooting
- Windows Server & Cloud Infrastructure
- Microsoft SQL Server Management
- Microsoft IIS Installation & Management
- IT Service Management (ITSM) / ITIL Framework
- High Availability & Disaster Recovery
- Infrastructure & Operations Support
- Documentation & Reporting
- Cross-functional Collaboration

### Professional Experience: 6.7+ years

#### Consultant

[Infosys LTD] – [Mumbai] | [July 2023] – Present

- Provide day-to-day support for a variety of applications, ensuring optimal performance, availability, and reliability.
- Build, install, configure, and manage Windows Server and Cloud infrastructure to support business-critical applications.
- Administer Microsoft SQL Server environments, ensuring database performance, security, and availability.
- Oversee Microsoft IIS installation, configuration, and ongoing management to support web applications.
- Serve as an infrastructure expert bridging development and operations teams to facilitate seamless application deployments.
- Implement high availability (HA) and disaster recovery (DR) strategies to ensure business continuity in case of system failures.
- Collaborate with cross-functional teams to troubleshoot, diagnose, and resolve application issues, ensuring minimal downtime.
- Maintain and update technical documentation, including troubleshooting guides, user manuals, and system configurations.
- Use ITSM/ITIL methodologies to manage incidents, requests, changes, and problem resolution in line with service-level agreements (SLAs).

## Application support Engineer

[Wipro LTD] – [Pune] | [Jan 2021 – June 2023]

- Handled as ASP .net Developer for Controlled Operation Access Application support.
- Working as a Lead and handling and managing the team to deploy project and attending calls with Client.
- Used MaterialUi and AgGrid for responsiveness while working with react library.
- Worked on fixing the issues and bugs occurred in the project in all DEV/Test/PROD environment.
- Tools using under this project: .net, Visual studio, SSMS (SQL Studio), Bitbucket, Windows Servers, IIS Web server.
- Implemented Change requests for Certificate renewals of Web servers.
- Managed incident resolution using ITIL best practices, ensuring timely resolution within SLAs.
- Developed and maintained monitoring alerts and dashboards to ensure system reliability.
- Conducted root cause analysis to prevent recurring issues and improve operational performance.
- Prioritized Problem/CI activities and provided technical analysis to improve system stability.

## Citrix L2 support Engineer

[Wipro LTD] – [Pune] | [Aug 2018 – Dec 2020]

- Worked as an L2 senior Citrix engineer of Global VDI support team of a leading bank.
- Managing 46000+ client VDIs including VM provisioning, VM performance monitoring, VM migration, VM life cycle management and end user incidents.
- Creating and updating master images and creating their machine catalogs.
- Managing Citrix XenDesktop, Citrix Broker, Citrix Storefront application servers.
- Using Powershell script, automated few task that are being used day to day in PROD.
- Managing server compliance by regularly updating MS patches, antivirus definitions, server hardware firmware and drivers.

## Technical Skills

- Operating Systems: Windows Server, Linux
- Languages & Querying: PL/SQL, VB.Net, C#, HTML, CSS, JS, ReactJs, PHP
- Databases: MS-SQL Server management, query tuning, database maintenance
- Web Servers: IIS installation & configuration
- Cloud Platforms: Azure Portal (basic administration), Azure AD
- ITSM/ITIL Tools: ServiceNow, Jira - Incident, Change, and Problem Management
- Scripting/Automation: PowerShell, Bash
- Monitoring Tools: Splunk, New Relic
- Version Control: GitHub

## Education:

- M.Tech – Birla Institute of Technology and Science Nov-2022
- B.Sc (IT) - Thakur College of science and commerce May-2018

## Certification:

- Azure Fundamental Az900
- Azure Administrator Az104
- Windows Admin
- ITIL Foundation Udemy
- SQL Database management