

Vikas Mishra

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Cloud DevOps Engineer

At Rishabh Software,
Vadodara, Gujarat, IN

Looking forward to a growth-oriented organization where my skills could be utilized effectively and to achieve perfection in my work through the process of constant learning, hard work & vision combined with self-motivation contributing the best to the organization.

Technical Skills

- **Cloud:** Azure and AWS
- **Servers:** Microsoft AD Server, WSUS Server, DHCP Server, DNS Server, Antivirus Server, and File Server
- **Backup Solutions:** Symantec Backup, Windows Backup, AWS Backup.
- **Operating Systems:** Microsoft Windows Servers, Windows Desktop, Linux, and MAC.
- **Messaging Systems:** Microsoft Exchange Server, Office365 Email, MS Teams.
- **Ticketing Tools | Monitoring:** Jira, Service-now | Instana, Grafana and Thanos Prometheus.
- **Networking:** AWS VPC, NACL, SG and Fortinet Firewall.

Certification

- **AWS Certified:** AWS Solution Architect Associate (SAA-C02). 25th September 2021
- **Microsoft Certified:** Azure Administrator Associate (AZ-104). 5th Mar 2022
- **Microsoft Certified:** Azure Fundamentals (AZ-900). 8th Feb 2022
- **Microsoft 365 Certified:** Teams Administrator Associate (MS-700) – 24th June 2020.

Work Experience

Cloud DevOps Engineer

Rishabh Software – Vadodara, Guj, IN

Oct 2019 – Present

- Responsible to provide IT support and maintaining IT Infra.
- Responsible to setup K8S cluster on AWS EKS.
- Hands on Experience AWS services like EC2, EBS, Load Balancer, Auto scaling, VPC, Cloud Front, RDS and ETC.
- ID creation/Disabling and preparing system as per requirement communication with HR for new on-boarding Employees as well as for Exit employees.
- Responsible to provide support for Azure services like Compute, Application gateway, Azure Automation Virtual machine scale sets, Azure VPN, Azure backups, Disk encryption, Logic Apps and Load balancers ETC.
- Responsible for resolving day to day hardware and software issue including desktop and network administration.
- If required communicating with respective vendors and resolving ticket without any SLA Violation.
- Active Directory support and administration (Group Policy, Permissions, account provisioning).
- Exchange/Office365 Support, and administration (Account provisioning, migration from exchange to Office 365, distribution group creation).
- Managing Windows server on Hyper-V.
- Responsible for server administration task including User accounts and files sharing permission maintenance, group policy and development of documentation for future IT use.
- WSUS server administration (Review Microsoft updates and release after testing over lab environment).
- Data Backup administration with Symantec backup exec Tool.

- Involved in AWS project having hands-on experience on EC2, Route53, S3, RDS, SNS, SQS, IAM and focusing on high-availability, fault tolerance, auto-scaling. Setup and manage security groups & VPC.

Technical Support Engineer

Mediscribes – Ahmedabad, Guj, IN

Jan 2017 – Oct 2019

- Working as IT Support Engineer at Mediscribes.
- Maintaining all windows/Linux servers and providing support to end-user.
- Taken everyday report from team for open tickets and helping to resolve that issue or escalate to respective team if required.
- Configuring and administration of Users, Group, Computers and OU. Maintaining Group Policy.
- Managing Office 365 Email system and Office 365 SharePoint to Create and Manage Various Sites.
- Responsible for troubleshooting VOIP Issues for Internal and International
- Installation and configuration Manage Engine OpManager to setup network/server monitoring system i.e., Disk, Memory, CPU, Web service, SQL service etc.
- Configuration and Managing SonicWall Firewall.
- Reporting to manager about all day activity.
- Managing Active-Directory, DHCP, WSUS, File Server and setup group policies in Active-Directory.
- Managing Office365 and creating E-mail ID and setup mailbox for users..
- Managing windows servers in Hyper-v.
- Responsible to backup solution Using Windows Server Backup, iDrive, & LogMeIn.
- DPM (Data Protection Manager) for data backup of virtual servers.
- Creating daily data backup report and maintaining data sheet on daily basis.
- Call to the Internet service provider if, problem found from ISP end and troubleshoot Internet issue with the help of client.

Education

MCA, Jaipur National University – Rajasthan, Guj, IN.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.

Vikas Mishra.
Vadodara, Gujarat, India.