

**PROFILE:**

Middle level assignments offering experience of 5 years, targeting assignments in Cloud Administration, Windows Server Administration and VMware Administration. Looking for a challenging position in a growth-oriented organization.

PROFESSIONAL SKILLS & COMPETENCIES**Primary Skill:**

- Windows sever administration (Windows Active Directory, DNS, DHCP and Cluster), VMware vSphere administration, HyperV administration, Microsoft Azure

Interpersonal Skill:

- Experience of client/server and enterprise environments
- Ability to structure and draft technical documentation
- Knowledge of ITIL Incident, Problem and Change Management disciplines
- Customer relationship development and influencing skills
- Ability to work under pressure and remain decisive.

Proven capabilities in IT operation process workflow following ITIL process.

Certifications & Trainings:

- Microsoft Certified Azure Administrator.
- Aviatrix Multi-Cloud Network Associate certified.
- VMware Certified associate course completed.
- AZ-900: Microsoft Azure Fundamentals.

Education Summary:

- BE, Information Technology from University of Mumbai, 2017
- Diploma in Information Technology from MSBTE, 2014.

Organization: Capgemini India Pvt Ltd.

Duration: Nov 2017 till Feb 2020.

Designation: Senior Analyst

Description:

- Supporting MultiClient Wintel team which involves support for Windows Servers including Windows 2003, Windows 2008/R2 and Windows 2012/R2 from Offshore Delivery Centre over Production, Development, Applications, File, Cluster Servers & Test servers included. Also consists of Virtual servers. Installation ESXI, Clusters and VM. Troubleshooting data store and vMotion. HyperV and Failover Cluster Configuration.

Tools & Technologies:

- VMware virtual center, HyperV Manager, SCVMM, HP ILO configuration.
- Active Directory configuration, DNS configuration, DHCP configuration.

Operating System:

- Windows Server 2003, Windows Server 2008/R2 Windows Server 2012/R2, ESXi 6.0/6.5

Roles Played:

- **VMware Administration:** Installation of VM and Esxi, configuring vCenter and VSphere, data store, HA, DRS. P2V conversion, VM migration and data store migration.
- **Vcenter Upgrade:** Had been involved in a project for one of our client's existing vcenter infrastructure upgradation. We migrated the existing windows 6.0 vcenter to vCSA 6.5 seamlessly.
- **Datastore Upgrade:** Had been involved in a project of migrating vmfs5 datastore to vmfs 6.
- **ESXi Patching:** Patching ESXi servers using update manager or by downloading bundles from VMware site. VMtools upgradation on virtual machines to enhance the performance of VM.
- **Firmware upgrade:**
 - HPE servers: Firmware by downloading SPP or by using HPSUM Engine.
 - Lenovo IBM servers: Using BOMC tool by IBM.
- **Active Directory Maintenance:** AD Replication monitoring and regular health checks to be performed. Group Policies configuration as per standard procedures. Maintenance and review of operating system admin accounts.
- **Server Hardware Issue (Blade/Rack):** Analyze ILO logs. Raising a case with vendor to get the issue resolved. Involving onsite datacenter team in case of hardware part replacement.
- **Windows Cluster:** Cluster building & maintenance. Adding/removing nodes from cluster. Maintaining quorum. Extracting cluster validation report to ensure smooth running of cluster & identifying error & resolving them.
 - Cluster patching: Patching cluster using Cluster aware updates.
- **User Management :** Creation, Modification and Deletion of AD account, password reset, enabling, disabling and unlocking user accounts, providing shared folder access to users and assigning disk quota to the folders.
- **DHCP Maintenance:** Management of DHCP Incidents and Alerts. Maintenance and configuring of DHCP Scope Option.
- **DNS Maintenance:** Management of DNS Reservations and Zones.

- **Server health maintenance:** Perform Health Check on Windows servers and other compliance related activities and Windows Services maintenance. 3rd party vendor coordination for visit and troubleshooting. Controlled shutdown and restart of services and dependencies. Controlled Reboot of Server for hardware repair / replace. Resource Management and Vendor Management.
- **Windows Patching:** Perform timely Patch management as per the Schedule. Deployment of Monthly MS Fixes / Patches. Controlled Reboot of all systems after patch application. Removal of Patches if issues occur. OS software installation of non-mandatory patches and service packs.
- **Problem Management:** Responsible for preparing RCA document for Severity calls. Problem Management and RCA. Trend analysis of tickets and recommendation of improvement. Identifying problem areas and finding out ways to reduce that.
- **Change Management:** Perform Change Management as per the process. Change raising to facilitate incident resolution.
- **Process:** Daily BAU L2/L3 Calls Support on Windows 2003 and 2008 Server Family infrastructure. Respond to False Positive Alerts. Monthly check of assets against CMDB. Management investigation of customer complaints. Handling Incidents reported by automated alerts. Escalation of Hardware Alerts to onsite maintenance. Daily Operating System alert handling and response. Coordinating with different lines of services with SLA.
- **Documentation:** Documenting the changes in change management. Creating and updating of technical documentation and Work Instruction.

Organization: eClinicalWork India Ltd

Duration: Feb 2020 to June 2021.

Designation: System Administrator.

Description:

- Healthcare IT system supporting nine secure SAS70/SSAE16 co-location data centers, located strategically throughout the US. Fully redundant server infrastructure resulting in a 99.9% uptime guarantee.
- We provide support for CentOS 6/7, Windows 2012/R2/2016, VMware Infrastructure and Azure Cloud.

Tools & Technologies:

- MS Azure Administration.
- VMware 6.5, Windows 2012/R2/2016, CentOS 6/7.
- AppDynamics, New Relic, Solarwind, Splunk.
- CISCO UCS, DELL M1000E.

Roles Played:

- **Root Cause Analysis:** In case of outages which are client impacting we troubleshoot the issue and find out the root cause. Based on the root cause give recommendation to fix the issue in future.
- **Server Audit:** Whenever a new server has to be deployed in production it has to pass through the audit which is conducted by us.

- **Hardware Analysis:** We have Dell & CISCO servers in our environment in case of any hardware issue or an alert we perform hardware analysis to resolve the alert. Work with vendor as and when needed.
- **Capacity Analysis:** Whenever new functionality needs to be introduced on a server, we perform detailed capacity analysis to confirm the load on server.

Organization: **Datamatics Global Services Limited**

Duration: June 2021 until present.

Designation: Associate Consultant.

Tools & Technologies:

- MS Azure Administration.
- VMware 6.7, Windows 2012/R2/2016
- VMware Horizon VDI
- F5 Load Balancers.
- CISCO UCS.

PERSONAL DETAILS

Date of Birth	: 31-JAN-1995
Email ID	: kawade.sagar123@gmail.com
Languages	: English, Hindi, Marathi.
Notice Period	: 2 Months.

DECLARATION:

Being a firm proponent of teamwork, I have developed the ability to work as a part of the team, at the same time has retained the ability to work individually as and when required. I have fairly good experience in skill management with emphasis on continuous improvement, quality while maintaining the morale of the team. Good communication skills, the ability to work hard, maintain a learning curve and the ability to motivate team members to achieve desired customer satisfaction are my greatest assets.

I hereby declare that the above details are true as per my Knowledge.

Sagar Kawade.