

Pritam Ramchandra Naik

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OBJECTIVE

To specialize in the area of System Administration / Infrastructure management and acquire Knowledge on emerging technologies. To work in an organization that provides ample opportunities to learn and to contribute.

EDUCATIONAL QUALIFICATION

Examination	University	Percentage	Year of passing
M.Sc. (I.T.)	Mumbai	61.07%	2016-2017
T.Y. BSc (I.T.)	Mumbai	66.68 %	2013-2014
H.S.C	Maharashtra	70.16 %	2009-2010
S.S.C.	Maharashtra	63.25 %	2007-2008

KEY RESPONSIBILITY HANDLED

- ✓ More than 8 years of experience in IT industries, good team player and quick learner to adopt new technology's, Worked on Migration process, change management, Incident Management & Infrastructure project management to in which I use to understand client requirements and processes of IT infrastructure and deliver proper solutions to the client and their stakeholders as per SLA.
- ✓ Managed and Handled various IT tools, Migration tools & IT ticketing tool (Service Now, JIRA, Service desk, GPLI) to provide a proper and appropriate solution to client.
- ✓ Managed and Installed various OS like windows server 2008, 2008r2, 2012, 2012r2, 2016,2019 on physical as well as Virtual Environment.
- ✓ Configured and Maintained DNS Service and records, Active Directory server (ADDS) and AD replication server with User objects Management, OU, implementing various group policies for the particular user group or specific OU.
- ✓ Developed project plan and served as primary task resource
- ✓ Provides windows server systems architecture, administration, installation, optimization, hardening, problem isolation, Backup solution and resolution of any issues with proper documented RCA.
- ✓ Configured and setup On-Premises AD on cloud Azure AD with proper planning.
- ✓ Administrating O365, Microsoft Azure IaaS, Storage Account, Azure Backup with proper resource group management.
- ✓ Hands-on experience in AWS Ec2, VPC, VPC peering, Security group, NAT Instance, EBS, S3, RI, Autoscaling, ELB, Route53, SNS, SQS

WORK EXPERIANCE

Company : **Birla soft LTD.**
Role : Technical support Engineer L2
Timeline : Wintel VMware Administrator

Key Responsibilities:

- ✓ Working on VMware vSphere & vCenter 6.5 & 7.0 platform for support and maintenance.
- ✓ Manage VMware environment, supporting tools and engineering/troubleshooting the Enterprise environment
- ✓ Administration of VMware implementations, including HA, DRS, templates and cloning
- ✓ Installation, patching, customization, capacity management and maintenance of vSphere ESXi, Image backup before patching and other components within VMware
- ✓ Drive timely resolution of service requests, incidents and periodically communicate status
- ✓ Identify and recommend improvements to existing processes
- ✓ Implementing policies, Access Controls, managing clusters, certificates and onboard settings
- ✓ Basic troubleshooting related to Virtualization, Storage and Network and Perform standard changes
- ✓ Perform Incident management, Problem management and Change management tasks
- ✓ Closure of Tickets, issue resolution and managing the services as per agreed SLA
- ✓ Raise and also technically update the tickets in ticketing system for all the issues handled / worked upon.
- ✓ Image backup before patching
- ✓ Implement changes as per schedule and seek approval. Ensure 100% artefact is preserved.
- ✓ Clone & snapshot of VMs. P2V or V2V as applicable
- ✓ Work on Tasks assigned by L3s
- ✓ Work in a 24 X 7 Environment

Company : **Perpetuuti Technosoft Pvt Ltd**
Role : Technical support Engineer L2
Timeline : July 2020 to Till Now

Key Responsibilities:

- ✓ Install and configure software in all environments (DEV, UAT, Staging, Production and DR).
- ✓ Install, configure, and manage Windows servers, Active Directories, ESXi servers, vCenter Server.

- ✓ Working on Active Directory Replication and Active Directory troubleshooting
- ✓ Install, configure, and manage Group Policy, Office 365, VMWare VDI Infrastructure
- ✓ Create, configure, and manage vNetwork standard switches, network connections and port groups
- ✓ Installation and troubleshooting the applications used in organization
- ✓ Supporting all levels of IT infrastructure, troubleshoot complex desktop support
- ✓ Working knowledge of other technologies including VMware, Mail filtering systems, a variety of hardware but most importantly providing remote support to all these systems
- ✓ Live Server & Storage Migration without Shared Storage (vMotion+SVMotion)
- ✓ Administration and maintenance of DNS and DHCP

Company : **ASM Solution Pvt Ltd**
Role : Desktop support Engineer L3
Timeline : Feb 2020 to July 2020

Company : **I Share Business Service PVT LTD**
Role : Sr. System Executive.
Timeline : April 2019 to Feb 2020

Company : **Learning Mate Solution PVT LTD**
Role : System Consultant
Timeline : April 2018 to March 2019

Company : **Onward eService's LTD (Client: HPCL)**
Role : FMS Engineer.
Timeline : Jan 2017 to March 2018

Company : **Wipro InfoTech. (Franchisee: APEX Services LTD. Client: BPCL)**
Role : Desktop Engineer L1
Timeline : Oct 2014 to Jan 2017

Achievement

- ✓ Got certificate of achievement best performance award 2015 through Wipro.
- ✓ Got certificate of achievement best performance award 2017 through Onward eservices.
- ✓ Participated in “Hardware Workshop” at RJ College (Ghatkopar –East)

Skill Set

- IT Administration
- IT Vendor Management
- IT Budgeting & Cost Control
- IT Team Management
- Incident Management
- Change Management
- Service management

PERSONAL INFORMATION

Date of Birth : 15th May, 1992.
Father's Name : Mr. Ramchandra Gundu Naik
Gender : Male.
Marital Status : Married
Nationality : Indian
Languages Known : English, Marathi and Hindi.
Address : A-401 Green Park, Bhopar Road, Desale Pada, Near Mahanagar Gas,
Dombivli (East), Maharashtra 421201

Project: -

I developed and presented image editing software as part of my third-year graduation project using Windows Form Application and C# as the language. It was the software that provided the user to edit the image.

Declaration

I hereby declare that all the above information is true to the best of my knowledge

Place: Mumbai

Date:

PRITAM RAMCHANDRA NAIK.