
Rohit Mahajan

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Profile Summary

Dynamic IT professional having a good experience in providing robust business solutions across diverse domains such as QSR, Retail, Insurance, Finance, and Healthcare. Expertise in managing and leading teams with a focus on maximizing productivity and ensuring seamless operations. Proficient in technical troubleshooting, incident management, and process optimization, with a demonstrated ability to deliver under pressure. Strong communication skills with a track record of building and maintaining relationships at all levels. Proven adaptability to new technologies and environments, with recent experience in leveraging Azure cloud services to drive innovation and efficiency.

Highly skilled in identifying and addressing complex technical challenges, I am committed to continuous learning and professional development. My experience spans cloud technologies, application support, and automation, making me a valuable asset in any IT environment. With a keen understanding of both the technical and managerial aspects of IT operations, I am well-equipped to contribute to the success of any organization.

Core Competencies

- **Team Leadership & Management:** Skilled in leading diverse teams, fostering collaboration, and driving performance improvements.
 - **Technical Troubleshooting:** Expertise in diagnosing and resolving complex technical issues, ensuring minimal disruption to operations.
 - **Incident & Problem Management:** Proficient in managing incidents from identification through resolution, with a focus on root cause analysis and preventive measures.
 - **Azure Cloud Services:** Experience in deploying and managing Azure resources, including Virtual Machines, App Services, and Kubernetes.
 - **Application & Product Support:** Strong background in providing end-to-end support for critical applications, ensuring high availability and reliability.
 - **Process Improvement & Automation:** Adept at identifying opportunities for process optimization and implementing automation solutions to enhance efficiency.
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Technical Skills

- **Operating Systems:** Windows (XP, 7, 8.1, 10), Linux/Unix
- **Cloud Technologies:** Azure (Virtual Machines, App Services, AKS, ACI, Windows Virtual Desktop)
- **Databases:** SQL, Oracle, SQL Server, Interbase, PostgreSQL

- **Languages:** PowerShell, Shell Scripting, PHP
 - **Tools:** ServiceNow, CyberArk, BMC Remedy, Dynatrace, UiPath Studio, Web-Citrix, DB Visualizer, Introscope, Foglight, AOTS, BMC Remedy, MT Putty, Aqua logic, JBoss EAP 6, Winscp, TAPM, DynaTrace, Dyson, Salesforce, Team Viewer, Five 9, LogMeIn, BDMT, Orchestrator
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Work Experience

Coforge Ltd

Sr IT Support OPS Services (RPA Support/Dev & Azure Support) | Feb 2022 – Present

- Lead and oversee the daily operations of the IT support team, ensuring that all tasks are completed efficiently and within established SLAs.
- Provide Level 2 support for RPA (Robotic Process Automation) activities, ensuring the smooth functioning of BOTs in production environments.
- Collaborate closely with business analysts and stakeholders to define requirements and implement new RPA solutions.
- Perform comprehensive testing and validation of BOTs in pre-production, UAT, and production environments to ensure they meet business requirements.
- Managed and supported Azure-based services, including Virtual Machines, App Services, and Azure SQL databases, ensuring optimal performance and availability.
- Implemented Azure-based solutions to improve the scalability and resilience of critical applications, leveraging Azure Resource Manager (ARM) templates for efficient deployment.
- Developed and executed PowerShell scripts to automate the management and monitoring of Azure resources, reducing manual intervention and minimizing errors.
- Proactively monitored Azure environments using Azure Monitor and Application Insights, addressing issues before they impacted end-users.
- Assisted in the migration of on-premises applications to the Azure cloud, ensuring a smooth transition with minimal downtime.
- Provide expert guidance on best practices for Azure security, including identity management and access control.
- Create and maintain PowerShell scripts for automating routine tasks such as server management, system checks, and file deployments.
- Manage the deployment and configuration of UIPATH BOTs, ensuring they are correctly integrated into the organization's IT infrastructure.
- Monitor and troubleshoot issues in the Orchestrator, ensuring that BOTs operate as expected and addressing any disruptions promptly.
- Lead the migration of BOTs to new environments, including upgrades from older versions of UIPATH Studio and transitions to updated server environments.
- Conduct regular reviews and provide sign-offs for BOT releases and deployments, ensuring compliance with change management processes.

ECLL Pvt. Ltd

Senior Analyst | Mar 2021 – Feb 2022

- Provided comprehensive Level 2 application support, managing a diverse range of issues related to Windows servers, databases, and cloud-hosted applications.

- Played a key role in incident management, coordinating with cross-functional teams to resolve critical issues and minimize downtime.
- Handled client interactions and managed escalations, ensuring that customer queries and requests were addressed promptly and effectively.
- Developed and executed SQL queries for database management tasks, including monitoring, migrations, and performance optimization.
- Documented and analyzed incidents and resolutions, contributing to the development of knowledge bases and best practices for future reference.
- Led the migration of databases and applications to new servers, ensuring minimal disruption to business operations during transitions.

Tech Mahindra Ltd

Sr. Support Engineer | Oct 2016 – Feb 2021

- Provided Tier 2 support for a major telecommunications client, managing cloud and on-premises environments across multiple data centers.
- Conducted daily environment validation testing to ensure the stability and availability of critical applications and services.
- Managed deployment and release activities, coordinating with other teams to ensure that updates were rolled out smoothly and without issues.
- Leveraged Azure services, including Virtual Machines and Kubernetes, to support the client's cloud infrastructure, ensuring high availability and scalability.
- Automated repetitive tasks using Shell scripting and PowerShell, significantly reducing manual workload and improving response times.
- Engaged in proactive monitoring and troubleshooting of server environments, resolving issues before they could impact production.

NIIT Technologies

Sr. Software Engineer | May 2014 – Sep 2016

- Supported global financial services clients by managing UNIX and Windows server environments, ensuring the availability and performance of critical applications.
- Led incident response efforts, coordinating with internal and external teams to resolve high-severity issues quickly and effectively.
- Conducted regular health checks and audits of server environments, identifying potential issues and implementing preventive measures.
- Contributed to the continuous improvement of processes and procedures, leading to enhanced service delivery and customer satisfaction.
- Provided detailed documentation and reporting on incidents, changes, and other activities, ensuring transparency and accountability.

Core Database Systems

System Engineer | Mar 2013 – May 2014

- Delivered L1 support for database and web-based applications, working in a 24/7 SLA-driven environment to meet client expectations.
- Conducted user management tasks, including account creation, role assignment, and access control, ensuring compliance with security policies.
- Managed application version upgrades and troubleshooting, minimizing downtime and ensuring seamless transitions.

Webartsol

Web Developer & SEO Analyst | Dec 2010 – Feb 2013

- Spearheaded SEO initiatives, driving significant improvements in website traffic and search engine rankings for multiple clients.
 - Conducted in-depth competitor analysis and keyword research, developing strategies that enhanced online visibility and engagement.
 - Led the implementation of content optimization and link-building campaigns, resulting in sustained growth in organic search performance.
 - Developed and maintained process flows for tracking and prioritizing SEO activities, ensuring that client needs were consistently met.
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Certifications

- Microsoft Certified Azure Fundamentals (AZ-900)
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Hobbies

- Playing Guitar, Table Tennis, Cricket, Traveling
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Personal Details

- **Date of Birth:** April 13, 1987
- **Languages Known:** English, Hindi, Punjabi
- **Location:** Noida, India
- **Marital Status:** Married
- **Passport:** Yes