

ADNAN KHAN LODI

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Location: Noida-NCR

Seeking an organization where I can grow by giving my 100% and more, by utilizing my skills and knowledge, also where I can always learn, become totally independent in this women upbringing great country and hence develop overall, benefitting the company as well.

IT SKILLS

- **Cloud Platform:** AWS
- **Cloud Services:** CloudFront, VPC, Peering, Security Groups, S3, EC2, ELB, Linux,
- **Networking** Router, Switches and Hubs.
- **Active Directory** Active Directory, Group Policies

CAREER HIGHLIGHTS

May'15 - Present **Tri Alliance Pvt Ltd.**
Role: **Technical Service Specialist**

Dec 16'-Present

- ❖ **Project:** Cloud Migration Services
- ❖ **Location:** Delhi
- ❖ **Tech:** Cloud Computing (AWS)
- ❖ **Summary:**
 - Handling and providing support to client for moving physical servers to cloud, Building and configure a virtual datacentre in the Amazon web services cloud to support Enterprise services including public and private subnets, security groups, route tables, elastic load balancer by making it highly available.

Technology & Services: AWS Cloud, VPC, Route53, S3, ELB, ENI, Cloud Front, IAM, AMI, NAT, VPG, VPC Peering.

- ❖ **Responsibilities:**
 - Providing infrastructure support on AWS.
 - Worked on Amazon Web Services (EC2, ELB, VPC, S3, Cloud Front, IAM, AMI, Route 53, and CloudWatch)
 - Worked on VM built and OS level configuration as required using AMI template in AWS
 - Responsible for launching Amazon EC2 cloud instances using Amazon web services and configuring launched instances with respect to specific applications and regions.
 - Build servers using AWS, importing volumes, launching EC2, RDS, creating security groups, autoscaling, load balancers (ELBs) in the defined virtual private connection
 - Reimaging VM's on AWS as per the required from clients
 - Cloud Migrations, on premise VM's to public cloud
 - Utilized AWS Cloud Watch to monitor the performance of environment instances during load testing
 - Setup/Managing CDN on Amazon CloudFront (Origin Path: Server / S3) to improve site performance.

- Cognitive about deploying and operating highly available, scalable and fault tolerant systems using AWS
- Creating snapshots to take backups of the volumes and images to store launch configurations of the EC2 instances
- Managing multiple users and their permissions with Identity & Access Management (IAM)
- Configuring AWS provided Security Groups to allow/deny the traffic based upon ports, protocols and IP addresses etc.

May' 15-Dec' 16 Tri Alliance Pvt Ltd.
Role: Desktop Engineer

❖ **Responsibilities:**

- Develops and manages effective professional working relationships with contractor personnel, co-workers and clients
- Oversees and updates assigned support service requests, handling daily technical support activities on desktop support, data network and server management
- Works independently in troubleshooting and providing solutions to unresolved hardware and software problems through trouble-ticket system
- Sets up desktop computers and peripherals and test network connections
- Provides advanced, senior level technical support to internal and external customers; installs, configures,

Mar' 14 - Apr' 15 Hyadea India Pvt Ltd
Role: Sr Technical Support Engineer

❖ **Responsibilities:**

- Act as a single point of contact in for phone calls and emails from staff regarding IT issues and queries, receiving, logging and managing calls from internal staff via telephone and email.
- Maintaining an Asset Database and track changes.
- 1st and 2nd line support - troubleshooting of IT related problems.
- Troubleshoot network issues such as ADSL broadband issues, no internet issues, Wi-Fi configuration etc.
- Escalate unresolved calls to the infrastructure support team following the ITIL protocols.
- Log all calls in the internal call logging system.
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Provide stats for the weekly Service Desk report on call trends.
- Publishing support documentation to assist staff with requests for information & provide staff training if required.
- To arrange for external technical support where problems cannot be resolved in house.
- Meeting the SLAs with in the promised time, ensuring smooth client servicing.
- Creating ticket using internal ticketing tool, forwarding / escalating the ticket to concerned team / Manager in line with business escalation procedures if required and closing the issue within the SLA.
- Managing organization's LAN and ensures the network services in the organization.
- Knowledge of Active Directory, Creating user in the domain and implementing different policies on users, groups such as password policies, account lockout policy.
- .Managing organization's LAN and ensures the network services in the organization.
- Creating user in the domain and implementing different policies on users, groups such as password policies, account, and lockout policy.
- Sharing of resources in the network such as printer sharing, network drive access etc.

Aug'12 - Mar'14 Webonflex Marketing Pvt. Ltd.

Role: Desktop Engineer

❖ **Responsibilities:**

- Configure antivirus software to fully protect IT environment.
- Monitor the performance of the computer systems and address issues as they arise.
- Provide technical support for software reconfigurations to aid in function customization.
- Test software performance throughout the desktop network to ensure peak performance.
- Install computer hardware and software on desktops to keep versions current.

Oct'10 - July'12 vCustomer India Pvt Ltd
Role: Network Support Engineer

❖ **Responsibilities:**

- Experience in configuration and management of networking devices such as router and switches.
- Configuring wired and wireless networks.
- Enabling WEP, WPA_PSK security.
- Port triggering, Port forwarding.
- Installation of wired and wireless Netgear adapters.
- Configuration of Netgear routers.

Skills

AWS, Cloud computing, EC2, ELB, VPC, Networking, Windows, Windows Server, Linux, Git, GitHub

EDUCATIONAL QUALIFICATION

- Bachelor of Science (PCM) from Bareilly College Bareilly, UP.

DECLARATION

I hereby declare that all the information given above is true as per my knowledge and belief.

Adnan Khan Lodi