

# AKASH AGARWAL

Sr. Systems Management Analyst

Noida, Uttar Pradesh

+91-9582784356

akashagarwal37@gmail.com

## PROFILE SUMMARY

Seasoned compliance professional well-versed in policy development, training management and reporting. Well organized and systematic with excellent communication and planning abilities. Looking for challenging position in fast paced environment

## SKILLS

- Windows Server Administration
- Policy Management
- User and Group Access Management
- Automation/PowerShell Scripting
- Vulnerability Remediation
- Patch Management
- ITSM Process Management
- Power Query/Advanced Excel

## WORK EXPERIENCE

**Sr Systems Management Analyst**

**03/2018 - Present**

Optum Global Solutions • Noida, Uttar Pradesh

### Responsibilities

- I am part of Core Compliance and Infrastructure Management team which is responsible for ensuring system compliance as per various Industry Standards such as PCI, FDIC, HIPPA, etc.
- Managing User and Group Access for enterprise environment having a mix of Windows and Unix Servers.
- Creation, Updating and Deletion of entries in sudoers file on RHEL Servers.
- **Manage Server Compliance using Chef Baselines and Windows Server Group Policies based on CIS and Internal Security Controls.**
- Identified potentially vulnerable areas, created risk metrics and implement corrective action plans.
- Finding fixes for Vulnerabilities identified in the environment and remediating them in planned manner.
- Creating reports for Queue SLA, Compliance Metrics and Ad-Hoc Projects.
- Identifying gaps in access present on server and access documented in centralized access management tool, Remediating the issues found in a phased manner.
- Identifying servers running without Compliance Baselines and enforcing required baselines on these servers.
- Fixing Server Login Issues and guiding users about correct set of access as per their requirement.
- Joining bridge calls for high priority issues and provide quick resolution and RCA for issues related to compliance policies or user access.
- Monitored data export from multiple systems, identifying and reporting potential risks.
- Gathered, organized and evaluated data to make accurate assessments of compliance metrics.
- Worked on automation initiatives to reduce manual efforts.
  - Written multiple PowerShell scripts to perform bulk tasks on Windows servers.
    - Identify AD attributes of a User

- Server Health Check
- Server Information related to CPU, DISK, Memory, Network.
- Connecting to APIs of tools such as Service Now, Server Inventories and perform required operation.
- Created a chatbot which can handle common user queries related to Compliance.
- Automated the process of granting sudo access to users.
- Process Improvement by Analyzing Tools such as Service Now and integrating them with Scripts.
- Used PowerQuery to automate weekly/monthly report creation task.
- Collaborating with Stakeholders from Application and Infrastructure teams to create awareness about compliance standards and conduction open-office hours to help them.
- Documentation of Process, How-to-Articles and Risk Records.
- Working on ITSM Service Now Incident, Requests and Change Tasks.

## Internal Projects

### Systems Management Analyst

09/2016 - 03/2018

Optum Global Solutions • Noida, Uttar Pradesh

- Ensuring enterprise scalability and performance for Windows Server environment through proactive capacity planning,
- performance monitoring and configuration tuning
- Installing, maintaining and upgrading Windows Servers
- Administration of VMWare ESXi 6.0 infrastructure
- Patch management using SCCM 2012
- Administration of WhatsUp Gold which is being used for environment health monitoring
- Maintaining documentation regarding configuration, operating and troubleshooting procedures, and service records relating to hardware and software
- Troubleshoot and resolve errors, problems and perform Root Cause Analysis (RCA)
- Engaged with Hardware and Software vendors and other internal teams to diagnose and resolve issues
- Ensure that incidents are documented, resolved and closed as needed
- Contact customers to obtain needed information related to the problem/issue
- Collaborate with other technical teams and/or vendors to help resolve the problem/issue, as needed Installation and configuration of server software as needed Vulnerability remediation and documentation.
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### System Administrator

08/2013 - 08/2016

HCL Technologies • Noida, Uttar Pradesh

- Configuration and Administration of Windows 2003/2008/2012 Servers
  - Patch Management using SCCM 2012 and WSUS 3.0
  - Managed enterprise environment having 1000+ Physical and Virtual Servers
  - Firmware/BIOS upgrade on Dell PowerEdge Servers
  - OS Migration from Windows 2003/2003 R2 to Windows 2008/2008 R2
  - Deploying VMs using templates and configuring them as per client requirement.
  - Troubleshooting Failed patches on servers
  - Remediating Security Vulnerability User and Group Access Management.
  - Creating and updating technical documentation
  - Coordination with 3rd party vendor for Hardware replacement and Warranty.
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EDUCATION

<b>B.Tech (ECE)</b>	2009-2013
Lovely Professional University • Phagwara, Punjab	
<b>XII</b>	2007-2009
Birla Sr. Sec. School • Pilani, Rajasthan	
<b>X</b>	2005-2007
GD Birla Memorial School • Ranikhet, Uttarakhand	

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