**Ketanshu Tyagi**

**Email:** ketanshutyagi@gmail.com

**Present Address:** Hawelia Valencia Homes,

K-904 , Greater Noida West Sector 1

**Phone no.:** +91 -9899889600

**Objective:**

Cloud Native Engineer with Automation and Multi-Cloud Experience.

**Work Experience (Brief):**

|  |  |
| --- | --- |
| **HCL Technologies**  ( 29 May 2015 – Till date ) | Technical Specialist (Cloud Administrator) |
| **IBM India Pvt. Ltd.**  (27 Feb 2012 – 28 May 2015) | System Operation Professional in Exchange Server infrastructure support for client’s messaging environment. |
| **COLT Technology Services**  On Pay roll of**Mafoi.**  (1 Feb. 2011 - 31 Jan 2012) | Engineer, Data centre Support |
| **Unitech Wireless PVT LTD (UNINOR)**  Through **Wipro Info-Tech** on Pay roll of **Progressive Info vision PVT LTD.**  (19 Apr 2010 – 20 Jan 2011) | Technical Support Engineer |
| **Allied Nippon Ltd**  (1 Aug 2009 – 17 Apr 2010) | Desktop Engineer |

**Profile Summary:**

* Handled multiple customers on multiple public cloud platforms – Azure, AWS
* Microsoft Azure – IAAS(Compute, Networking, Storage, Backup)
* AWS -IAAS (Compute, Networking,Storage, Cloud Watch, Cloud Trail,Colud formation, IAM )
* Windows Server and Linux Server Support on Azure & AWS (IAAS)
* ITSM tools such as Service-Now, Remedy
* Patching activity done by Ansible in both Window & Linux Servers.
* Working on cost optimization in both environment AWS & Azure.
* Handling and creating all types of changes under ITIL process.
* Handing Knowledge management and Problem Management

**Job Profiles:**

**Currently Working in HCL Technologies.**

**Client (**Manchester United, LGIM, Merck, ELC, WMG)

Designation: Technical Specialist– Cloud Administrator

Technology: Aws & Azure (IAAS)

Duration: Jan 2017 – Till Date

**Job Responsibilities:**

**AWS:--**

* Handling 600+ Servers (Linux & Window) in AWS.
* Monthly Patching and maintenance on Windows/Linux instances via Ansible.
* Window NLA issue resolved by Ansible script.
* Creating Lambda function for creation servers in autoscaling group during the Match in MU account.
* Maintaining AWS production environment , cost optimization and automating task.
* Create Server from Cloud formation stack.
* Working in CI/CD Pipeline.
* Working and troubleshooting on daily BAU task (EC2, Load Balancer, IAM , Cloud watch, SNS topic, AWS backup, AWS config)
* Handling Root volume encryption in AWS.

**Azure:--**

* Azure Backup Vaults – Creating backup vaults, backup and retention policies
* Creating and managing Application manager ,Elastic load balancer,
* Maintaining Cost Optimization for cost saving
* Configure scheduled backups, backup policies etc.
* Using Power Shell to manage VM’s in day-to-day activities.
* Creating and updating NSG.
* Migration from On-prem to Azure cloud.

**Client (Rockwell Automation)**

Designation: Senior Specialist– Messaging and collaboration (Office 365)

Technology: Office365 and Skype for Business

Duration: 29 May 2015 to Dec 2016

**Job Responsibilities:**

* Managing Office 365 and skype for business.
* Active participant on Incident, Problem & Change management.
* Audio conferencing, Leader PIN number in Skype for business.
* Calendar and Meeting Room issues.
* Skype for business Configuration troubleshooting.
* Responsible for on-call support 24x7.
* Working on P1/P2 as per SLA.
* Troubleshooting Client Level escalated Issues (Outlook).
* Processing of Incidents, change requests and problems as per the SLA.

**Prior Relevant Experience:**

**IBM India Pvt Ltd**

**Client (British Petroleum and NAB)**

Designation: Operational Professional – Messaging

Technology: Exchange 2003, 2010

Duration: 27 Feb 2012 – 28 May 2015

**Job Responsibilities:**

* Managing, monitoring Microsoft Exchange 2003/2010 Servers (Clustered & Non Clustered) for over 10000 users.
* Mail queue and flow checking on mail server.
* Troubleshooting Client Level escalated Issues (Outlook).
* Working on Enterprise Vault Archiving Solution.
* Work to maintain high availabilities of Messaging services as per our defined SLA.
* Server Health Management & Performance Optimization for all Servers by analyzing various reports viz., Events Log Report, Reports.
* Doing Failover Activities
* Extracting PSTs for the requested users for Audit purpose
* Involved in Recovery Projects (Recovering emails from past)

**COLT Technology Services**

On Pay roll of**Mafoi**

Designation: Engineer, Data centre Support

Duration: 1 Feb. 2011 - 31 Jan 2012

**Job Responsibilities:**

* Resolve the problems related to local peripherals / Printer configurations.
* Taking call from end users and resolve it as a FCR.
* Configuration and troubleshooting of Microsoft Outlook 2007 in VDI.
* Configuration & installation of Air / Data Card,
* Providing Technical support for Internet Problems.
* Configuration VPN, Cisco Phones
* Support BlackBerry Phones
* Support Citrix, VMware, Crypto card

**Unitech Wireless PVT LTD (UNINOR)**

Through **Wipro Info-Tech,** on Pay roll of

**Progressive Info vision PVT LTD.**

Designation: Technical Support Engineer

Duration: 19 Apr 2010 – 20 Jan 2011

**Job Responsibilities:**

* Resolve the problems related to local peripherals / Printer configurations.
* Taking call from end users and resolve it as a FCR.
* Update problems related to Desktop/laptop in HPSM tool and give resolution remotely using team viewer/net-meeting utility.
* Logging Incidents Tickets/Service Requests on the behalf of users (UNINOR/UNINOR-Distributors) and priorities them.
* Follow-up the approval matrix before executing any service request
* Configuration and troubleshooting of Microsoft Outlook 2007.

**Allied Nippon Ltd**

Designation: Desktop Engineer

Duration: 1 August 2009 – 17 April 2010

**Job Responsibilities:**

* Installation, Configuration & Troubleshooting of Win XP Prof & Win2k Prof.
* Create and manage user accounts on Domain Server.
* User authorities and policy management.
* Providing support for LAN related issues.
* Installation and configuration of various application software and other attached media like Printers, Projectors, and Scanner.
* Managing desktops and laptops.
* Configure Outlook Express, Microsoft Office Outlook.
* Managing and Updating Servers (Mail Server ,LN Server)
* Manage Domain Controller and Additional Domain Controller.

**Certification:**

* ITIL V3 Foundation certification- 2015
* AWS (AWS Certified Solution Architect – Associate)
* Azure (Azure Administrator Associate )
* Red Hat Certified Engineer (RHCE)

**Educational Qualifications:**

|  |  |  |
| --- | --- | --- |
| **Qualification** | **University/Board** | **School/College** |
| PGDM – IT | IMT – CDL Ghaziabad | IMT - Distance Learning |
| B.Com(Pass) - 2007 | Delhi University | Shyam Lal College |
| Higher Secondary | CBSE | K.D.B Public School |

**Personal Details:**

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| --- | --- |
| Date of Birth: | 20 March 1987 |
| Gender: | Male |
| Marital Status: | Married |
| Language Known: | English, Hindi |
| Nationality: | Indian |
| Location | Anywhere (Ready to re-locate) |
| Father’s Name | Mr. Anil Kumar Tyagi. |

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date: (Ketanshu Tyagi)