CURRICULUM-VITAE

**Nand Lal**

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**IT SERVICE DELIVERY MANAGEMENT PROFESSIONAL:**

**Targeting the technology-oriented, top Organizations in the IT sector with challenging assignments at Senior Managerial position, utilizing expertise and experience, executing projects & programs in challenging business environments demanding high standards of quality and precision, bringing the following transferable:**

Strategy, Vision & Mission Planning Systems & Procedures Project Planning & Execution

Networking & Drawing Path IT Compliance & Audits Vulnerability Assessment

Server Administration & Hardening Day to Day Escalations Application security

IT Helpdesk Management Direct Marketing Trouble shooting

Cross Functional Coordination Team Leadership External and Internal Security

Training & Development Relationship Management IT Infrastructure Security

* Competent and dynamic professional, offering a distinguished and insightful exposure of over 10 years of experience across high- growth environments, handling customer interaction centers, International Health Care BPO, Health Care Billing & Coding, Direct marketing, loyalty programs and software solutions services.
* Currently spearheading functions as Manager Information Technology with Altos Global Services.
* Possessing valuable insights, keen analysis and team approach to implement best practices & processes used, adept at working in high pressure environments with strict deadlines and multiple deliverables.
* Perfect team manager having ability to lead cross-functional project teams and integrate their efforts to maximize operational efficiency.
* Proven skills in problem solving, analysis and cross functional coordination. Superior communication and interpersonal skills with a high degree of flexibility, resourcefulness and commitment.

**PROFESSINAL EXPERIENCE:**

1. **Working with Altos Global Services Pvt. Ltd. Noida as a Sr. System Administrator from 18th Nov. 2015 to till date.**

**Role & Responsibilities:-**

* Installation and administration Windows Server.
* **Managing &** administration **the Active directory services (ADS) user account, Group accounts & Computer Account.**
* **System administration on Linux.**
* **Configuration Management System tools like Ansible.**
* **Continue to transform the network into automation using python scripting and network management/orchestration tools.**
* **Assist in building reusable methods for detecting network issues and potential outages before them impact customers.**
* **Automate setting up and using those systems for customers**
* **Lead and contribute to complex projects across multiple work groups to improve network automation, verification, and reliability**
* **Experience with Docker Containers, Implementing Docker Containers, Container Clustering**
* **Experience with Docker Swarm, Docker Compose, Docker Engine.**
* **Adaptive to Cloud Strategies based on AWS (Amazon Web Services).**
* **Technical knowledge on EC2, IAM, S3, VPC.**
* **Excellent exposure on Provisioning Systems, Automated Build Platforms.**
* **Practical usage of Amazon Glacier for archiving data.**
* **Monitoring resources, such as Amazon DB Services, CPU Memory, EBS volumes.**
* Designing buckets on S3, store DB, and logs backup for uploading images on CDN server
* Monitoring servers via Amazon Cloud Watch & SNS and managing DNS records on Amazon Route S3
* Setting up & managing Linux servers on Amazon across EC2, EBS, ELB, SSL, Security Groups, RDS, etc.
* Creating & managing AMI/Snapshots/Volumes and upgrading/downgrading AWS resources (CPU, Memory, EBS)
* Developing & realizing EC2 instances on Amazon, Linux, Red hat & Windows to develop POCs in Production Environment **Monitor logs for better understanding the functioning of the system.**
* **Installation and** administration **of ADS, DNS, DHCP,** FTP.
* Installation and Management of Exchange Server 2010 and Zimbra mail server.
* Hyper V & VMware configure and implement.
* Live Migration with VMotion and Hyper-V cluster.
* **Maintaining Synology NAS and providing right to users as per request.**
* **Backing Up & restoring data. (Using windows Backup utility).**
* Implementing and maintaining backup schedules.
* **Configuration &Troubleshooting of all MS windows.**
* Installing and Configuring WinFTP Server
* Installing Linux and other application installation.
* Migration of existing IPSEC VPN tunnels from Pre-Shared key to Certificate.
* Implementing security policies using ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS.
* Network Redesign for branches/Campus Locations.
* Lease line maintenance, VOIP server (Trixbox2.6.4 with PBX).
* Settings of the networking devices (Cisco Router, switches).
* **Monitoring and creating policies & Rules for SonicWALL NSA 250 M, 2650 Firewall.**
* Installation and management of Kaspersky Endpoint Security Antivirus & Trend Micro Antivirus Server.
* **Configuring and monitoring Spice Works, Manage Engine ticketing tool.**
* **Monitoring and Troubleshoot using tools like Zabbix.**

1. **Worked with Base Computer Pvt. Ltd. Gurgaon as IT System Engineer from 7thOct 2013 to 17th Nov. 2015.**
2. **Worked with Techsys Khandsa Road, Gurgaon as a Service Engineer from 12th Mar 2011 to 5th Oct 2013.**

**TECHNICAL QUALIFICATION:**

* **AWS Solution Architect Certified.**
* **MCSE**
* **RHCE 8**
* **Diploma in Computer Hardware & Networking from DOEACC CENTRE MODAN MOHAN MALVIYA ENGG. COLLAGE GORAKHPUR.**

**EDUCATIONAL QUALIFICATION:**

* + - * **M B A (IT & HR) Subharti University.**
      * **B.A. D.D.U. Gorakhpur University, Gorakhpur.**
      * **Intermediate from Intermediate collage (U.P. Board) Bhatawli Bazar, Gorakhpur.**
      * **High School from Adarsh Inter College (U.P. Board), Gorakhpur.**

**PERSONAL PROFILE:**

**Date of Birth : 5 July 1985**

**Nationality : Indian**

**Marital status : Married**

**Date:**

**Place:**

**(NANDLAL)**