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|  | | | Mohit Sharma  Experience: 7 years  +91 9983772266  Email: [mohhitkhandal@gmail.com](mailto:mohhitkhandal@gmail.com) |
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| Objective & Summary | To secure a challenging and responsible position in a reputed organization that provides opportunities in the area of my work and where I can implement the best of my knowledge and experience. | | |
| * 8 years of experience in Infrastructure Office operation IT support solutions using Windows. * Experience in supporting for Windows, Linux servers & Virtualization platform for small & medium to large-Scale environments. * Possess in-depth understanding of overall IT infrastructure (Windows, Database, Network, Storage, Backup, Email, Virtualization, and Security). * Experience in Cloud IAAS support. * Experience in Admin work of office operation like MS Office 365, Google G-Suit, Zoom , Slack, 15Five, Grafana, Kibana, Thousand Eyes, Zabbix Monitoring tool, Org Chart, Etc. * Experience in deploying infrastructure over cloud (AWS, Azure), Cloud Formation on AWS & AZURE with hands on experience and deployment. * Experience in InfoSec thing & handling Cyber security alerts from Cyber defense. * Azure Realtime monitoring with dev tools. * New Relic monitoring tool & Sitecore concepts with real clients monitoring. * Opsgenie & Victor Ops Alert monitoring system. * Logic Monitor real time monitoring system * Experience in PowerShell hands-on with scripting languages. | | |
| Certifications | * AZ-900 MS Azure Fundamental * AZ-104 MS Azure Administrator * AWS solution architect (Simplilearn) * CCNA: CSCO12985667 * CCNP: Routing & Switching (Institute Level certificate: Network Bulls) | 4523348940_825ea7fe3e | |
| Work Experience | * **Telecrest Pvt Ltd.**   (Jan 2013 to Nov 2017)   * **Jumio India Pvt. Ltd.**   (Dec 2018 to Feb 2021)   * **Rightpoint Pvt Ltd** (Feb 2021 to till date ) | | |
| Technical Skills | * Expertise in following technical skills: * Azure Maintenance and monitoring skill. * Azure DevOps working skill. * DevOps tool skill like: Docker, Jenkins, Kubernetes, Etc. * Monitoring tool admin like : Newrelic, Logicmonitor, Kibana, Grafana, Azure Monitoring, Gohst Inspector, Splunk-on-call Etc. * office 365Administration. * G-Suit Administration. * Slack Administration. * Zoom Administration. * Administration and Managing Alerts, Devices on Sophos Central. * Azure Administration (Migration Physical services to Azure) * Amazon Web Services administration * Configuring Routers & Switches * Cabling as per Cisco Standards * VPN understanding (Open VPN, Viscosity, Duo ) * AWS Workspace administration. * Atlassian Administration for like Jira, Confluence, Bitbucket, Jenkins. * Thousand Eye & Kibana monitoring tool. * Grafana monitoring Administration. * Veem Backup installation and configuration. * Power Shell Scripting * Virtualization on different technologies * Firewall administration (PFsense firewall & Basic working on ASA) | | |
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| Projects Undertaken | * **Project**: Infrastructure Management, Migration in Azure and usermangement. * **Company**: Jumio India Private Limited * **Role & Responsibilities**: * Managing and securing network and systems with latest updates and upgrades while automating it. * Maintaining the user accounts, user rights, security policies and auditing. * AWS cloud infrastructure support with security role creation to users. * AZURE cloud infrastructure support with security role creation to users. * Live working knowledge on cloud formation over AWS & Azure. * Providing 24\*7 support with shifts based on the organization needs * Managing and configuration of Active Directory servers. * Configure and Managing Azure Virtual network/Peering/Subnetting/routing connectivity. * Creating and configuring the storage, backup, and recovery services. * Experience in Installing, Upgrading, Supporting Windows Server operating systems. * Configure and Manage Active Directory Domain Services Objects. * Creating and Configuring User /Groups/Computers in AD DS using GUI and PowerShell Scripts. * AWS Workspaces creation, migration, report generation, deletion etc. * Migration of domains in most seamless way without any downtime from one domain to another with least impact on end users. * OpenVPN AWS implementation with AWS Workspace One to secure access on mobile devices. * Review and preparation of weekly service operation report with IT Service Management * Capable of identifying issues and priorities and focusing on these to deliver solutions. * Reporting IT service status report to Senior Management & Customers. * Experience in investigation, tracking and application resolve support queries. * Manage support project tasks e.g. schedule, baseline and monitor project updates, project reporting e.g. resources management, Metric report, Milestone report, Support Outcome. * **Project**: Technical Support and Infrastructure Management * **Company**: Telecrest Private Limited * **Role & Responsibilities**: * Responsible for resolving the assigned tickets Q in Zendesk with in SLA. * Managing and configuration of Active Directory servers. * Maintaining the user accounts, user rights, security policies and auditing. * Installing and maintaining network printers. * Installing and managing WSUS servers. * Providing guidance to L1 employees * Providing support to critical project servers. * Backup & Recovery on tape drives. * Installing and managing Application Servers. * Installing and upgrading Antivirus software’s whenever new updates arrive. * Installation of Service Packs and patches whenever new updates arrive. * Creating Mailboxes and Storage Groups. * Configuring Virtual Servers through SMTP, POP3. * Configuring Web access, Outlook. * Creating Public Folders * Mailbox Backup & Recovery * Configured Routers, Leased lines, ISDN line. * Configured firewalls | | |
| Education | **Bachelor of Technology, Electronics & Telecommunications**  Rajasthan Technical University, Kota, India | | |
| Strengths | * Analytical and Problem-Solving Skills. * Positioning team members to use their talents optimally. * Promoting productivity and quality standards. * Motivating and inspiring everyone to do their best work. * Keeping team members on task, on schedule, and on budget. * Maintaining morale and workplace harmony. | | |
| Personal Details | **Name**: Mohit Sharma  **Date of Birth**: Feb 7, 1991  **Sex**: Male  **Languages Known**: English, Hindi | | |