**Name: Vikas Kumar Jha Email: vikasjha410@gmail.com**

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**CAREER OBJECTIVE:**

To get a new opportunity in the field of IT industry where my capabilities can be utilized for the growth of the company and provides ample scope for career growth. Having 4.5+ years of experience in Information Technology with hands on experience on Windows, Patching, Deployment and Cloud Operations.

**PROFESSION SUMMARY:**

* Currently working on Azure Applications ( PAAS ) Support and Devops platform.Previously worked on cloud operations account where we are managing IAAS infra for both Azure and AWS.
* 4.5 Years of IT Experience in Azure environment, Worked on IAAS infrastructure support for Azure cloud, Currently Working on Azure Application support and Devops.
* Experience on Azure – 3.5 Years , AWS – 6 Months, Oracle cloud – 4 Months.
* Good knowledge on Windows server 2008 and 2012.
* Basics of linux OS , and Devops tools as well like Git, Jenkins,Docker.
* Have knowledge on AWS Cloud (**EC2**, Snapshot , AMI backup,S3,IAM)
* Working on Azure Activities like Addition and expansion of disks, Resize of VM’s, Server build.
* Managing multiple subscriptions from portal as well as powershell.
* Working on taking backup reports as well from Azure portal.
* Knowledge on Service now as part of incidents and Change.
* Maintaining windows servers and user management, Troubleshooting on windows related incidents and issues.
* Experience on VM Provisioning on Azure and AWS .
* Knowledge on Azure PAAS applications ( Logic App, Container registry, Web App, Functions,Application Insights, Cosmos DB, SSL certificate renewal).
* Creation of Dashboards and monitoring applications.
* Working on Both Git and Azure Devops repos and deployments , CICD pipeline configuration and deployment.
* Troubleshooting on windows related incidents and issues.
* Migration of IAAS VM’s (FE and FEO Servers) from 2008 to 2016 OS.
* **Completed Microsoft Azure certification AZ103, AZ104**

**TECHNICAL SKILLS:**

* **OPERATING SYSTEMS**: Windows Server 2008/2012/2016, Windows 8/10, Linux
* **DATABASE SERVER**: MS SQL Server 2008R2/2012.
* **TOOL:** ICM,VSO, Service-now,Git ,Azure devops, Jenkins, BMC, Octopus
* **CLOUD :** Microsoft Azure , AWS, Basics of Oracle cloud
* **OTHERS:** Powershell, VSRM

**PROFESSIONAL EXPERIENCE:**

**CURRENT COMPANY –** Tata Consultancy Services (TCS)

**PERIOD –** December 2020 – Till Date

**ROLE –** IT Analyst ( Azure Application Support)

**PREVIOUS COMPANY:** Wipro Technologies

**PERIOD:** August 2016- November 2020

**ROLE:** Administrator (Azure + Windows)

**EDUCATIONAL QUALIFICATION:**

* MCA from Birla Institute of Technology Mesra -2016, scored 7.9 CGPA.
* B.C.A from Birla Institute of Technology Mesra – 2014 7.8 CGPA
* 12th From DAV Public School -2011, Scored 70%
* 10th From DAV Public School -2009, Scored 76 %

**PROJECT :**

* **PROJECT NAME –**  Metso Outotec
* **TEAM –** Azure Applications Support (PAAS)
* **DURATION –** December 2020 – Till Date
* **CLOUD -** Azure
* **SKILLS -**  Cloud Support ( Azure + Devops)
* **Role –** IT Analyst
* **TEAM SIZE – 5**
* **PROJECT NAME:** Microsoft Intune, Cloud Operations Centre
* **TEAM:** EMM Change , Cloud Operations
* **DURATION:** August 2016 to November 2020
* **SERVER OS**: Windows Server 2008R2/2012
* **CLOUD :** AWS, Azure
* **Scripting:** Powershell Scripting L1
* **ROLE:** Administrator
* **TEAM SIZE:** 10

**RESPONSIBILITIES:**

* As part of Intune change team, responsible for change activities like deployments with proper knowledge on builds and templates using Jenkins Jobs.
* Handle Azure Activities like Addition and expansion of disks, Resize of VM’s, Backup, Decommission of servers.
* Manage Microsoft Intune physical infrastructure, which includes building servers, networking, and security patch management.
* Good Understanding of VMs including reboots and reimage with proper load balancing.
* Creating and managing Azure keyvault and subscription creation as well.
* Working on creating subscription both as test and production accounts.
* Patching of servers with zero downtime using IPM and BBSA tool ie BMC .
* Creating snapshot and AMI backup image before patching for AWS servers.
* Perform root cause analysis of service interruptions, and help develop and implement strategies to prevent recurrence.
* Experienced in handling password resets for service accounts using Azure portal as well as powershell.
* Working on decommission project of servers in order to maintain cost charges.
* Working on incidents with tool (ICM and service now) within SLA.
* Good experience on vulnerability patches on servers. Maintaining proper backup report on daily basis from azure portal or with any script.
* Knowledge on Devops tools like Git, Jenkins.
* Working on incidents related to azure applications support and monitoring azure dashboards for the critical applications, Checking exceptions from Application insight.
* Responsible for renew of SSL certifications and bindings as well.
* Basic Knowledge on Dockers and Kubernetes.
* Scheduling weekly or biweekly meetings with respective stakeholders and discuss on improvement plans and issues or suggestions.

I hereby declare that all information is correct to the best of my knowledge.

Date: 14/06/2021

Place: Kolkata (Vikas Kumar Jha)