**Experience Summary**

Experience of over 15 years in the Information Technology in IT Delivery Management, Server Operations specialist, Technical Support hardware and Virtualization support. Since inception in Cognizant handled 3 Global projects including John Deere (US), Ziggo (Netherlands), NNIP (Netherlands) & ING Bank Belgium. Total 3 years of experience as Onsite Build Engineer for Linux Tower in Client location in Netherlands.

Core Competencies include Designing and executing High Maturity Service Delivery, Project Scoping, Transition Management, Auditing and Delivery Excellence for high Engagement Health Score, consulting and providing advisory services for Digital Application, DevOps, Deep Analysis of Incident data, Intelligent Task Automation, Script based Automation using tools like Ayehu, Service Now Orchestration, Risk management, Service Now Reporting for tracking KPIs and SOW obligation, Business Continuity Planning, Conflict Resolution.

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| **Name** | **Dipayan Mallick** | |
| **Date of Joining** | **27/10/2010** | |
| **Passport Info** | **Valid From** | **Valid Till** |
| **25/01/2017** | **24/01/2027** |

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| Education   1. B.Sc. Physics Hons. | |
| **Professional Training & Certification**   * Six Sigma Yellow Belt Training - (Cognizant Internal Certification) * ITIL V3 (Cognizant Internal Certification) * CIS Cloud Awareness – Cognizant Technology Solutions * Estimation Techniques - Cognizant Technology Solutions * Google Certified Associate Cloud *Engineer* ([*Certificate Credential*](https://www.credential.net/dd76c3d4-4938-4625-92db-0de980d5089f?key=e9921f07f6ff3e5b68a723d7bb63900290ffa32416733528fe37512da170a44d)) * AWS Certified Solutions Architect – Associate (BL0KE4ELCERQ1L3Z) * Redhat Certified System Administrator in Openstack ([*Certificate Credential*](https://rhtapps.redhat.com/verify?certId=110-101-565)) * Redhat Certified System Engineer ([Certificate Credential](https://rhtapps.redhat.com/verify?certId=110-101-565)) | **Technical Experience**  Linux Administration, Shell Scripting, RedHat Satellite, Puppet, DevOps, GitHub, Docker, Excel, Service Now Reporting, Tableau Reporting, Networking, Routing & Switching, SEO, Server Hardware Support, Storage on NAS & SAN |

| Your Current employer’s name: | Cognizant |
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| **Duration** | From 27/10/2010– till date |
| **Technology** | DevOps, Puppet, Automation, Service Now Reporting, Kubernetes, Shell Script, Linux |
| **Role** | **Project Details:**   1. Project Name: - **John Deere Server & Storage (48 Months)**   Role : - Delivery Manager  Period : - May 2017 – Till date  Cognizant Business Unit : CIS DWP, MLEU  Location : - Kolkata, India  **Project Objective**  Providing Support to the Infrastructure Service Delivery Services for engagement with one of the major US companies in Industrial and Agriculture Equipment Sector along with Cloud Native Migration projects for New Age Storage, Compute and Applications which has a global roll-out across 450+ sites in 12 Data centres. This includes providing end to end Infrastructure Management on Live Production environment having Wintel, Linux physical and Virtual servers managed by VMWare VSphere Infrastructure, Simplivity, Nutanix, in a complex environment with Hitachi/NetApp as backend Storage and Citrix XenApp for published applications. The overall objective of this project is to guarantee continuity of operations with associated data and operational environment adhering IT IL processes.  **Role and Responsibilities:**  Started as Unix Team Lead during transition and gradually moved to Delivery Management role for the Project. Currently the POC for the Automation Program for John Deere Account from CIS end.  >> Relevant functions entail:  • Provide Delivery and manage Operations via a cross-border team of 100+ team members, facilitate transformation programs on Hyperconverged platforms like Simplivity, Nutanix, App modernization and Containerization of Middleware services.  • Governing the program for Automation of BAU activities like Incidents, Task and Vulnerability to decrease the MTTR and increase the FLR of the overall ticket flow.  • Responsible for Risk Management via RAID tracker for the engagement with structured approached of 3L5Y analysis with a timeline of mitigation in liaison with various stakeholders.  • Define Project approach, Success Criterion in alignment with internal (management) and external (client) needs, Conflict Resolution and maintain the EHS score of the program via weekly, monthly Service review, and yearly Business Review.  • Responsible for having Zero Non-Compliance in SSAE Type 2 external Audit  • Drafting and delivery of yearly Kaizen programs for Digital Transformation and Process Improvements and Re-engineering for Soft and Hard dollar benefits.  • Manage Employee Development Program via reskilling and upskilling of experience resources in new technology and create left shift movement for Trainee/junior in the team  • Responsible for Facility management for captive setup and  • Review SOW as and when required and arrange amendment of SOW / RFP for new scope of work   1. Project Name: - **Ziggo DC Support (18 Months)**   Role : - Team Lead and Onsite Engineer  Period : - Oct 2015 – Apr 2017  Location : - Den Haag, Netherlands  **Project Objective**  Providing Support to the Infrastructure Service Delivery Services for Europe’s one of the major Telecom Operator based in Netherlands, providing end to end Infrastructure Management on Live Production environment having Wintel, Linux physical and Virtual servers managed by VMWare VSphere Infrastructure, in a complex environment with SQL and Oracle Databases, Hitachi/NetApp as backend Storage and Citrix XenApp for published applications. The overall objective of this project is to guarantee continuity of operations with associated data and operational environment adhering IT IL processes.  **Project Description:** Temporary analysis, preparation of Runbook, Design and implementation and END to END Infrastructure Support.  **Role and Responsibilities:**  Worked as Build Engineer for RHEL 5 & 6 environment and also performing the POC role for L2/L3 escalations for Unix tower, having 2.5 year of experience of Onsite co-ordination (Netherlands).  >> Relevant functions entail:  • OS Management (RHEL, Solaris and Ubuntu) for 1200 Servers  • Creation of project specific new build for RHEL 6 environment via Satellite and Puppet on different Hardware Platform like HP/Dell  • System Fault Tolerance Design, Business continuity and Disaster recovery planning.  • Performance tuning for Oracle RAC and Grid Servers  • Incident Management, Problem Management, Change Management from OS perspective  • Backup Agent installation and resolving issues for failed backup job from OS perspective.  • Patch and Package administration  • Maintenance of Kick-start profile via RedHat Satellite server for provisioning of server  • Management of Satellite Server including license renewal process  • Centralized Server configuration Management via Puppet  • Adding SAN disk to RHEL servers  • Security auditing and server hardening  • Preparation of Audit report for Unix tower for SOX compliancy  • Co-ordinate replacement of faulty hardware   1. Project Name: - **NNIP Infra Support (58 Months)**   Role : - Team Lead and Onsite Engineer  Period : - Dec 2010 – Sept 2015  Location : - Den Haag, Netherlands  **Project Objective**  Providing Support to the Infrastructure Service Delivery Services for Europe’s one of the major Banking and Financial Management Organization based in Netherlands, providing end to end Infrastructure Management on Live Production environment having Wintel, Linux physical and Virtual servers managed by VMWare VSphere Infrastructure, in a complex environment with SQL and Oracle Databases, NetApp as backend Storage and Citrix XenApp for published applications. The overall objective of this project is to guarantee continuity of operations with associated data and operational environment adhering IT IL processes.  **Project Description:** Temporary analysis, Design and implementation and END to END Infrastructure Support including implementation of Patch Management System. Role and Responsibilities: Worked as the **Team Lead** for the RHEL 5 & 6 environment and also performing the POC role for L2/L3 escalations, having 1.5 year of experience of Onsite co-ordination (Netherlands).  >> Relevant functions entail:   * End to end coordination for **RHEL Server and Patch Management Process for 500 servers**. This includes **Pre-Patching** activity like listing of latest **Erratas** applicable to the environment as available on **RHN** and **Post-Patching validation via Spacewalk and CFEngine Server**. * Listing CVE’s applicable for the environment and identification of patches/Erratas applicable for the CVE’s. * Responsible of maintaining **ITIL Processes including Patch management, Change Management, Incident management** for linux Technology Tower. * **Updations of RHEL Built to incorporate newly released patches in the image of Linux servers (Physical/VM)**, via automated script, to make new servers come as fully patched. * Implementation **CSI Benchmark for Security (Operation and Security Guideline)** of RHEL 5/6 Environment and **creation of Built script** in compliance with CSI Benchmark * Backup / restoration of VMs (Snapshot) * Implementation of **NFS share On Netapp** and linux nfs client configuration * **Performance Tuning of Linux kernel** for Oracle Database * Installation and configuration of server products and appliances. * Configuring **iptables**, Firewalls and adding or configuring new chains and rules for the servers * Implementing Sudo to provide authority to non-root users. * Logging Support Calls to RedHat Support * Providing training to end users for orientation on the new environment. * Assist ING IM in preparation and execution of test cases * Developing various tools which can be used in the Migration factory Approach to avoid manual intervention and repetitive tasks. * **Automation of daily checks for mission critical production** Linux servers. * Contributed to AMI initiatives by Automating a few L1 and L2 tasks via Monitoring tools for the Monitoring team, and thereby reducing efforts on regular tasks and alerts causing daily man hour save of 1 Hr. * Prepared Knowledge base documents for newly added services for the Team members. * Taken part in Interviewing processes, and mentoring new resources * Performing Floor management for the shift rotations ensuring resource availability and timely delivery of mission critical requirements. * Adherence to Cognizant and ING Quality standards  1. Project Name : - **ING Bank Belgium (2 Months)**   Role: - Team Member  Period : - Jan 2013 –Feb 2013  **Project Objective**  ING BE currently has in its Datacentres servers running different platforms, application softwares, third party softwares, applications etc. In the motive to action termination of license costs of softwares, renew where required and maintain the information, a software inventory needs to be prepared.  **Project Description:** Creation of master shell scripts which will be executed from central servers (DTAP) and this script will login to each unix server present in the Datacenter and gather the required information for preparation of software (**Server patch level**) and hardware inventory and save the report in CSV format to the Central Server. Role and Responsibilities  * Requirement Analysis * Implementation ssh public/private key mechanism for automated login * **Development of shell script to generate the repot for currently installed patches on the environment and create comparison report for Missing patches** * Troubleshooting technical issues as and when required * Performance checking |
| Previous employer : | Open Source Software Solutions |
| **Duration** | 2 Years 1 month |
| **Technology** | LAMP, Apache Webserver, Google SEO, |
| **Role** | System Engineer   * Requirement Analysis * Implementation of LAMP Platform for Drupal 6.0 * Troubleshooting technical issues as and when required along OS process monitoring * Implementation Apache webserver integrated with Debian 5.0 * Troubleshooting technical issues as and when required. * Database management and replication implementation, * Backup management * Documenting and creating knowledge bases for the entire project |
| Previous employer: | Avance Business Solutions |
| **Duration** | 1 Years 4 months |
| **Technology** | LAMP, Apache Webserver, |
| **Role** | System Engineer  **Project Description:** End to end Development and Infrastructure support Role and Responsibilities  * Requirement Analysis * Implementation of LAMP Platform as per project requirement * Troubleshooting technical issues as and when required * Maintenance of wired and wireless LAN. * Backup management |
| **Duration** | 1 year 1 month |
| **Technology** | Windows and Networking |
| **Role** | Data Entry Operator  **Project Objective**  Creation of database for land in possession with KMDA along with day to day system maintenance  **Project Description:** Creation of land database for Baruipur and Dankuni Project of KMDA Role and Responsibilities  * Data entry and system maintenance * Printer maintenance   Assistant to Deputy Secretary, Land Acquisition Cell, KMDA as required |
| Previous employer : | Brainware Computer Academy |
| **Duration** | 6 months |
| **Technology** | Linux/Windows/Networking |
| **Role** | Hardware & Network Faculty  **Work Description:** Delivering training on Hardware & Networking, Linux and day to day system maintenance. Role and Responsibilities  * Train students on Hardware & Networking * System maintenance as and when required * Troubleshooting technical issues |
| **Professional Reference** | **Subhendu Shaw**, Delivery Director @ Cognizant  Ph: +1 (612) 850-5094  LinkedIn - <https://www.linkedin.com/in/subhendushaw/> |
| **Virgil Ferrier,** Co-owner & Managing Director bij VIRGON BV, Netherland  Ph: +31 0653337748  LinkedIn - <https://www.linkedin.com/in/virgil-ferrier-68709612/> |
| **Achievement** | * Spot Award, Q2 2016 given by AVP-CIS, for Contribution to Liberty Global Project in Netherlands. * Certificate for Appreciation given by Sr. Vice President in 2013 for extraordinary effort in ING Project, * Associate of the Quarter - Q4, 2012 |

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Dipayan Mallick Place : - Kolkata