

Curriculum Vitae

Diwakar Shrestha

Contact Details

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Profile

I am an IT Infrastructure Engineer; possessing a deeper understanding of servers, network and infrastructure. I am highly committed to any task I undertake and always striving for the best. I am a very adaptable person and work well under pressure on my own initiative as well as in a team and having a can-do and will-do attitude. I always give 100% effort and commitment working hard to achieve success for my employers and ultimately myself. I am constantly attaining a good growth of knowledge enabling me to gain more extensive experience in supporting a busy IT department. I am a polite, honest and a very reliable person who believes action speaks louder than words. I am looking for a diverse and challenging position with a lot of room to learn, grow and excel.

Skills & Competencies

1. Windows Server 2003 / 2008 / Windows Server 2012 / Windows Server 2016 / Linux
2. MS Exchange 2007 / 2013 / Office 365 / GSuite Enterprise/ Mimecast
3. Active Directory / Group Policy / Certificate Server and Enrollment
4. iSCSI Storage Systems / Storage Area Network (SAN) / Network Attached Storage (NAS)
5. DHCP / DNS / VPN / IIS / RRAS / RADIUS / RDS / Proxy / DFSR / WSUS
6. SQL Server 2008 / SQL Server 2012 / SQL Server 2014 Always on Availability Group
7. SQL and File server Windows Cluster
8. TCP/IP / LAN / VLAN / Wireless LAN
9. Cisco Layer 2 & 3 Switches
10. Cisco ASA / Firepower / Checkpoint and Fortinet Firewalls
11. Web Filtering tools and appliances - Ironport, Websense, TMG
12. Desktop Deployment / WDS / SCCM
13. Server provisioning / Administration
14. Symantec Backup Exec / Veeam Backup
15. Symantec Endpoint Security / Sophos
16. Vmware Esx 5.1/ 5.5 / 6 VCenter 5.1 / 5.5 / 6
17. AWS and Azure IAAS / Azure AD / AWS Directory Service
18. Cisco WLAN Controller / Fortinet WLAN Controller
19. Monitoring Tools, WhatsUpGold, PRTG Monitor, iDRAC, iLO
20. Incident Management/Change Management tools – Alloy / HEAT / Service Now
21. Identity Management using OKTA
22. Switching / Routing / Dynamic Routing / S2S VPN / FW
23. Rackmount Servers/Storage/Switches, etc / RAID Configuration / OS Installation
24. Powershell/ Batch Scripting

Education

Sikkim Manipal University

2001 - 2004

Bachelors of Science - Information Technology

Tribhuvan University

1997 - 1999

Intermediate – Science

Certifications

Cisco Certified Network Associate (CCNA)

Issuer: CISCO

Microsoft Certified Solution Associate - Windows Server 2012 (MCSA)

Issuer: Microsoft

Red Hat Certified Technician (RHCT)

Issuer: Red Hat

Employment History

Senior Infrastructure Engineer

1st May 2019 – 26th July 2019

WorldRemit

Victoria, London

WorldRemit is an online money transfer service that provides international remittance services to migrant communities around the world. WorldRemit is the one of the first online money transfer firm to focus heavily on mobile-to-mobile remittances.

- Key Projects completed
 - ❖ Setup IT infrastructure for new office in Krakow Poland for 300 userbase. Setting up new comms room, liaising with ISPs for leased line termination, assisting in procurement of hardware, installation and configuration of Dell VRTX server and configuring Vmware on it. Installation, scoping and designing network infrastructure for the site, connection to other WorldRemit site alongwith configuration of Cisco Firewall, Wireless controller and switches.
 - ❖ Lead in Email migration project from Office365 to GSuite. Discovery and analysis of O365 use cases, identifying the difference between the product and how to implement in Google world, technical and user data gathering, planning for communication, change plans and training.

Infrastructure Engineer (6 month rolling contract)

May 2015 – 26th April 2019

British Land PLC / Broadgate Estates LTD

Seymour Street, London

The British Land Company plc is one of the largest property development and investment companies in the United Kingdom. It is listed on the London Stock Exchange and is a constituent of the FTSE 100.

Index. Broadgate Estates is subsidiary of British Land to manage their properties. I am member of IT Operations team working mostly projects as well as 3rd line support.

- **Key Projects completed**

- ❖ Implemented Virtual Desktop Infrastructure (VDI) using VMware View 6.0 as PoC
 - ❖ Designing and Provisioning IAAS infrastructure using AWS and connecting to corporate datacentre with Direct Connect. EC2 instances deployed in AWS Virtual Private Cloud (VPC) in various subnets for different environments, i.e. production, development, integration and UAT.
 - ❖ Configured VPN connection from Azure subscription to on-prem datacentre.
 - ❖ Configure Azure AD Connect to sync with on-prem DC.
 - ❖ Designed and setup datacentre including network and security infrastructure and connection to major sites and Cloud Infrastructure using Direct Connect / VPN / P2P cross connects.
 - ❖ Installed and configured VMware infrastructure in Datacenter with iSCSI storage
 - ❖ Server migration from Public cloud and hosted server environment (Claranet) to on-prem Datacentre and AWS.
 - ❖ Designed and configured Remote Desktop Service in Windows 2012 environment and decommission Windows 2008 Terminal Servers.
 - ❖ Designed, installed and configured SQL Server 2014 enterprise with Always On Availability groups across different datacentre/subnet.
 - ❖ Configured SSO using OKTA for Office365, and various other applications.
 - ❖ Preparation of required infrastructure to migrate from Gsuite to Office365.
- Proficient in AWS services like VPC, EC2, S3, ELB, Auto Scaling, EBS, RDS, IAM, ERM, CloudWatch, CloudFront, AMI, Storage Gateway, Lambda, SES, WAF, Workspaces, Route53
 - Experienced in creating multiple VPC's and public, private subnets in various availability zones of the VPC, configuring NACL, security groups.
 - Designed and configured internet gateway, NAT gateway, route tables and peer connections in AWS for different subnet and VPCs
 - Configured connection to AWS using VPN and Direct Connect from datacentres.
 - Configured and managed AWS workspaces. AWS storage gateway and used it for file backup.
 - Configured and managed Azure virtual machines / virtual network / network gateways / route table / NSG, etc. Managed routing and VPN connections from on-prem to Azure
 - Designed and configured clustered Checkpoint 5100 as datacentre firewall
 - Deployed EMR instances in AWS and SQL server as an RDS instance.
 - Configured Cloudflare solution for securing websites of the business.
 - Configured and managed Cisco and Fortinet WLAN Controller
 - Deployed and managed Always on VPN
 - Configured and managed SQL/file server in Windows clustered environment
 - Deploying and manage Cisco ASA 5505 and Checkpoint 1400 at branch offices
 - Configure and manage site to site VPN between site offices and datacentre.
 - Manage Forcepoint cloud security (websense) as corporate proxy.
 - Securing email delivery using DKIM/DMARC

Infrastructure Engineer

March 2013 – April 2015

GDF SUEZ Cofely UK

High Wycombe, United Kingdom

Cofely are leading providers of integrated services - specialising in energy, technical, FM & business process solutions for the built environment. I am member of Infrastructure team working on projects (60%) and BAU (40%)

- **Key Projects completed**

- ❖ Upgrading Propalms v5 to v7 (Citrix type solution) – Upgraded all servers and clients were pushed using psexec and group policy
- ❖ Server migration and domain consolidation – there were 5 domain which was later consolidated into one; 39 servers were either migrated or decommissioned in this process
- ❖ Hub and Spoke DFSR setup – data from 12 regional sites replicating to central datacentre server.
- ❖ Split main File server to three File servers according to shares and usage.
- ❖ Symantec Endpoint AV – upgraded and re-configured Symantec AV and configured remote RODCs to be update points which in turn received update from management server.
- ❖ Upgrading Lync 2010 to Lync 2013, lync client roll out using group policy (Lync client 2010 on Windows XP and Lync 2013 on Windows 7)
- ❖ Upgrade 8 ESX hosts and Vcenter server from VMware 4.1 to 5.1
- ❖ Removed end-of-life Equallogic and replaced with new boxes, migrating datastore to new SAN pool. Upgrade firmware on all SAN estate.
- ❖ Setup WSUS server with 12 replica server for each regional site updating regional PCs.
- ❖ Designed and setup two-node Virtual environment using VMware 5.1 for development team.
- ❖ Active Directory Cleanup and GPO consolidation
- Build, deploy, manage and monitor Windows 2003/2008 R2 and 2012 servers
- Managing SAN infrastructure and VMware ESX hosts
- Added new SAN members to the existing pool, presenting storage volume to Virtual host server, creating and managing SAN to SAN replication for DR purpose
- Managing domain controllers and directory services including DHCP, DNS, RADIUS, DFS/R, GPO, WSUS, File and Print service, etc
- Performing backup of virtual servers using Veeam and monthly archive using Symantec BackupExec on tape
- Monitored all Windows servers for performance issues and stability concerns.
- Create and administer group policy as per business requirement
- Administer and manage servers and storage for optimal performance and troubleshoot when required
- Supporting application team wherever required
- Liaise with third party application and hardware vendor for support and service enhancement.
- Escalation point for 2nd line Engineers and mentor them when required.
- Participate in weekly Change board meeting

Senior IT Officer

Feb 2011 – Feb 2013

IT Officer

August 2009 – Jan 2011

Aramex International

Slough, United Kingdom

Aramex is a global transportation and logistics services company providing a variety of express, logistics, freight forwarding and domestic distribution services. Along with other six IT staff, I look over the entire IT task in more than 25 offices in Europe region

- Performed deploying and managing Windows 2003/2008 Domain Architecture including Active Directory Services, File & Print, Terminal Server, MS SQL, DNS, DHCP, IIS, VPN/RRAS and TMG

- Managing IT Infrastructure of European Datacentre based in Bracknell that caters the need of all European and UK Offices including Exchange, SQL, Web Farm
- Installation and configuration of corporate network infrastructure including TMG, Cisco and Procurve routers/switches, wireless access points and web filtering appliances. Worked with networking monitoring tools like Netflow Analyser, PRTG and CACTI
- Installation of virtual infrastructure with VMware including migration of existing physical servers to virtual.
- Deployed and manage iSCSI SAN (Equallogic and PowerVault) for VMware infrastructure, File Server and SQL DB.
- Administer and manager Data backup and recovery using Symantec Backup Exec and tape library.
- Manage IP telephony system which includes AVAYA, Lync and Asterisk/FreePBX

Executive IT Officer

August 2008 – June 2009

IT Officer

March 2007 – July 2008

NCELL Pvt. Ltd.

Kathmandu, Nepal

NCELL is a largest mobile operator in Nepal having the most highest subscriber base in Nepal.

References

References available on request