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| Private Cloud ~ Infrastructure Management ~ Automation ~ Virtualization |
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# Summary of Qualifications

* Diligent, proactive, competent and versatile IT Professional, able to handle multi facet task in a professional and effective manner.
* 13+ Years of experience as an IT Specialist and managing 5000+ Windows, Linux and VMware ESXi servers.
* Expert in IT Infrastructure Management, VMware & Windows OS Administration and Technical Support.
* Handled several Automation, Transition & Standardization Projects.
* Comprehensive knowledge of VMWare GSX & ESXi platform and Windows Server OS & Hyper-V.
* VMware Virtualization (VCP6-DCV, VCP5-DCV, VCA-DCV, VCA-Cloud and VCA-WM) certified.
* MCSE: Cloud Platform and Infrastructure, MCSE: Private Cloud, MCSA: Windows Server 2012, MCITP: Windows Server 2008 and MCSA: Windows Server 2003 certified.
* ITIL v3 Foundation and Microsoft Hyper-V certified.
* Hold BCA and PGDBA+MBA (IT) degree.
* Accomplished and fluent communicator with strong investigation, problem-solving and decision-making skills.
* Conducted Technical Interviews to hire competent and deserving candidates for Organization.

# Major Achievements

* Automation of VMware PPRC Site Failover Process to ensure a error free, quicker and timed controlled failover with proper logging for time tracking and debugging.
* Developed DAK Product for CLAD Servers Automation Project at Hewlett-Packard which has potential saving of FTE Efforts worth 11570 hours.
* Achieved the Incident/CI Ratio as 1.28 on completing E2Z Project at Hewlett-Packard which resulted in increase of efficiency by reducing huge volume of incidents.
* Reduced TCO and operating cost of 800,000 USD per year after successful completion of Server Upgrade Project at Hewlett-Packard.
* Developed several smart scripts which has drastically reduced time, manual efforts and human errors.
* Received several accolades across my career path.

# Technical Competencies

**VMware**

* **VMware vCenter Server** - vCenter windows version 4.x/5.x/6.x and VCSA 5.x
* **Type-1 Hypervisors** - VMware ESXi versions 4.x/5.x/6.x
* **Type-2 Hypervisors** - VMware GSX version 2.x
* **VMware Cloud & Automation Tools** - VMware vRealize Automation 7.x
* **VMware Storage** – Datastores, VMDKs, RDM LUNs and vSAN 6.x
* **VMware Network** – Standard vSwitch and Distributed vSwitch
* **Disaster Recovery Solution** - VMware Site Recovery Manager 5.x
* **Scripting Knowledge** - PowerCLI, ESXCLI
* **Clustering Services** - VMware HA/DRS Clusters, DRS Affinity & Anti-Affinity Rules
* **Patching & Firmware** **updates** - ISO, Manual, VMware Update Manager
* **P2V & V2V** – VMware vCenter Convertor

**Windows**

* **Server Operating Systems** - Windows Server 2012 R2, 2012, 2008 R2, 2008, 2003, 2000
* **Client Operating Systems** - Windows 10, Windows 8.1, Windows 8, Windows 7, Windows XP
* **Virtualization Knowledge** - MS Virtual PC, Microsoft Hyper-V
* **Clustering Services** - Microsoft Failover Clusters & NLB (Load Balance)
* **Cloud & Management Tool** - SCVMM 2008 R2/2012 & Microsoft Azure
* **AD & Network Services** - Active Directory, DNS, DHCP, FTP, SFTP, R&R, TS/RDS
* **Remote Management** - Remote Desktop, Dame Ware, VNC, Team Viewer, Citrix
* **Out-of-Band Remote Access Tools** - HP ILO, Dell DRAC, IBM IMM
* **Patching Tool Knowledge** - HPSA 9.x, WSUS
* **Scripting Knowledge** - VBScript, PowerShell, HP Scripting Toolkit
* **Backup/Recovery** - Ntbackup, Windows Backup & Restore
* **Antivirus Support** - Quick Heal, Norton Antivirus, Symantec, McAfee
* **Ticketing Tool -** Service Center, Remedy, Service Now, Maximo
* **Connectivity & Hardware -** Routers, Switches, wireless, Ethernet, Cable/DSL modem, Analog dial-up

# Career Profile

**IBM Pvt. Ltd. Apr 2014 – Present**

**Client#1:** CLS FX

**Work location:** United Kingdom

**Project duration:** Oct 2016 to Present

# Designation/Role: Intel SME - VMware & Windows - CLS Tech Refresh Projects

**Roles & Responsibility:**

* Performing the role of Infrastructure Subject Matter Expert and working with cross Platform SMEs, Enterprise Architects and Project Managers for Designing, Planning and implementation of various Tech Refresh projects.
* Review Project macro, HLD and LLD.
* Involved in designing, implementing and documentation of VMware Site Failover strategy. Developing scripts for automation of VMware manual steps for PPRC Site Failover process.
* Successfully implemented a new Linux Farm VMware 6.0 environment which was a million-dollar project in CLS. In addition to this also implemented several ESXi 6.0 clusters for different projects such as CLS Net/Now, Swiftnet DMZ and Convergence which are managed by a common vCenter 6.0 in each domain.
* Currently managing multiple critical VMware 6.0 Projects (CLS Now/Net, Swiftnet, Convergence etc.) that involve planning, testing and implementation of VMware vCenter Server 6.0 and multi-node ESX 6.0 as separate VMware clusters for different projects in multi-domain & multi-site environment for Linux Farm virtual servers.
* Successfully implemented ‘PCAnywhere Replacement with Attachmate’ Project. Symantec have announced the “End of Life” of PCAnywhere and have not identified a replacement product. Post testing Attachmate in test lab environment, implemented it successfully in production domain environments.
* Successfully resolved ATS heartbeat SAN issue on VMWare. It was highly Customer focus project and the issue was delaying the project plan.
* Developed script modules to implement the VMware vCenter Server 5.5 and ESX 5.5 upgrade in fully automated fashion as a part of Tech Refresh projects. Involved in planning, testing and implementation of vSphere 5.0 to vSphere 5.5 upgrade project and completed the project successfully.
* Installing & configuring IMM, vCenter 6x/5x, ESXi 6x/5x Hosts, upgrading latest patches, configuring Standard and distributed switches, Portgroups, VLAN IDs.
* VM Creation, VM Installation, VM Cloning, Cold Migration, vMotion & Storage-vMotion, vHardware add, vHardware Upgrade.
* Creating & Managing Datastores, extending Datastores and virtual disks. Configuring and managing VMware Clusters, DRS & HA Policy, Resource Pools and DRS Affinity & Anti-Affinity Rules.
* Ensure quick and quality resolution of incidents that are escalated to Deep Technical Support. Involve in Technical Escalation Management.
* Perform Proactive Analysis of Incident Data to identify reoccurring incidents or emerging trends. Perform Root cause analysis through to resolution of problem record.
* Review, prioritize, seek approval and communicate change records that are received via the Change Management process. Supervise and/or implement approved change requests.

**Client#2:** RBS - Williams & Glyn (T&T)

**Work location:** United Kingdom

**Project duration:** Apr 2016 to Oct 2016

# Designation/Role: VMware Subject Matter Expert

**Roles & Responsibility:**

* Involved in the Planning, Designing, Documentation and Implementation of VMware Disaster Recovery Infrastructure using VMWare Site Recovery Manager 5.8.1 and VMware vCenter 5.5.
* Work closely with Infrastructure Architects, cross Platform SMEs and Project Managers for DR Planning and implementation.
* Upgradation of CA Signed certificates on all ESXi hosts in Primary site and DR site after generating it from security team.
* Performing SAN IVT check & documentation of ESXi hosts for Storage Path redundancy check before handing over the host to BAU.
* Performing PSU Power IVT & documentation of ESXi hosts for Power redundancy check before handing over the host to BAU.
* Migration of vCenter Database from old SQL Server cluster to new SQL Server cluster in DR site.
* Upgradation of VMware vCenter Server to vCenter 5.5 Update 3d in DR Site.

**Client#3:** A.P. Moller Maersk

**Work location:** Pune, Maharashtra, India

**Project duration:** Apr 2014 to Apr 2016

**Designation/Role:** Account/Technical Subject Matter Expert

**Roles & Responsibility:**

* Involved in the Planning, Designing, Documentation and Implementation of various Server infrastructure design, “Client-Server” computer architecture and solution identification.
* Installing, configuring & administrating Windows Server, VMware GSX/ESXi Server and VMware VCenter.
* Work closely with Enterprise Architects, Solution Managers and Project Managers to properly inbound incoming RFS/SSR/Clipkart requests. Involve in Project Planning and implementation.
* Implementation of project plans within pre-set budgets and deadlines.
* Proficient in planning and supervising technology implementations and upgrades; able to work with end users to determine requirements.
* Effective handling of Major Issues and Escalations for Windows and VMware Servers.
* Automated several day to day BAU operational activities by creating scripts & implementing them.
* Follow ITIL framework i.e. Incident/Problem/Change Management and Resolution within SLA.
* Proven abilities in resolving complex System, hardware and software related issues; skilled at developing effective client relations, providing superior client service and satisfaction.
* Proven expertise in directing successful IT departments and technical support programs; consistent history of reducing costs, improving efficiency, and increasing productivity.

**HP Global Soft Pvt. Ltd. Feb 2012 – Apr 2014**

**Client:** A.P. Moller Maersk

**Work location:** Pune, Maharashtra, India

# Designation/Role: Technical Specialist (ITO SVC Delivery Cons III-b)

**Roles & Responsibility:**

* Hardware & Operating System Support for 5000+ Windows 2000/2003/2008/2012 Servers.
* Installing, configuring & administrating Windows Server, VMware GSX/ESXi Server and VMware vCenter.
* Perform Proactive Analysis of Incident Data in an attempt to identify reoccurring incidents or emerging trends. Perform Root cause analysis through to resolution of problem record.
* Review, prioritize, seek approval and communicate change records that are received via the Change Management process. Supervise and/or implement approved change requests.
* Ensure quick and quality resolution of incidents that are escalated to Deep Technical Support. Involve in Technical Escalation Management.
* Ensure Proper and accurate performance monitoring, via standard reporting or other sources (as defined in the SLA).
* Implement or adapt service support according defined Project. Work Closely with Project Managers to properly inbound incoming Standard/NSSR requests. Involve in Project Planning and implementation.
* Keep Configuration Management tool up to date, as directed by Delivery Lead or account team.
* Responsible for creating SOPs, Technical documentations and conducting process or technical trainings to L1/L2 Team.
* Identify, analyze problems & suggest improvements identified in area of responsibility and implementing those with a recognized business benefit. Involve in CIPs.
* Develop smart scripts which reduce manual efforts, time and human errors drastically.

**Maersk Global Service Centre Sep 2010 – Jan 2012**

**Work location:** Pune, Maharashtra, India

# Designation/Role: Senior Officer – Infrastructure Support

**Roles & Responsibility:**

* Maintaining 5000+ Physical (HP, Dell and IBM) as well as virtual server’s environment and Windows 2000/2003/2008 servers. Used ILO, DRAC & IMM for managing physical servers.
* Installing and configuring Operating Systems, Application Software, Printers, Anti-Viruses & Hardware.
* Designing and maintaining RAID Configurations along with building Windows & VMware Cluster.
* Handled major projects like Vulnerability Control, Special Handling Servers Standardization and DHCP Standardization.
* Support Server management tools like SCOM/VCenter/Commvault and Vendor Specific Tools.
* Supporting on OS level for application servers like SAP, SQL Servers, Web Servers, APP Servers etc.
* Monitoring & Administration Hardware, Application Services and Windows OS services & alerts for CPU, Memory, and Disk utilization generated through OPSMgr/SCOM.
* Performance Tuning to increase Server Performance and Availability.
* Administration of Disk Quotas Management and NTFS permissions.
* Handling user communications and Keeping Business Units updated.
* Monitoring and Reporting Daily Production & Projects Status.
* Supporting file share services (including DFS), IIS, DHCP, DNS, Print Services (Win/HIS/SAP/ODS).
* Provide a TS platform, IIS Platform & Citrix Platform to publish/host the applications.
* Conduct routine maintenance activities such as planned server reboots as per schedule and predefined Special Handling instructions.

# Mphasis – an HP Company Mar 2009 - Sep 2010

# Client: British Petroleum (B.P.)

**Work location:** Pune, Maharashtra, India

# Designation/Role: Specialization Senior Infrastructure

**Roles & Responsibility:**

* Played a key role in migration of the process from South Africa to India. Coordinate with PMO team in SA to build up the FMO team and new Pilot process setup in India.
* Handling a team as SPOC for 33 members of Server Monitoring & TechOps in 24x7 shifts.
* Providing support & troubleshooting for 6000+ Windows, UNIX and VMware ESX Servers of BP client for Europe region.
* Installation & configuration of Server OS remotely. Configuring AD and other services & software.
* Server Maintenance and actively involved in scheduled change/RFC.
* Took Initiative to develop and host a local website using IIS to provide all important information like important links, contact details, Updates, Workbook instructions etc. for the Team.
* Created many useful documents, technical diagrams & SOP’s as per the company & client norms and implemented the same.
* The role involves communication, both verbal and written with Leaders across the Global Service Desk and Enterprise Service Management.
* Attend Client meeting & represent India by providing help resolving the problem and bring synergy between the team.
* Analyze system issues (like MOM, CPU, memory and disk usage) against predetermined thresholds and validating them though tools such as CMDB, Opsware, Starportal, Workbooks etc.
* Problem determination and resolution or escalation to a higher level.
* Engage vendor(s) and provide correct Error Control process information.
* Raising EPTW (Emergency Permit to Work) for Onsite Engineer to Work on server.

# Inknowtek Pvt. Ltd. Jul 2007 - Mar 2009

# Client: Mphasis – an HP Company

**Work location:** Pune, Maharashtra, India

# Designation/Role: Member Technical (Technical Infra. Engineer)

**Roles & Responsibility:**

* Worked as an active TL of the Technical Infrastructure team and managed a team of 20+ Engineers for 1st & 2nd level IT infrastructure support.
* Managing the IT Infrastructure for EDS, Pune location sites for over 3000+ users from different processes (ITO\ADU\BPO\F&A\EHRO). Provide end-user support for HW, Application SW and Operating systems.
* Responsible for Incident Management and escalation handling for IT Infrastructure needs.
* Installation, configuration and Troubleshooting of Windows based network with Windows 2000/2003 Server and Windows 2000 Professional & Windows XP as clients.
* Installation, configuration, administration and design of Windows 2003 domains in an enterprise network environment including installation and configuration of AD, DNS, DHCP and RIS.
* Monitoring & maintaining software licensing and its compliance according to company IT policy.
* Managing WSUS Server for patches & updates.
* Maintained system tape backups and implemented disaster recovery plan.
* Designed SOP’s as per the company norms and implemented the same.
* Addressed server security issues and applied appropriate security patches and upgrades.
* Maintaining process & IT asset inventory, DW tickets and Important Mails.
* Generating MIS reports and forwarding it to the top management for decision making process.
* Co-ordination with Vendors (DELL/HP/Cisco/VSNL/BHARTI) and developing long-term partnerships with suppliers & vendors.
* Consistently evaluating vendor performance to ensure adherence to predefined specifications and supply of quality material / execution of job works.

# Presto InfoTech Pvt. Ltd. Aug 2004 - Jul 2005

**Work location:** Patna, Bihar, India

# Designation/Role: System Administrator

**Roles & Responsibility:**

* Involved in installation of various systems which include Desktop PC’s, network equipment (Hubs/switches), Printers and software applications.
* Responsible for installation, maintenance & troubleshooting of Hardware, Windows OS on Desktops PCs & Software issues.
* Antivirus Administration on desktop machines.
* PC Assembling and Cabling for LAN Setup and System Troubleshooting.
* Physical interconnection of Systems using LAN card, Cables & hubs/switches and managing LAN Network.
* Managing User Accounts Unlock & Password Reset from Active Directory Users and Computers.
* Configuring network by assigning static IP addresses incase no DHCP is configured or as per requirement.
* Creating Local and Domain User Accounts.
* Managing Sharing & Security Permissions on folders for the users.
* Upgrading New Hardware and Software.
* Coordinate with the end user to solve the day-to-day issues.
* Data Backups & Restore.

# Academic Credentials

* Master of Business Administration in Information Technology (MBA-IT) from ADTU (81%) – A+ grade.
* Post Graduate Diploma in Business Administration (IT) from MIT SDE, Pune (81%) – A+ grade.
* Post Graduate Diploma in Information Technology (PGDIT) from MIT SDE, Pune (83%) - A+ grade.
* Bachelor of Computer Applications (BCA) from IGNOU - 1st Division (64.67%).
* 10+2 (P+C+M) from C.B.S.E board - 1st Division (62.4%).
* 10th from C.B.S.E board - 1st Division (77.8%).

# Professional Certifications

* VMware Certified Professional – Data Center Virtualization (VCP6-DCV)
* VMware Certified Professional – Data Center Virtualization (VCP5-DCV)
* VMware Certified Associate – Cloud (VCA-Cloud)
* VMware Certified Associate – Data Center Virtualization (VCA-DCV)
* VMware Certified Associate – Workforce Mobility (VCA-WM)
* Microsoft Certified Solutions Expert: Cloud Platform and Infrastructure (MCSE: Cloud Platform & Infrastructure)
* Microsoft Certified Solutions Expert: Private Cloud (MCSE: Private Cloud)
* Microsoft Certified Solutions Associate: Windows Server 2012 (MCSA: Windows Server 2012)
* Microsoft Certified Solutions Associate: Windows Server 2008 (MCSA: Windows Server 2008)
* Microsoft Certified IT Professional: Windows Server 2008 (MCITP: Windows Server 2008)
* Microsoft Certified Technology Specialist (MCTS: Windows Server 2008 R2 Server Virtualization)
* Microsoft Certified Technology Specialist (MCTS: Windows Server 2008 Active Directory Configuration)
* Microsoft Certified Technology Specialist (MCTS: Windows Server 2008 Network Configuration)
* Microsoft Certified Systems Administrator: Windows Server 2003 (MCSA: Windows Server 2003)
* Microsoft Certified Professional (MCP)
* ITIL V3 Foundation Certified (ITIL V3)