AMERDEEP SINGH BHARAJ

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**PERSONAL SUMMARY**

A motivated and versatile IT professional with over 10 years of experience in the IT industry. Good experience working for large Managed Service Providers in a predominantly client facing environment and known for a personable approach to clients and co-workers as well as for delivering and implementing infrastructure solutions. Good all-round technical knowledge and skillset combined with good business acumen. Certified Microsoft Azure Administrator. Looking for next career challenge to further enhance own skillset as well as provide knowledge and expertise to clients.

**TECHNICAL SKILLS**

* Strong troubleshooting skills
* Windows Server 2008, 2012, 2016
* Physical, Virtual, Cloud based technologies
* LAN, WAN, TCP/IP, VPN, Load Balancing, Cisco Firewall (ASA) Routing and Switching.
* High/Low and network topology designs.
* SCCM, SCOM, DPM Manager
* HP ProLiant, Fujitsu Primergy, Dell PowerEdge
* Azure DevOps, VSTS, Visual Studio, Git
* SSH, PuTTY, Telnet, WinSCP, FileZilla, HAProxy, FTP/sFTP
* SAN, NAS, Veeam, Backup & Recovery
* Documentation and reporting
* VMware ESXi 5, 6, vCenter, Hyper-V
* Linux Configuration & Administration
* Elastic Stack, Redis, SQL Server
* MS Exchange, Office365, SharePoint, SMTP
* AD, DNS, Group Policy, WSUS, IIS 7/8

**WORK EXPERIENCE**

**Infrastructure Engineer (DevOps) Evolvi Rail Systems, Capita July 2017 – Present**

* Responsible for the operations of secure and highly available computing platforms, servers and networks.
* Performing routine maintenance tasks for systems such as backups, patch management and hot fixes.
* Monitoring system operating capacity across infrastructure estate (e.g. CPU, memory and disk utilization)
* Diagnosing and resolving complex infrastructure hardware, software, network and end user related issues.
* Working on project to migrate on-premise systems to Azure cloud utilising Infrastructure as Code processes.

**Career Break Aug 2016 – May 2017**

* Career break taken to focus on family life, travelling and self-study through online and lab training.

**Infrastructure Engineer (Contract) Computacenter, Hatfield Apr 2016 – Aug 2016**

* Peer reviewed and updated high/low level technical design documentation ensuring configuration is correct.
* Provided technical assistance to lead infrastructure consultant for internal project work.
* Conducted NAT/Firewall requirements analysis to allow client remote connectivity to resources.

**Associate Solutions Designer/Architect Fujitsu, Bracknell 2011 – 2016** .

* Worked alongside lead architects and carried discovery work to gather client business and technical requirements to build, test and deploy infrastructure solutions.
* Collaborated with project managers, key stakeholders and support teams to ensure project scope, deliverables and Service Level Agreements were agreed, met on time and within budget.
* Ensured technical configuration data (licensing, network configuration, server setup) was correct and documented.
* Carried out hardware installs, racking of kit, Windows Server install and configuration, system troubleshooting, system upgrades and 3rd line support during implementation phase of projects.

***Key Achievements***

* Successfully designed and implemented datacentre connectivity between 3 key sites which resulted in meeting critical client deadlines, client confidence and payment milestone of £300k. Awarded twice by senior project executives for consistently meeting deadlines, working beyond expectations and going the extra mile.

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| **Technical IT Specialist/Systems Admin Fujitsu, Slough 2007 – 2011**   * Provided 1st/2nd line support to onsite end users across different sectors of the business. * Carried out on-site analysis, identification and resolution of complex IT problems for end users. * Monitored ticketing system and ensured faults were resolved in a timely manner within SLAs. * Assisted project teams on tech refreshes, network and system upgrades.   ***Key Achievements***   * Managed multiple user sites (over 500 users) across 3 geographical locations and successfully achieved over 90% SLA on first time fixes on fault tickets raised consistently. * Successfully rolled out Windows 7 to staff and VIP user machines across multiple sites and migrated users over to new OS. Provided training and migration of data where required.     **IT Technical Support Analyst Fujitsu, Bracknell 2006 – 2007**     * Diagnosed and resolved hardware, software and email related faults. * Logged support calls in a timely manner and provided a first time fix where possible.   **Halfords, Sales Assistant/Supervisor Uxbridge, Middlesex 2003 – 2007**     * Served customers, handled complaints, cashier work, staff training, stock taking. |
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**CORE COMPETENCIES**

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| * Proven ability to work creatively and analytically in a problem-solving environment. |
| * Experience working on small and large projects. E.g. Government, Retail projects |
| * Process orientated and experienced in project quality, issue and risk management methodologies. |
| * Excellent written, oral communications and interpersonal skills |
| **QUALIFICATIONS & PROFESSIONAL CERTIFICATIONS** |
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| **Microsoft Certified Azure Administrator July 2019**  **Uxbridge College, Uxbridge 2001 – 2003**  BTEC National Diploma Computing (Software Development) |
| Merit/Distinction grade. Distinction in final year project (Designing an access database)  **Beechwood Secondary School, Slough 1996 - 2000**  6 A-C grades: Mathematics (B), Science (B), English (B), Business Studies (C) Product Design (C) |

**HOBBIES & INTERESTS**

Enjoy playing sports including football, boxing and spending time with family and friends.

**REFERENCES**

Available upon request.