**Samir Jha**

IT Infrastructure Project Manager / IT Infrastructure / Cloud Architect

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**IT Infrastructure Project Manager / Cloud Architect with 18+ years of experience—including 10 years of senior-level leadership—spanning IT infrastructure, Cloud (AWS, Azure,O365, Softlayer),communication and network management, system operations, service management, and disaster recovery.**

* Expertly oversee large-scale IT Infrastructure / Cloud programmes (specialising in IT Infra for Financial Services organisations)—from initial planning and development to implementation
* Handled IT Infrastructure projects of Cloud migration (AWS, Azure, Office365, Softlayer), HCI, Robotic Process Automation, LAN, WAN, Windows 10; Digital transformation

***Microsoft Certified Systems Engineer: (MCSE) Sun Certified Systems Administrator (SCSA)***

***ITIL Foundation (ITIL-F) Microsoft Certified Professional (MCP) GDPR-Foundation***

**PROFESSIONAL SUMMARY:**

* Hands - on **Cloud Technical Architect** with +18 Years in developing and **Architecting enterprise level large scale multi-tier solutions** that require complex Architectural decisions.
* IT Project and Program Management
* IT Operations Planning and Execution
* IT Solution Design/Architecture; IT Custom Solution Development in Cloud with AWS, Azure
* IT Vendor, Contract, and Budget Management
* IT Audit, Cyber Security, and Compliance management (PCI, SOX, HIPPA)
* Result oriented approach with Exceptional leadership skills.Extensive experienced defining IT Roadmap, cloud strategy, Enterprise/solution architecture, Architecture assessment.
* **Azure experience** - extended working knowledge in cloud service, IaaS, worker role, service bus, queue, azure blob and table storages and API Management. Configured NSGs for two tier and three tier applications. **Experience in integrating on premises servers to Azure**. Configured VNETs and subnets as per the project requirement. Configure **Azure blob** storage and Azure file servers. Configured private and public facing **Azure load balancers** etc.
* **Enterprise-level experience** - Working with large teams and involved in architecture of highly scalable, secure, distributed applications, aligned with company standards, process, methodologies, and best practices.
* Hands-on experience on implementing **Cloud Solutions** using various AWS Services including **EC2, VPC, S3, Glacier, EFS, AWS Kinesis, Lambda, Directory Services, Cloud Formation, Ops works, Elastic Beanstalk**, **RDS, Data Pipeline, DynamoDB, Redshift** etc.
* Hands-on experience on Architecting and securing the Infrastructure on AWS using **IAM, KMS**, **Cognito**, **API Gateway**, **Cloud Trail**, **Cloud Watch**, **Config**, **Trusted Advisor, Security Groups, NACL** etc.
* Experienced in designing cloud models for **Infrastructure-as-a-service(IaaS), Platform-as-a-service(PaaS), and Software-as-a-Service(SaaS).**
* Good knowledge on **Application Migrations** and **Data migrations** from **On-premise to AWS Cloud**. Worked on infrastructure with **Docker containerization**
* Good knowledge of **RDBMS and projects using Oracle, SQL Server**, **Sybase;** monitoring tools like **Splunk, Nagios** .
* Designing and deploying scalable, highly available, Secured and fault tolerant systems on Azure & AWS. Lift and shift of an existing on-premises application to Azure & AWS.
* Selecting the appropriate AWS service based on **data, compute, database, or security requirements.**Identifying appropriate use of **AWS Architectural** best practices. Estimating **AWS costs** and identifying cost control mechanisms.

**TECHNICAL SKILLS:**

**Azure Expertise:** IaaS, PaaS, VM Migrations, VNet, Traffic Manager, Azure Cloud Services, SQL Azure, Active Directory, Data Factory, Data Lake, HDInsights, ExpressRoute, Power Shell, OMS, Security Center, Service bus, BLOB storages.

**MS Servers:** Windows 2000/2003/2008/2012, MOSS 2007, SharePoint2010/2013, Office 365, Windows Cluster Server, SQL Server, IIS Server, File Server, Proxy Server, Exchange Server, SMS server, Terminal Server

**AWS Services :** Ec2, Elastic Beanstalk, EFS, VPC, RDS, S3, Glacier, IAM, Kinesis, Cloud Front, Cloud Watch, Cloud Trail, Cloud Formation, DynamoDB, Lambda, Route53, SNS, SQS, API Gateway, Code Pipeline, Code Build, Elastic Search, Code Deploy etc

**Databases :** SQL Server, Oracle **Web/Application Servers :** Apache Tomcat, WebLogic

**DevOps Tools :** AWS Code Pipeline, Code Build, Code Deploy, Elastic Beanstalk, Jenkins, Bamboo, Docker, Jira, Bugzilla, Splunk, Nagios

**Networking / Other tools:** Cisco Router Configuration/Installation, TCP/IP Configuration, Ethernet, Firewall, VPN, Wireless Networking, Azure AD Connect, IP Sub netting, Powershell, MS Visio

**Select Achievements:**

* **IT Service Delivery experience for Citi UK** office with a user-base spanning across the globe supporting 24 x 7 operations. Formed the independent team from scratch and defined the processes for the team to be aligned with the overall Citi’s processes. Defined SLAs, approval process, exceptions, etc. Team was adhering to around 7,000 user requests per month. Improved quality metrics 23%; improved profit margin from 0 to 15% in 3 years; reduced costs over 53% for Citi;
* **Programme management for Cloud Migration of an Oslo-based power giant (SNPower), designed and implemented a programme of moving their complete Data Centre to a multiple cloud-based integrated solution.** Worked with different Cloud Providers and third-party cloud vendors like AWS (Amazon web services), Azure, Cisco Meraki, etc.
* **Experience in Setup & running of an IT support desk** comprising of 14 member team including Service Desk, System Admin, Network Admin, Database admin to support customers like AXA insurance, Thinkmoney, on a 24 x 7 basis. Use of Knowledge base
* As **IT Infrastructure Manager, built Competency** centres for individual towers of IMS like Systems, Database, Network, Middleware, Cloud, End User computing. Authored numerous whitepapers to be shared with Polaris customers. Designed IT Strategy.
* Built the **IT Infrastructure Solution Architect** team for Polaris and led the team to **design Presales Infrastructure solutions for 60+ customers** that included Legal firms like **Eversheds**, Insurance players & Banks. **Citi, JPMC, AIG, AXA, Barclays, Fidelity, RBI**, to name a few
* **For a Manchester-based Financial firm**, done implementation project: completely designed their IT Infrastructure Programme to run their applications on a high performing setup based in a third-party private cloud Hosted DataCentre and adhering to the required SLAs by the Business and customer service.
* **As a Senior IT Infrastructure Project Manager, redesigned IT operations by building remote Data Centre Management** solution for one of leading Banks comprising of +1200 servers & +400 Databases to run a 24 x 7 operations
* **As Senior IT Infrastructure Project manager led the team to design and implement a key end to end IT Service Delivery & Infrastructure projects including project Financial management** for one of the key initiatives of Monetary Authority of Singapore on a third-party Cloud provider’s infrastructure with complete security of network, 99.9% availability
* **For a Tokyo-based organisation achieved optimal IT operations and functioning** by overseeing continuous improvement initiatives to existing infrastructure, applications, systems, and software. Recommend and implement IT infrastructure requirements and upgrades to improve overall system performance ensuring high levels of security & recovery.
* **IT Infrastructure Management experience: Design and implementation of 10+ IT infrastructure Programmes ,** applying technical expertise in Unix, Microsoft infrastructures, Active Directory and database/security application servers in high-availability/fault tolerance configuration built using Dell, HP Blade servers, Cisco Unified Computing and Servers (UCS), Oracle / Sybase / MS SQL Databases, Sharepoint, Windows, Linux, Networking and VMware.
* **Implemented various large-scale networking** based on Cisco switches and routers using OSPF and multicast routing, QOS, and Fortinet firewalls.

**Professional Experience:**

***Independent Advisor – CloudSolutionshub.com & Litmus Information Systems LLP***

* Providing Cloud Consultancy for customers running Cloud migration Projects through online portal [www.cloudsolutionshub.com](http://www.cloudsolutionshub.com). This includes Infrastructure Hosting, AWS, Azure, Office 365, Public cloud, Private cloud, Hybrid cloud, IAAS, PAAS, SAAS, Devops, other cloud computing initiatives like:
  + Produce an initial cloud adoption strategy;Analyze the impact of demand and how to “right-size” cloud services at the design stage
  + Identify strategies to reduce risk and remove issues associated with the adoption of cloud computing and cloud-based services
  + Illustrate the benefits, risks, and issues of DevOps within an IT organization
  + Select appropriate structures for designing, deploying, and running cloud-based services within traditional IT organizations
    - Identify tools & technologies needed for Cloud migration
    - Identify On-Premise cost and compare it to the target operating model cost
    - Build a Proof of Concept for Cloud and establish the deliverables / acceptance criteria for all the applications / services in scope
    - Design a Testing phase for deliverables of Cloud’s POC
    - List the expected benefits for the stakeholders
  + Predict the complexities involved in designing, deploying, and running cloud services
    - Build strategy for Data migration to Cloud
    - Build strategy for IAAS migration
    - Build strategy for PAAS migration
    - Highlight challenges for Cloud migration
  + Consider and address Cloud security challenges
  + Build strategy for multiple Cloud-adoption considering Cloud interoperability

Providing advisory services to Litmus Information Systems to setup Cloud & IT Infrastructure Management business which includes setting up a IT Infrastructure Practice, developing Cloud expertise in-house, helping in Data Centre hosting(third party e.g. Rackspace) migration & setup projects for high profile Banking and Payment gateway customers.

**Associate Director–IT Infrastructure Management Services;** Role: Manager – IMS Solutions (includes Presales, competency centers & L3 support) - VirtusaPolaris (formerly Polaris Consulting and Services Ltd) (Oct 2012 – Jan 2017)

**Highlights:**

* + Managing the Infrastructure Solutions team for IMS Business Unit in VirtusaPolaris
* Have setup various Centers of Excellence (Systems, Database, Middleware, Network, Virtualization& Cloud) within IMS to keep up with the technology pace of the market.
* Executing Excellence for the Infrastructure Management Practice via
  + - Solutions architecting for Pre-sales stage
    - IT Budgeting, KPI monitoring
    - Building customer Proposals, delivering Presentations
    - Competency Development, Technical design, provision L3 support
    - Demand fulfilment, Recruit, Sourcing
    - Set & Track Service Levels / sla
* Responsible for creating a compelling Proposals at Presales stage
* Anticipate and perform Trend Analysis; Plan & fulfil Demand from the Business Unit
* Manage the P&L for all the units and that all units are functioning under the approved profitability and assigned cost margins
* Competition Analysis by keeping abreast of Market Trends & achieving market share metrics. Presentation and Business case building to stakeholders
* Plan 1) Future skill requirements, 2) Skill development strategies & resources 3) Personnel level based on project & operation demands
* Setting expectations, reviews, mentoring/coaching, deciding rewards, recognition,

**Role: Project Manager & Senior Solution Architect (Presales) (Dec 2008 – Sep 2012)**

**Polaris Financial Technology Ltd.**

Responsible for helping customers on solution and architectural design, build **Proposals at Presales stage**, service delivery & management on Cloud Computing, Storage, Virtualisation, IT Service Management, EUC, Monitoring as a Service, DBaas (Database as a Service), L2 support, Information Security solution offerings.

**Select** **Experience:**

* **Setup of a Support Desk** for new IMS customers of Polaris
* **Service Management** for these complex programmes and production of key deliverables such as the Service Monthly Reports and update briefs.
* Manage the site IMS resources to increase productivity and profitability
* Ensure projects are delivered to time, cost & quality
* Conduct weekly meetings with the stakeholders / customer;Customer presentations, Risks and Opportunity Management
* Implementing service delivery Continual Service Improvement (CSI) initiatives
* **Service Transition** experience to prepare for the introduction of new services
* **Develop Technology Strategy/Roadmaps** that support the Strategic Business requirements.
* **Design comprehensive disaster recovery architecture and operations to ensure compliance with RPOs & RTOs during business continuity events.**
* **IT Procurement (products and services) and vendor selection.**

**Project Lead – ISAG Team, Citi UK (Dec 2003 – Dec2008)**

**Role: Consulting, Implementation & Service Delivery Management**

**Polaris Software Lab Ltd. Customer: Citi UK Location: London**

During this period I was offered an opportunity to work in a lead role for the Information Security Administration team of our BFSI customer one of the largest financial Institutions. Was responsible to lead a12-member team of experts based out of London office of Citi.

**Systems Administrator (Oct 2002 – Dec 2003)**

**Role: System Adminisatration& Data Center Management**

* Supporting the Data center having a heterogeneous environment. 50 HP-UX machines (running HP-UX 11i), 58 Sun SPARC Enterprise server running SUN OS 2.8) and 15 Windows 2000 servers. 500 users in the organization. System Administration of HP-Unix, Sun Solaris, Linux and Windows NT Servers

**Customer Support Executive (Sep 2000 – Oct 2002)**

Organisation: CMS Computers Ltd

Role:  System Administration & Data Center Operations

**Customer Support Engineer (June 1999 – Sep 2000)**

Organisation: Optimum Computers N Sales Pvt Ltd

Role:  System Administration & Data Center Operations

Educational Qualifications

* **Master of Business Administration (MKU)**
* **Bachelor of Computer Applications (MKU)**
* **Diploma in Engineering (Electronics & Communications) - 1998**
* **Higher Secondary Certificate Board (Science) - 1994**
* **Secondary School Certificate Board – 1992**
* **Microsoft Certified Systems Engineer: (MCSE), Windows NT**
* **Sun Certified Systems Administrator: Solaris 8**
* **ITIL Foundation V3;GDPR- Foundation;Project Management Professional (PMP) Training, Project Management Institute (PMI)**