**DHARMESH TRIVEDI, M.Sc**.

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**Leverage 18+ years of experience - including 10 years of senior-level leadership—spanning IT infrastructure, communication and network management, system operations, service management, and disaster recovery.**

* Combine technical expertise with strong business acumen and operational understanding; ensure all technical strategies and activities align with corporate goals
* Expertly oversee large-scale IT projects, networks, and infrastructures—from initial planning and development to implementation and enhancements.
* Proven leader adept at building and motivating diverse technical teams to achieve outstanding results and complete projects on time and within budget.

**SKILLs**

* Lead Design/Management
* Server/Network/Security Management
* Architecture Design/Implementation
* VXBlock, Cisco UCS manager
* Microsoft Windows NT/2000/2003/2008/2012 Server
* MS – IIS Server
* Citrix Meta frame/Presentation/Xen App /Xen Desktop
* VMware vSphere 4.0/4.1/5.0/5.1/5.5/6.0/6.5
* SDN on NSX 6.2
* Vmware vRo, vRa, vRops, Log insight
* HP, Dell, IBM ,Cisco UCS Hardware management
* Trend Micro, Tenable, Varonis Security Tools
* InfoBlox, GlobalScape
* Cisco router and Catalyst and Nexus Switch, ASA, WAN/LAN
* Palo Alto, Juniper and Checkpoint firewall
* Linux Administration
* Penetration test vulnerability remediation
* Data Center Management and Various Monitoring System ( Nagios & Zabbix)
* Process Development & Disaster Recovery
* ISO 27001 process Document writer
* Active Directory Management ,DHCP,DNS, Load balancing ,Terminal servers
* Real Time Systems and Network Security
* Document management and Manual creation
* Knowledge of heterogeneous systems
* Designing Systems and Networks

**PROFESSIONAL EXPERIENCE**

**Lead Infrastructure Engineer 09/2014 – Present**

**KPMG LLP**

* Architect, Design & Deploy private cloud Platform (Iaas, Paas) worth £30 million.
* Migrate IaaS, PaaS and SaaS instances between private clouds.
* Lead datacentre transformations projects to migrate client/server applications and platforms to cloud environments.
* Design and implement disaster recovery solution across two different physical datacentre.
* Develop cloud reference architectures, governance policies, security models, and best practice
* Lead and Manage team of 10+ Engineers team and clearly define the work expectations and communicate to everyone for ensuring success in the achievement of business goals and facilitating an overall performance improvement as a performance manager.
* Create EPRF, Low level Design, SOW (Scope of Work) for projects.
* Work with compliance and information security teams to understand reported vulnerability and plan remediation.
* Administer, Design, Manage and build Dev, Test, UAT and Production platforms for various business related services.
* Key stake holder building private cloud consists Vmware vSphere, vCould suite, VXBlock, NSX, EMC & NetApp Storage
* Managing Palo Alto , Checkpoint, NSX firewall
* Support security systems deployment, management, and maintenance, including Firewalls, VPNs, and infrastructure monitoring, reporting, and associated sensor systems.
* Provide computer security incident prevention, reporting, and analysis support with a state-of-the-art subject matter expertise regarding information security vulnerabilities and solutions.
* Compile information from various sources (log analysis, incident reporting, event analysis, etc.) into comprehensive monthly reporting detailing historical and trend information
* Providing hosting service solution to major financial banks and other bodies
* Managing and maintaining Citrix XenApp, VMWare VSphere 4.1, 5.0,5.5 ,Citrix NetScaler, Windows Server 2003,2008,2012
* Provide 4rd line support to technology like VMware vSphere ,RHEL, VMware vRealize Suite , NSX ,Citrix, Microsoft Servers, IIS , Netscaler, Firewalls, Cisco Switches, Cisco UCS , VXBlock
* Provided troubleshooting, diagnostics, performance analysis and documentation across multiple platforms including network, server, infrastructure issues
* Manage outward communication to vendors to facilitate understanding and awareness of organisational strategic direction, changes and challenges
* Manage the interaction between vendors and internal program delivery leaders to provide adequate visibility of interdependent initiatives and programs
* Liaise with procurement partners to review, report on and revise contractual agreements as necessary

**Senior Consultant 11/2013 – 09/2014**

**Infosys Limited Client: B.P Plc. (British Petroleum PLC, Canary Wharf, London)**

* Determining customer requirements and designing VMware-based solutions architectures spanning VMware’s product portfolio like ESXi, vCenter, vCops.
* Planned, designed and implemented enterprise solutions involving VMware, NetApp, and Microsoft Technologies.
* Work with IT Server Management and other groups and make sure that all events, incidents and problems are resolved as per the SLA
* Initiate, perform or assist with networking infrastructure adds, moves and changes.
* Provide work guidance or technical assistance to less senior engineers.
* Work with network operations to submit, track and test firewall, proxy, load balancing and Wide IP requests.
* Work with development teams to define, submit and track infrastructure procurement requests
* Create and document test plans for each site ( US,UK,Singapore)
* Build and document vSphere Servers, and vCenter Enterprise Plus
* Remote design, implementation and administration of multiple Citrix farms including Presentation Server 4.0 and 4.5, Xen App 6.0 and 6.5. Responsible for the day-to-day operation of the Production, QA and Development environments
* Provide 4th line support to technology like VMware, Citrix, Firewall
* Managing, Supporting and Troubleshooting Windows Active Directory, group Policy, DNS, DHCP, DFS and windows patching and windows server related Tasks.

**Senior Infrastructure Engineer 05/2013 – 11/2014**

**VXL Instruments**

* Designing, implementing and troubleshooting VMware ESX server, VMware virtual center, setting up V-Motion, HA, DRS, and related VMware products such as VM Workstation, P2V converters, VM Backup products and other products for virtualization
* Involved in VMware updates manager to install & troubleshoot patches and updates on ESX hosts and virtual machines.
* Involved with designing and implementing VMware backup products and disaster recovery solutions
* Managed windows server 2008/2012 server across multisite
* Daily BAU L2/L3 Calls Support on Windows 2003 and 2008 Server Family infrastructure.
* Installing, Configuring and Managing AD / DHCP / DNS Services.
* Manage and Configure Fortinet hardware based Firewall with rules and Policy.

**Lead Build and Infrastructure Engineer 02/2012 – 05/2013**

**TalkTalk Limited**

**Primary role consist Implementing and maintaining TalkTalk technology infrastructure which has more than 1500 live servers and 600 test servers across several datacenter in the UK.**

**Leading the Team in staging (Testing) environment for companies’ future project which consist about 600 server across 6 datacenter in UK.**

* Broad experience with designing, implementing and troubleshooting VMware ESX server, VMware virtual center, setting up V-Motion, HA, DRS, and related VMware products such as VM Workstation, P2V converters, VM Backup products and other products for virtualization
* Involved in VMware updates manager to install & troubleshoot patches and updates on ESX hosts and virtual machines.
* Involved with designing and implementing VMware backup products and disaster recovery solutions
* Managed/monitored data center cabling infrastructure including: Installation, testing and cable mining for installations, decommissions and problem resolution
* Installation and implementation of HP servers (G6, G7, G8) across 5 data centers with MS Servers 2003, 2008 and Linux.
* Implement Citrix XenApp on staging environment for 200 user’s in-house and offshore users.
* Implement and configure 700 VMs for staging environment as per business requirement for different software development projects.
* Performed daily Business as Usual (BAU) functions for site operation including documentation of daily activities such as: Implementations, outages, change control and vendor escorts
* Project delivery within very tight time deadline.
* Created a process for designing and implemented process for system infrastructure as per ITIL standards.
* Provided troubleshooting, diagnostics, performance analysis and documentation across multiple platforms including network, server, infrastructure issues
* Managed schedules, deadlines and reviews for direct-reports within System Infrastructure department
* Managing and maintaining Windows 2003, 2008 servers.
* Infrastructure monitoring with Nagios and Zabbix.
* Managing vSphere 4.1 infrastructures with 25 ESX hosts and over 600 VMs in staging environment as well as in the production environment.
* Reduce cost to company by designing and virtualising more than 100 servers into data center.
* 3rd line support for VMware ESX, windows 2003, windows 2008 servers.
* Through the use of proven methodologies, tools and best practices ensured the successful implementation of VMware and Microsoft technologies. Played an integral role in each of the project phases—Analysis, Design, Build/Test and Rollout.
* Design and rollout of automated process for building replica of live environment into staging
* Managing NetApp storage Area Network
* Managing and maintaining Centos and other version of Linux. Maintaining shore wall Linux based firewall for staging environment.
* Configuring and troubleshooting IIS, DNS, MS SQL, and ESX4.1.
* Mandated contract performance standards and seeks every opportunity to exceed expectations.

**System Engineer 10/2006 – 02/2012**

**AAK Plc**

The organization comprises a heterogeneous environment consist Windows server 2000/2003/ 2008, Citrix XenApp, VMware, Lotus Notes, MS Exchange Server, Cisco Router & Switch, LAN/WAN, Fiber Optic, Sage and Ascent Server, MS SQL, Antivirus EPOS, Symantec Backup Exec with Tape Autoloader. I determine the exact nature of problems (1st to 3rd Line Support) for both end user and server support to over 700 users based in three locations. Producing expedient error corrections and solutions. Worked on projects in a variety of support and development roles.

* Providing Support for IT Hardware, Software and Infrastructure
* Managing VSphere 4.1 infrastructure with 7 ESX hosts and over 100 VMs.
* Troubleshooting, Administration and support of windows 2003/2008 Server, Citrix XenApp, Terminal Server on Dell, IBM & HP hardware at all levels.
* First, Second and Third line support ( Software, Hardware, Networks)
* Project team leader responsible for Installing and implementing Citrix XenApp and Citrix Access Gateway for three different geographical locations.
* Project Team Leader responsible for Implementing Windows server 2008 Active Directory Infrastructure and VMware Virtual infrastructure.
* Maintenance and troubleshooting of Citrix Server farm running Windows 2003 servers
* Manage Windows 2000/2003/2008 file server, Active Directory, WINS, PDC, DHCP, DNS & storage servers, SQL 2005 Server and Exchange Servers
* Backup and Restore on Microsoft Domain with VERITAS backup exec

**Customer Support Engineer 04/2002 – 06/2006**

**Skumar Computers**

* Strong Knowledge in Design, Layout and Implementation of LAN, WAN.
* Responsible for Designing and Implementation of Customers Network Infrastructure.
* Design, Implement and Maintain Large Scale WAN &LAN for Government Sector and Private Sector with various Cisco Router, Switches, PIX and Microsoft Servers.
* Installation and testing of point-to-point WAN circuitry and testing of the link for bandwidth and reliability.
* Configure internal VLAN connectivity points on Cisco 1900, 2950, 3550, 6500 switches. Configure inter-vlan routing between the various network subnets.
* Implement Cisco Secure Access Control Server for Tacacs+ and Radius.
* Implementing network designs and solutions for LAN/WAN support for data communication equipment such as CSU/DSU & modems
* Day to day operations to include overseeing networking infrastructure Including routers, switches, CSUs/DSUs, and leased line Coordinating and Scheduling LAN and WAN changes and installations.

**EDUCATION**

* Master of Science, Gujarat University, India May- 1997
* Bachelor of Science, Gujarat University, India April – 1995

**PROFESSIONAL CERTIFICATION**

* MCP (Microsoft Certified professional)
* MCSE (Microsoft Certified system engineer)
* MCITP
* MCTS
* CCNA (Cisco certified Network Associates)
* VCP 4.1
* VCP 5.0
* VCP 5.5

**PROFESSIONAL Training**

* VMware vRealize Automation: Install, Configure, Manage
* VMware NSX: Install, Configure, Manage
* VMware vSphere: Install, Configure, Manage
* DCUCI - Implementing Cisco Data Center Unified Computing v6.2
* DCID - Designing Cisco Data Center Infrastructure v6.2
* DCII - Implementing Cisco Data Center Infrastructure v6.2

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