# PARESH CHAUHAN BEng | MCTS | VCP

#### **PERSONAL INFORMATION**

**Home Address:** 5 The Heath, Ashton Under Lyne, Lancashire, OL7 9SP

**Driving Licence:** Full Clean UK **Marital Status:** Married

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#### **PERSONAL PROFILE**

A successful ambitious VCP and MCTS qualified Infrastructure Operations Manager, working within a large technology organisation, leading successful projects and a team of 10 Engineers, reporting directly to the Head of Infrastructure and Networks. Enhancing skills around; **Appraisals**, **1:2:1** catch ups, **Strategic planning**, Project delivery, **Major incident**, **Problem** and **Change** management and **Empowering** the team. Delivering projects such as; Building **Infrastructure Operations** structure with progressions, including **benchmarking**, ITSM deployment, **Cloud hosting capacity planning**, Budget management up to £1m (**CapEx and OpEx**). Remaining innovative and creative, owning 12 clustered Nutanix Infrastructures inclusive of 56 nodes. Great experience of VMware, Nutanix, Prism, NSX, vSAN, Veeam, O365, DRaaS, IaaS and BaaS, has enhanced the technology, project and management skills.

#### **ACHIEVEMENTS AND ABILITIES**

**Specialist Skills:**

* **VMware vSphere 6.7**, **Nutanix**, ESXi 6.0, SRM, **vSAN**, Hyper-V - [6 Years]
* **NetApp**, SnapManager and SnapDrive, Huawei OceanStor, EMC - [5 Years]
* **Ms Server** (2012, 2016), **Ms SQL Server** (2016), Ms Windows OS - [8 Years]
* **Ms Exchange Server** 2016 and Outlook 2016 - [5 Years]
* **Citrix VDI**, Studio, Director, StoreFront, Netscaler, **XenApp** - [3 Years]
* **VoIP** (SIP Trunks, FTTC, EAD, Wireless Lease, ADSL) - [3 Years]
* **Cisco**, Nexus, Catalyst, Meraki, ASA, Avaya, HP - [3 Years]
* **Veeam**, Evault Cloud, CommVault v9, **Azure Site Recovery** - [5 Years]
* **Ms Licensing** (MPSA, EA and CSP) - [5 Years]
* **Hosting** (DRaaS, IaaS and BaaS) - [2 Years]
* **Cloud** (Azure, Veeam Replication, Office 365, AWS) -[3 Years]
* **Management** (Strategy, Reporting, Appraisals, Planning, Leadership)
* **Budgeting** (Forecasting, OPex, CAPex)

**Projects:**  
HQ Infrastructure design and migration; Office 365 deployment; DRaaS; IaaS; BaaS; Nutanix upgrades; WAN migrations; Cyber essentials; Citrix upgrade 7.16; VMware vSAN 6.7 deployment; Infrastructure strategy planning; Azure implementation and much more.

**Certifications:**

* **MCTS** Ms Certified Technology Specialist Jun 15
* **VCP-DCV** VMware Data Center Virtualisation Jan 19
* **MCSE** Ms Certified Systems Engineer July 12

**Professional Skills:**

Project Management, **Report writing**, Presentation abilities, **Team management** (Shifts, 1:2:1, Appraisals, On-Call), **Business Acumen**, Customer service skills and **programme management** (budgeting, purchasing, implementing), **Strategic thinking,** Analytical problem solving, Troubleshooting techniques and ITIL Framework understanding (Requests, Incidents, Problems, Change and SLA’s).

#### **EMPLOYMENT HISTORY**

**INFRA OPS MANAGER** **02/2019 - 09/2019**

Zen Internet Ltd

**Key Skills:** A senior management role involving the driving forward of the **technology strategy** (Architect, Design, Build, Operate) and creation of the Infrastructure Operations function, embracing SLA, KPI and many more measures. Supporting the hyperconverged Infrastructure including; **SaaS, DRaaS, Iaas, BaaS**, including all **MI and RCA Reports**. Innovation for the Operations function including; **IoT and Cloud Hosting**. Successfully completing **1:2:1, Appraisals**, allocating **strategic objectives**, attending management and **director meetings**. Monitoring of all internal and customer platforms, network, storage and servers.

**INFRASTRUCTURE MANAGER** **11/2016 - 02/2019**

Great Places Housing Group

**Key Skills:** A senior management role involving Project management, Team management, reporting directly to Business Systems Director and Executive Directors. Attending Director meetings was critical along with managing third party partners, submission of annual budget and delivering high level projects such as; VMware upgrade, **Head Office Migration**, Veeam Deployment, **Contact Centre Solution delivery**, Hyper-Converged Infrastructure Upgrade, VoIP Deployment, Disaster Recovery Planning, **Cyber Essential Certification** and much more.

**INFRASTRUCTURE MANAGER** **12/2013 - 11/2016**

Peel Management Ltd 11/2015 - 11/2016

**Key Skills:** A management role which involved project management, team management reporting directly to Service Delivery Manager and IT Director, includes BAU support of Circa 3000+ customers across multiple sites. The role includes leading and successfully delivering projects such as; **VMware Infrastructure** deployments, **NetApp** and **OceanStor** configurations, **SAP BPC** deployment, **SharePoint 2013** deployment, **Skype for Business** implementation, **Ms System Center** deployment and configuration, **Office365** administration, project budgeting, implementation and handover, being innovative and improving the Infrastructure platforms. The role involves managing 3rd party customer relationships, providing high-level of customer service and proactively managing the production environment (**VMware, NetApp, SQL, SharePoint, SAP BPC, System Centre** and more). The role involves remaining technical with managerial skills and adhering to processes and procedures.

**SENIOR SYSTEMS ENGINEER** 12/2013 - 11/2015

**Key Skills:** A role which is consultancy based, involving support to many external customers and global infrastructure project management (3000+ users). The role includes **Server 2012 and 2008** deployment and support, NetApp OnTap 8.3 Storage Management, SQL Server 2014 administration, BackupExec 2013, **PowerShell** scripting in Exchange and SharePoint, SharePoint 2013 farm administration, **Exchange server 2010** management, VMware 5.5/6.0 Infrastructure enhancements (including vOperations Manager), **Hyper-V** Infrastructure management and Citrix environment administration. The role embraces the project management lifecycle including: Server deployment (HP, Dell, Huawei) and maintenance, ESXi 5.5/6.0 host deployment, Storage development (including HP, Dell, **NetApp Clustered OnTap 8.3** Deployment), VMware 5.5/6.0 infrastructure deployment and migration, SharePoint 2013 farm expansion and configuration, Infrastructure management (including WSUS Integration) and Email archive solution.

**INFRASTRUCTURE EXECUTIVE** **10/2011 – 12/2013**

Schawk

**INFRASTRUCTURE ANALYST** **06/2011 - 10/2011**

Moneio Ltd

**DESKTOP TECHNICIAN** **03/2005 – 05/2011**

SSL International Plc 03/2007 – 05/2011

**SERVICE DELIVERY ANALYST** 03/2005 – 03/2007

SSL International Plc

**IT HELPDESK ANALYST 10/2004 – 12/2004**

IBM UK Limited

#### **EDUCATION AND QUALIFICATIONS**

**BEng (HONS) Computer Engineering IEng** **2001 - 2004**

Sheffield Hallam University

Dissertation Project, Computer Networks, Computing, Industrial Studies, Multimedia Networks, Computer Modelling.

**A - Levels**  **1999 - 2001**

Ashton Sixth Form College

Information Technology, Mathematics, Design and Technology.

#### **INTERESTS AND HOBBIES**

I thoroughly enjoy working with technology, upgrading, configuring and maintaining. I spend some of my time helping friends and family with their computers. Hobbies such as gaming, D.I.Y projects, car maintenance, shopping, reading, brain puzzles, and some keep fit sports are very interesting to me. I obtain pleasure from attending the gym, walking, cinema, cooking, social networking and listening to music.

