

## RUNJHUN MISHRA

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Enthusiastic & dedicated IT professional with 9+ years of experience in managing projects implementation, deployment, team management, leadership, server management, service delivery, server migration activity etc. Managed cross-functional team. Working experience in domain, CPaaS, Wintel (Windows, Linux & VMware), BaaS & Operations.

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### EXPERIENCE

#### JAN'23 – PRESENT

##### **ASSITANT MANAGER**, IGT SOLUTIONS PVT. LTD

Responsible to create **PID** for existing projects ramp-ups, design SOW, Project Charter etc  
To create Powerpoint presentation for Kick-Off calls & project progress with the customer  
To create **WBS, RAID** & project progress presentations for client & relevant stakeholders  
Responsible for **Sprint** planning post requirement gather & SOW approval  
Responsible to use interpersonal skills to include communication, coordination & negotiation.  
Responsible for weekly, daily & monthly project reports for the stake holders.  
Responsible to manage application & Infrastructure support by engaging cross-functional, internal & external resources through the delivery life-cycle through to operational transition.  
Responsible for the Vulnerability management, plan to remediate within the monthly timeframe  
Managing Infrastructure support for nearly 100+ (servers, Avaya mediagateway, mux, firewall, SBC, SMGR, vMPLS) with critical Omni-channel / Engage softphone applications like, NICE, Thrio, Audiocodes, NICE Engage etc  
Ensuring the PRI activation properly while terminating on **MUX** by vendor, proper installation and configuration on m gateway (Avaya 450)

#### [FEB'22] – [JAN'23]

##### **IMPLEMENTATION LEAD - PROJECTS**, AMEYO

To manage end to end Project Management Lifecycle whereas design SOW, Project Charters etc, Jira tool, Microsoft Projects etc.  
To create PID, RAID, WBS, Gantt Chart, Project Progress presentation for client & relevant stakeholders.  
To lead Kick-off call meeting and brainstorming session with the customers for solution designing  
To deliver high demanded critical **18 Projects** of **MRR 2cr** within the delivery timelines and achieved customers' valuable feedbacks of the achievements.  
Experience & proficiency in Projects deliveries, Change Management, Compliance & Governance within IT service management.  
Good Knowledge of SDLC including Agile & Waterfall  
**CRM** experience (**Salesforce**, Leadquard, **Zoho Desk**, **Freshdesk**)  
Perform daily due diligence of Sanity check before business begins  
Identified the gaps in Project Initiation & Sprint sign-off, thus implemented the fast track solution to cut short timeframe of SOW designing, sprint sign-off process etc.  
Post gathering the project requirement, analyze & research of the pre-existing solutions based on that pitch in some alternate solutions too to mitigate the risk also maintain the risk tracker for prospective project risks and in parallel keep track on same to make sure the timely delivery of the Project.  
Responsible to work closely with the cross skilled team, task assignments to the Engineers & Vendors also cater follow up with strict timelines.  
Managed projects portfolio on Jira & Salesforce.  
To Supervise project **Go-Live** with TAT 99% uptime post completion of UAT Sign-off.  
Responsible to use interpersonal skills to include communication, coordination & for negotiation

**[JUL'21] – [FEB'23]**

**TECHNICAL SPECIALIST, HCL TECHNOLOGIES**

Responsible for project support for server migration activity, server upgrade etc  
Responsible to create Kanban dashboard for the task assignments to the team.  
Responsible for daily server checklist auditing Maintaining & Managing the DFS security.  
Responsible for mitigating high age number of tickets by implementing the agile method into the process.  
Responsible to initiate the SOP designing of regular tasks and patching activities.  
Responsible creating & mitigate high number of Vulnerabilities, achieved in closing all critical & high VA within timelines.  
To troubleshoot the Nutanix & Vmware backup failure issues, configuration of new hosts & migration activity from VMware to Nutanix.  
Experience in upgrading & troubleshoot Physical H/W issues on UCS blade servers  
Experience in Customer Delivery Level 2

**[JUL'21] – [FEB'23]**

**SYSTEM ADMINISTRATOR, IBM INDIA**

To manage & verify VM back-up also troubleshoot in case of any backup failures.  
To provide on call support 24/7 to client on Vmware & Windows related issues.  
Responsible for P2V migration, V2V migration activity. Responsible for In-place upgrades from Windows server 2008 to 2012 or 2016.  
To create patching planner, monthly patching report, kernel patching etc also responsible for managing the permissions on AD groups & Filesystems. .  
Responsible to automate server reboot activity post patching on development & production servers by creating the batch file.  
To debug the issues and troubleshoot with extensive research.  
To work with Vendors HP, IBM, Cisco, Microsoft etc server related issues, AMC etc.  
Responsible for preparing presentation for monthly performance report which includes outages, severity tickets, change. Also prepare worksheet for SLA & OLA report too.  
Responsible for end-to-end System Administrator roles & responsibilities.  
To Install, manage and troubleshoot Microsoft windows active directory, DNS , DHCP services on MS windows 2012/2016/2019 version.  
To Create Teaming, cloning, snapshots, Templates and VMs in vSphere 6.5, 6.7,7.  
To work on ESXI and vCenter patching, maintenance and troubleshooting.  
To troubleshoot and create new Veritas backup solutions and document them  
To Implement, Administer and troubleshoot Windows Clusters.  
To Handle incidents, SLAs, SRs , RFS , changes as per ITIL process.  
Managing the UCS blade servers in the environment.

## **EDUCATION**

**[DEC 2012]**

**BACHELORS OF COMPUTER APPLICATIONS, SIKKIM MANIPAL UNIVERSITY**

**JULY 2023]**

**POSTGRADUATE IN PRODUCT MANAGEMENT INSAID**

## **SKILLS**

- VMware: vSphere 5.5 & 6.5, ESXI upgrade, patching, V2V Migration, P2V Migration, vMotion cloning, vROPS, VM Lifecycle management.
- Windows Server 2012 / 2016 / 2019, Configuration of **GPO & Organization Unit (OU)**, Windows cluster & domain server configuration
- **Cisco UCS:** Configure & Maintain the blade servers
- Flowchart designing, ITIL V4, Coaching & Mentoring
- **Azure** deployment & migrations of machines
- **Patching & Vulnerability Management:** SCCM Patching, Bigfix, ESXI & Kernel Patching
- **Team Management:** Cross functional team management for maintaining the uptime of Servers, Setup deployment, end-to-end delivery lifecycle.
- Microsoft Office, Microsoft Projects, Drawio