GULAB CHANDRA PATHAK
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Cell No.: +91 995 300 7556

PROFESSIONAL PROFILE:

- My experience includes working with Windows Server (2003, 2008, 2016), Patch Management (WSUS), Active Directory, RHEL, Ubuntu, SCOM, and In cloud AWS, Azure Active Directory. Automation tools like Ansible and Kubernetes. In IP-Voice (Cisco VoIP / Contact Centre (UCCE, Cisco Unified Communications Manager (Call Manager).
- **Cloud Technology: AWS, Microsoft Azure AD**
- Have Good Experience in Windows Patching tools like WSUS and SCCM
- Good Experience in Network Operations and Cisco Contact Center Environment Services such as Call Manager, UCCE, UCCX, IPT etc.
- Have Good experience on VMware Virtualization and VMware administration.

- Has worked on long time projects with renowned clients like ACC Cement, APEDA (Agricultural & Processed Food Products Export Development Authority, IGL (Indraprastha Gas Limited).

- A proactive individual with a logical approach to challenges, I perform effectively even within a highly pressurized working environment.

- With proven track record demonstrated strong ability to manage projects from conception to successful completion.

- Grooming newly joined team members, providing on job training to new hires

- Highly valued individual contributor and excellent team player

  MCP Certified (Windows Server 2003)
  18 months Diploma in Hardware & Networking (A+, N+, MCSE, CCNA, LINUX, SECURITY, CCSA) from IIHT, Delhi

Key Skills:

- **Windows: Windows Server 2003, 2008, 2012 & 2019, DNS, DHCP, Active Directory, Microsoft Teams**
- **Cloud Technology: Microsoft Azure AD, AWS**
- **VoIP Skills: CUCM (7X, 8X,9X,10x), Cisco UCCX, Cisco UCCE**

Career Progression:

Organization: ATT GLOBAL BUSINESS SERVICES INDIA PRIVATE LIMITED
Designation: Sr. Associate, Network Operations
Project Name: ERSC (Enhance Response Solutions Center), ERSC Project is a day 2 Support is the backend VOIP network support for the Clients BPO's across all the location around the world. Handling more than 25 Contact Center Customer, deployed over Microsoft Azure Cloud Platform and responsible for Windows Administration, Patching through WSUS Server or as customer requirement.

 Experience: (July 2016 – Till Date)

Job Description:

- Implement patching solutions using WSUS tool or as per Customer requirement in Contact Center Environment.
- Migrate Virtual Machines using VMware
- Managing users through Azure AD, Traditional AD.
- Deploy, Configure, Maintain Compute on Azure Cloud.
- Troubleshoot Azure related issues and engage internal teams and vendor for issue resolutions.
- Managing SCOM 2012 Performance Counter, Dashboard Counter
- Responsible for Widows Servers Disk Space, CPU & Memory Utilization and Send a report to Clint as per his requirement
- Rebooting the ICM components such as PG, Router, logger as apart of change post windows patching on the servers.
- Ability to collect and analyze the Dumplogs, OPCTEST, RTTEST, Diagnostic Portico
  and to enable the traces on ICM in the ICM Components.
- Open TAC cases and coordinate with Cisco TAC engineer in case of major issues.
- Working directly with client for reduction in efforts. Consuming more work from client, stabilizing the day-to-day work and reduction in cycle time of the Incidents and Change request.
- Configurations of EM Profiles, Features on Cisco IP Phone (CIPC, 797X, 7911, 796X, 794X) like IPMA, Speed Dials. Configuration of phone button Template, soft key template, call forwarding, Hunt pilot, Pickup group, Translation pattern, route pattern.
- Troubleshooting of Various issues related to CUCM, Cisco Unity, Voice Gateways, DHCP and TFTP Servers. Issues related to Incoming and outgoing calls.
- Aware of BMC Remedy tool

Achievement:
- Appreciated by AT&T management on perfection of alarm/issues reporting.
- Recipient of the Connection Award for Customer Support in 2021
- For Automated Alarm Audit to Identify Chronic Issues, received Connection Award in 2022
- Received Start of the Month Award from AVP

- Appreciated by IGL IT Head and was selected best performer for the quarter twice.

Career Progression:

2.   **Organization:**   **Renovision Automation Services Pvt. Ltd, Delhi**
             Designation: **Server Support Engineer**
             Experience: (March 2012 – January 2015)

Job Description:

- Worked as resident engineer at client site IGL (Indraprastha Gas Limited)
- Monitoring, analyzing, and supporting Lync Server's through System Centre Operation Manager 2012 R2
- Installation and troubleshooting Lync Online/Skype for Business 2015, Audio-codes devices, Unified communication.
- Monitor, analyze and support Exchange Server 2010 and Active Directory backup through Symantec Net backup 7.1 Application
- Performed Up gradation of Exchange 2003 Mailing System to Exchange 2010 at IGL
- Implementation and support for server-based applications running on the network including MS Exchange, SQL Server, and IIS applications on servers
- Managing DNS and DHCP Server
- Adding Mailbox to existing users and Creating Mail enable users
- Generate network-related reports to analyze and plan network performance improvements
- Pull CPU, Memory and Disk utilization report through SCOM 2012 as per the Client requirement
- Work on HP Configuration Management tool for Servers Power Supply, CPU, MEMORY, SCSI Disk health report
- Scan the event logs for expected and unexpected errors
- Proactively coordinates with respective teams within IGL as per process to prevent potential outage
- Help desk Support for incident resolution and root cause analysis
- Has worked on remedy tool and well verse with incident and change management tickets

Achievement:

- Appreciated by IGL IT Head and was selected best performer for the quarter twice.

Career Progression:

3.   **Organization:**   **CI InfoTech Services, Delhi**
        Designation: **Customer Support Engineer**
        Experience: (August 2009 – February 2012)

Job Description:

- Worked as resident engineer at client site **ACC Cement and APEDA (Agricultural & Processed Food Products Export Development Authority)**
- Install, upgrade, support and troubleshoot XP, Windows 7 and Microsoft Office and any other authorized desktop applications
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment
- Install, upgrade, support and troubleshoot Enterprise Applications hosted on Windows Server 2003/2008
- Managing and troubleshooting M S Outlook and Lotus Notes 6.0
- Managing Trend Micro Antivirus Server & client
- Managing Symantec Antivirus Server levels on all machines company wide
- Provide Desktop and Server support
- Troubleshooting network connectivity issue in LAN/WAN
- Managed about 60 Remote Locations Wi-Fi Installations & Solution
- Finding vulnerable areas of servers and giving solutions using MBSA
- Monitoring, analyzing, troubleshooting issues on Exchange Server 2007/Active Directory backup through Symantec Backup Exe. 12 Application
- Worked on IBM X3650, IBM X3550 M3 Server

Languages Known:

Written and verbal fluency in English and Hindi

Academic Qualification:

Secondary from BSEB, Patna in 1997
Higher Secondary from BIEC, Patna in 1999
Graduation from LNM University, Darbhanga in 2004
Learning executive postgraduate certification from Intellipaat (Affiliated with IIT Roorkee) in cloud computing.

Personal Details:
Date of Birth: 18-Feb-1983
Father's name: Prem Chandra Pathak
Sex: Male
Marital Status: Married
Nationality: Indian