

Urminder Singh

Sr. System Engineer & Design - UBS AG

Lawrenceville, NJ - Email me on Indeed: [indeed.com/r/Urminder-Singh/be72b5019b552de5](https://www.indeed.com/r/Urminder-Singh/be72b5019b552de5)

- Specialization in IT-Infrastructure Architecture, Engineering, and Integration with more than 16 years of progressive IT experience In Systems Administration, Windows infrastructure support delivered various projects resulting in efficiency and head-count reduction. Self-motivated leader with vision of Continuous Process Improvement.

- Proven ability to analyze processes and workflows, implement SLAs and KPI.
- Well Versed with industry standard Tools and Tracking systems for INCIDENT mgmt. /PROBLEM Management & Project management few of them are Rally, KANBAN board, Service Now, JIRA, Quality Center, FCAST(In house Tool in UBS) for Provisioning/Decomm, TECHM(In-house tool -BOA) for Provisioning and Decomm of assets.

Proven track record in delivering against competitive and demanding environment

- Administration of [...] Server, Win Vista, Win XP and Win 2000 Workstations and Windows 7.
- Strong knowledge on Web servers (IIS [...]) ASP.NET, Web Services on Windows Environment.
- Strong knowledge on load balancing (Netscaler and 3DNS), SSL offload and Clustering.
- Certificate installation (SSL) on IIS and Root Certs, Server and Client Certs and on MQ Server and Client certs as well.
- Worked as Project Manager in ISP (Infrastructure Simplification Project), DNP (Declining and Not Permitted) & NPT (Non-Pertinent Technology) & SAN Reclaim project etc.
- Worked as Project Manager in Dev Server Remediation (Finding Owners & Billing information by running Last Login Scripts on 8000+ Dev servers and running Daily Status calls with Dev leads and Managers to validate the data obtained from the Scripts and updating Bank Systems with correct information and reduce the cost of hosting VM infrastructure by Decommissioning 1000+ VM's not used actively by 2.2 Million Per Annum.
- Worked as Project Manager on Successful migration of TPM to TECH.M.(Bank's new Asset management tool) using Agile approach.
- Worked on a number of Engineering and integration projects that involved planning and leading teams (onshore and offshore and near shore as well) and always meet deadlines set by management and clients.
- Designed and Implemented Check21 project on .Net 2.0 which enable Supervisors & Operators to use WMW_Casheiring enabled Desktop for daily workload.
- Designed and implemented successful Migration of Check21 application from .Net 2.0 to .Net 4.0 from OS Win2003 to Win2008 environment.
- Designed and implemented migration of various Banking Lite Applications from .Net 2.0 to .Net 4.0 viz LMA, BRE, FAComp, MLHL etc to name a few
- Worked as part of Design team which have architected, integrated and troubleshot complex business solutions that will move a client from Design to Production stages.
- Designed and implemented migration of various Banking Lite Applications(in house) from .Net 2.0 to .Net 3.5 & later .Net 3.5 to .Net 4.0 viz LMA, BRE, FAComp, MLHL, Check21 etc.
- CA Unicenter Software Delivery to Deploy Tier1, Tier2, Tier3 applications on top of Core build.
- Configuration and support Cognos, IBM WebSphere MQ [...] MSMQ, BizTalk in Pre-Prod & Production environments.
- Provided Level 3 support in resolving and tracking issues in Production.
- Involved in creating Siteminder realms, rules, policies and agent configuration for Web Services and documents the changes in Deployment documents.
- Configuration of Network Protocols (TCP/IP, IPX/SPX, NetBEUI) on servers and client machines to establish communication between them.
- Experience with Data Center operations and management.

- Worked in different roles over the years in SDLC in different environments such as System engineering, Development, QA, UAT, Production Support, and DR Sites.
- Worked as Implementation Architect to introduce Splunk to EBiz (ecommerce) suite of apps (Dotcom, My Account, Chat & Business Class Portal etc.). I worked on getting Splunk Forwarders installed, Configured & Creation of dashboards & alerts for operations team to view Perfmon & IIS key metrics in order for them to ably support 24*7 production Datacenters and able to review perfmon and IIS logs.

Technical Environment

- Hardware: Blade Servers IBM LS20, Blade Logic 460c G5,G6,G7,Intel based Pentium (PI, PII, PIII) 80486, 80386, Compaq Insight Manager, KVM Switches etc.
- HP Servers - All DL, ML and ProLiant product lines including blades
- All Dell PowerEdge product line.
- Sponsorship required to work in the US

WORK EXPERIENCE

Sr. System Engineer & Design

UBS AG - January 2016 to Present

- Improve design of infrastructure and applications for increased availability, stability, and fault tolerance.
- Working on Providing Solutions and design on Data center migration Project for servers running on Windows 2008 & 2012 OS.
- Identify Security risks for Customer information and remediate issues with patches, configuration or deployment.
- Provided L3 support on Window clustering, DFS (GROUPSHARES) with Geo clusters.
- Provided support on DHCP, Wintel networks, Wintel OS patching and OS upgrades following UBS approved guidelines.
- Worked with Wintel NAS filers and SAN configuration and optimization and migration of NAS filers.
- Successful migration of FTP/SFTP servers from Win2003 to win2008/win2012 as part of EOL project (End of Life).
- Data center migration supporting application group (Broil, BO etc.) with performance and troubleshooting skillsets and server/Blades moves from one DC to another.
- Worked on EOL (End of Service Life) project as well.
- Designed and configured Chassis and Blades servers for Data Center Migrations for Grid Application (Broil etc).
- Worked on Creating a DR server for defining DHCP scope to UBS Americas.

Implementation Architect

Comcast Cable - September 2014 to December 2015

Working in Service Design Team within ITIL Framework responsible for areas such as Availability management, Capacity management, Configuration Management, SLA Management for the Core internet business within Xfinity.com/Comcast.com eBiz suite of applications such as Comcast.com, My Account, Chat, ehelp, Business class portal & Business class chat etc. Ordering VM's & physicals for new and existing applicatons, VIP's , DNS requests, Opening Firewall ACL's for new and existing projects, Creating Dashboards and alerts in Splunk for Operations team, Updating Visio diagrams for new and existing applications are few of the tasks I have performed in this role. Worked on Agile Framework and Used Rally to create User Stories, run Scrum Calls and Scrum planning sessions used Rally Kanban board etc.Used SLACK Channel for efficient Communications on outages or issues and troubleshoot them quickly.

- Holistic approach to determine the impact of change introduction on the existing services and management processes.
- As a part of an Agile team was responsible for task, user story and sprint estimations. Participated in bi weekly sprint planning and sprint retrospective sessions for various releases.
- Identify infrastructure and operational projects (requiring hardware or otherwise), and execute them with same rigor and quality as applicable to functional projects
- Improve service levels by defining and governing realistic SLAs for key eBiz Applications, NN(Near Neighbours) and vendors, and agreed upon by Business and Technology teams
- Forecast IT infrastructure capacity needs 18-24 months out for the Core eBiz Platform, and implement scalable design to augment needed capacity
- Improve design of infrastructure and applications for increased availability, stability, and fault tolerance
- Improve configuration consistency across all eBiz system assets by maintaining the configuration information and change to them in centralized configuration management system(s), as well as applying changes to the configuration consistently
- CMDB has been established to capture eBiz Server assets.
- All eBiz server configuration data for BCP, Dotcom & MyAccount is captured after every CM deployment to ensure that all web servers have the same configuration. This data is analyzed and anomalies are identified and corrected
- Produced asset tracking reports for Staging & Production
- Developed and deployed Code Configuration Consistency Tool and Firewall Connectivity Validation tool. All these steps have resulted in improved configuration consistency
- Identify Security risks for Customer information and remediate issues with patches, configuration or deployment.
- Design architecture for new internet/intranet projects.
- Worked on introducing Splunk to Ebiz (ecommerce) suite of apps (Dotcom, MyAccount, Chat & Business Class Portal etc.).I worked on getting Splunk Forwarders installed, Configured & Creation of dashboards & alerts for operations team to view Perfmon & IIS key metrics in order for them to ably support 24*7 production support. Prepared, arranged and tested Splunk search strings and operational strings. Created and configured management reports and dashboards. Developed, evaluated and documented specific metrics for management purpose. Installed, tested and deployed monitoring solutions with Splunk services.

Sr. Windows Administrator, Engineering & Design

Bank of America -Merrill Lynch - Hopewell, NJ - January 2011 to August 2014

Responsibilities

Same as When I worked for Merrill Lynch

Sr. System Engineer, Design & Migration Lead

Verizon Data Services & Frontier Communication - October 2009 to December 2010

In this stint with Verizon team to build a parallel environment for Frontier Communication in pre-prod and production to support the sale of operations of 9 states dialup and Landline operations to them via cash deal between VZ & Frontier.

Responsibilities:

- Build servers (VMware) Windows OS for Fort Wayne (Spinco) Environment Project.
- Install Middleware applications (Tier 1 and Tier2) like DB2, IIS 6.0, Siteminder 6.0, MSMQ, Clusters, SSH etc on Pre-prod & Prod environment using Build Specifications (Build sheets) provided by Development Team.
- Provisioning new hosts and clusters: setting up VMFS volumes, network configuration, HA, DRS and VMotion settings.
- Regularly evaluating cluster capacity to make sure environment is not overloaded with virtual machines and making changes in the virtual environment accordingly.

- Provisioning virtual machines on VMware ESX 4.1 environment and P2V servers from physical to virtual environment.
- Work closely with Development, Configuration Management Team, Monitoring, Change and Release management for any escalations and outages for Fort Wayne Applications. Collecting PerfMon and Applications logs, Agent logs (used by Siteminder) for troubleshooting purposes and at times escalating to Third Party vendors like Microsoft, Oracle etc.
- Providing Production support for over 80+ applications for North central networks for SPINCO Environment.

Sr. System Engineer- Migration, Integration

Johnson and Johnson - August 2008 to September 2009

The Project Velocity is a major global IT initiative to provide Johnson & Johnson with the latest Operating systems. It involved Integration and Migration of the plant infrastructure including Hardware, Software and applications into JNJ Processes on Validated and Non-Validated GMP Environment.

Responsibilities:

- Analyze and document Hardware and Software systems requirements.
- Develop user operations and procedures guides (documentation, and continue to further existing Microsoft Certified Partnership)
- Migration and integration of various in-house and third party applications to Windows XP/Vista platform from Win2000.
- Provide applications and desktop support for WinXP/Vista/Win2k
- Administration and configuration of Windows 2000/2003 running IIS 5.0/6.0.
- Troubleshooting .NET applications and IIS problems. Worked on .NET 1.1, 2.0, 3.0 upgrades.
- Work with Latin America Scripting Center to create SMS Scripts. Test and install and validate SMS Scripts on Workstations(XP/Vista)
- Co-ordinate with Users to get them to test the scripts before and after scripting the application on JNJ approved Operating Systems.
- Test the applications in plant production environment on PLC's (Programmer Logic Controller) in Plant and validate if they work with New XP/Vista images with Certified Scripts.
- Create/maintain project matrix and report the status to management
- Responsible for testing all security patches on a pilot group before deploying to entire Productions systems.

Sr. Windows Administrator, Engineering & Design

Merrill Lynch - Hopewell, NJ - July 2005 to August 2008

Support the extensive and complex platform of customized frameworks based on Microsoft technologies and Service Oriented Architecture (SOA). Coordinate with release managers to ensure timely schedules and cycles for the Program Office approved manifest. Active involvement with Software Architecture (SAD), Software Requirements Specs (SRS), and Product Profile reviews. Meet developers and managers to review Engineering needs and provide guidance on the platform and processes. Review / audit development teams documentation on how, where and what the application will install and need as dependencies on the server (build/install/run-time). Manual steps to reproduce MSI functions or un-installation steps. Work together with application teams to understand evolving features/changes and how the product works behind-the-scenes and the UI (web site clicks), interfaces with endpoints and recreating web service payloads for troubleshooting purpose. Responsible to creating HLD/LLD Visio design flow documents for engineering management. They includes application endpoints/interfaces (web service names and methods, database connections, mainframe connections, FTP, SFTP, AD, DNS FQDN, ports, etc.). List known issues to assist in the implementation by QA and Production teams. Be the primary point of contact for product-specific integration issues.

Responsibilities:

- Involved in SCM, Change Management and Release Management Activities.

- Building Windows OS Servers (Server builds using Standard images), Tier1/Tier2 and Tier3 applications using CA Unicenter.
- Troubleshooting .NET applications and IIS in all Environments.
- Worked on .NET 1.1, 2.0, 3.0, 3.5, 4.0 upgrades from Dev to Production environments.
- Provides application support (administration, configuration, and monitoring) for both off the shelf and home grown applications in a 24/7 highly available and clustered web-based environment.
- Involved in creating Siteminder realms, rules, policies and agent configuration.
- Load balancing the web based applications using Netscaler by setting the persistence based upon the application requirement.
- Deployment and debugging of Customized MSI for 200+ web services products.
- Creating and maintaining Virtual directories and web sites in IIS 6.0 & IIS 7.5
- Isolation of applications to different application pools in IIS6 based on the application requirements.
- Securing and controlling access to IIS web sites by Authentication schemes, Server and Client certificates
- Work with development teams to analyze builds, fixes, updates, and overall release coordination
- Worked on Post install Validation (PIV) Tool customized tool ran after the deployment in QA & Prod to see if the configuration went fine as per expectations.

Sr. Production Support Engineer

Verizon Data Services - Tampa, FL - March 2005 to June 2005

(Vignette and Non Retail Applications)

Datacenter Engineer - Lead

Toyota Financial Services - Phoenix, AZ - November 2004 to March 2005

Responsibilities:

Data Center Facilities Management mainly

- Environment check and monitoring
- Providing physical support for Level 2 UNIX / WINDOWS / STORAGE
- Coordinating scheduled outages (change control) schedule
- Performing Solaris / Windows server hardware upgrades
- Informing about hardware issues to vendors and LEVEL 3 system Administrators
- Perform restores from Tape Backups & Handle tape requests

Sr. Production Support Engineer

BillPay, Registration on www.Verizon.com - February 2003 to November 2004

Worked in two different teams on similar sort of role providing Full Life cycle support on Pre-Prod and Production Applications on Retail and Non-Retail Applications on www.Verizon.com. Providing Level 2 and Level 3 support 24x7 and 365 days.

Responsibilities:

- Application support of application on www.verizon.com.
- Act as a Second & Third level support for Retail applications in UAT/Staging/Pre-Prod and Productions environments.
- Carry out pager on Primary support day and cover on weekends for 24 hours.
- Installing middleware software's on like IIS, Siteminder 5.x, Vignette, MSMQ, Clusters, SSH, Verizon Remote Installer(In house software to push content to Implementation, UAT Env.'s) etc on pre-prod & Prod environment during various maintenance windows.
- Work closely with Development/QA/Monitoring/Change and Release management for any escalations and outages for Retail Applications.
- Vendor Coordination (vz Microsoft, Compaq) for any Hardware and Software issues.

EDUCATION

Bachelor's in Computers in Computer Science

LINKS

<https://www.linkedin.com/in/urminder-s-kapoor-84a636>

ADDITIONAL INFORMATION

- Operating Systems: [...] Enterprise/Std, Win2000 Advanced Server/Server, Windows XP, WinNT4.0, Windows 2000 Professional/NT WorkStation 4.0, Win ME/98/95, Windows 3.1 & DOS 6.2, Sun Solaris 2.7(Intel).
- Others: Siteminder 5.5/6.0, Lotus Notes Domino R5, MS Active Directory, Microsoft.NET [...] [...]
Advanced user of MS Office [...] Note)
MS Project 2010, Visio, Quality Center (HP-
-Quick Test Professional v10.0, SAN storage. PowerShell Scripting, Microsoft Lync, Skype for Business, LiveMeeting, WebEx etc
- Software Distribution: Win EMC for pushing Hot fixes, Patches and CA Unicenter Software Delivery for pushing Tier1/Tier 2 and Tier 3
Applications using CA stacks, SMS Patch distribution, VMWare Tools 4.0 etc.
- Virtualization: VMware ESX server 2.5, Virtual Center 2.0/2.5, VMotion, HA, DRS, VMware, Vi 2.5, VMware ESXi4.1, ESX4.1, vCenter Server 4.1.
- Remote Access: PC Anywhere 9.0, RDP, Windows Terminal Server 2000/ [...] VMWare.
- Communication and NW: TCP/IP, IPX/SPX, NetBEUI, Net BIOS, ISDN, PPP, RIP, Routers, Hubs, Hardware-RAS.
- Monitoring Tools: Splunk (Deployment & Creation of Dashboards and Email Alerts etc) IBM Director, Dell Open Manage, BMC Patrol, Ebizcenter (In house Tool- VZ), WinDNT, Sitescope, TVRT (Custom-In-house) etc.
- Network Security: Installation and Configuration of Sunscreen EFS 3.0 & 3.1 on m Solaris 2.7 (Intel Platform).
- Ticketing Systems: HP Service Desk, Remedy, CMIS Web and Clear Quest for Incident management and QC for defect monitoring and Tracking & JIRA & Service Catalog (In-house Ticketing Tool for all services within Comcast). Service Now, FCAST(Provisioning tool used in UBS)
- Replication: CA XOSOFT (WAN Sync and HA) & Repliweb.