

## Contact

[sunny.khanna@ymail.com](mailto:sunny.khanna@ymail.com)

[www.linkedin.com/in/sunnyk4](http://www.linkedin.com/in/sunnyk4)  
(LinkedIn)

## Top Skills

ITIL

VMware Infrastructure

Team Management

## Languages

English (Professional Working)

Hindi (Native or Bilingual)

## Certifications

ITIL

AWS Certified Solutions Architect – Associate

EXIN-Cloud Computing Foundation

MCSA

## Honors-Awards

Halla Bol - Yodha of the month

Bronze Award

# Sunny Khanna

Lead Administrator at Wipro Limited  
Gurgaon

## Summary

- IT System / Windows administrator with almost 12 years of experience in managing IT infrastructures and data-center operations across multiple platforms (Windows, VMware). Effectively plan, install, configure and optimize, IT infrastructure to achieve high availability and performance.
- Proven skills as Technical Lead for collaborating with business users from requirement gathering to solution delivery stages
- Extensive experience in managing and leading global server and data center operations teams, providing knowledge transfers and hand offs
- MCSA, MCTS, ITIL certified.
- Managing Windows 2003, 2008 and 2012 AD infrastructure.
- Experience in VMware ESXi
- Experience in Exchange 2007 and 2010.
- Team Management
- Incident and Change management
- Hardware installation and Software troubleshooting of Servers
- Vendor management
- Honored with ACE Silver & Bronze awards in recognition of exemplary contribution to business projects

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## Experience

Wipro Limited

Lead Administrator

July 2018 - Present (2 years 2 months)

New Delhi Area, India

- Part of the team that handles managed services, and provides offshore support to more than 10,000 servers (physical and virtual), including domain controllers.
- Working as Wintel Lead for S&P Global
- Handling team of 4 engineers
- Point of escalation for BAU pending issues

- Manage planning, hardware installation and configuration, optimization, operations, and ongoing maintenance of the server/data center
- Installed, Configured, Troubleshoot and Administered Active Directory, DNS, DHCP Server
- Maintain Active Directory: Manage user and computer accounts, groups and access in Active Directory.
- Create and implement Group Policies as per standard procedures.
- Act as a SME and participate in infrastructure systems, process improvements, etc. projects.
- Installed, Configured, Troubleshoot and Administered VMware ESXi, VCSA along with configuration of HA and vMotion
- Manage VMware infrastructure, which includes provisioning of new machines, working with templates, etc.
- Use WSUS and SCCM to patch servers during monthly patching cycle.
- Documentation: Prepare SOPs for team, which they can refer as and when required.
- Incident Management and Change Management (Planning & Execution)
- Coordinate with concerned team for Root Cause Analysis (RCA)

## S&P Global Market Intelligence

### Senior Infrastructure Engineer

February 2017 - June 2018 (1 year 5 months)

Gurgaon, India

- Part of the team that provides offshore support to more than 4000 servers (physical and virtual)
- Manage planning, hardware installation and configuration, optimization, operations, and ongoing maintenance of the server/data center
- Installed, Configured, Troubleshoot and Administered VMware ESXi, VCSA along with configuration of HA and vMotion
- Manage VMware infrastructure which includes provisioning of new machines, working with templates, etc.
- Use WSUS and Kbox to patch servers during quarterly / monthly patching cycle.
- Manage data backup, mirroring and recovery using Symantec Exec Backup, NT backup and Commvault
- Installed, Configured, Troubleshoot and Administered Active Directory / DNS / DHCP Server
- Maintain Active Directory: Manage user and computer accounts, groups in Active Directory.
- Create and implement Group Policies as per standard procedures.

- Act as a SME and participate in infrastructure systems, process improvements, etc. projects.
- Incident Management and Change Management (Planning & Execution)
- Coordinate with concerned team for Root Cause Analysis (RCA)
- Manage internal site page for the team.
- Point of escalation for BAU pending issues.
- Part of patching team, that handles patching of Windows and Linux servers.
- RAID Configurations and Disk management utilities tools.
- Configured, Maintained and provided support for internal (LAN) network.

## HCL Technologies

### Associate Consultant

June 2016 - February 2017 (9 months)

Noida Area, India

- Part of the team that provides offshore support to more than 9000 servers (physical and virtual)
- Handling team of 4 engineers
- Point of escalation for team members
- Responsible for RIM project - Remote Infrastructure Management (servers)
- Incident Management
- Change Management (Planning & Execution)
- Responsible for Ticket Quality and Process adherence by team
- Use SCCM to patch servers during quarterly patching cycle.
- Coordinate with concerned team for Root Cause Analysis (RCA)
- Handling KB preparation and review
- Keep a check on SLA compliance through daily and monthly reports
- Provide training to team mates as and when required (business requirements and technical training)

## Atos India Pvt. Ltd.

### System Analyst

April 2012 - June 2016 (4 years 3 months)

- Provided onsite support to more than 1000 users at client's site
- Handled team of 3 engineers.
- Resolve escalated Issues and Calls.
- Manage deployment and support of internal infrastructure system ensuring that periodic tasks are completed by each team member.
- Assign schedules, coordinate staff and allocate resources to ensure efficiency and productivity are maximized.

- Troubleshoot IT issues via Phone, mails and Ticket Management Software – DELL KACE and SDM12.
- Installed, Configured, Troubleshoot and Administered of OS (Windows 10/8/7/XP), Servers (Windows - 2012 / 2008 / 2003)
- Installed, Configured, Troubleshoot and Administered Active Directory/ DNS/ DHCP Server
- Maintained Active Directory: Managed user accounts, groups in Active Directory.
- Perform timely Patch management as per the schedule, manual as well as using Dell KBOX.
- IT inventory management (PC/ Printer/ Laptop/ Server/ Network Equipment/ Software Licenses)
- Troubleshoot VPN access for users.
- Support to all BAU [Business as usual] calls.
- Perform Change Management as per the process.
- Creating Group Policies and implementation as per standard procedures.
- RAID Configurations and Disk management utilities tools.
- Configured, Maintained and provided support for internal (LAN) network.
- Configured, Troubleshoot and Managed Print devices (Print Server/ Network Printers/ Local Printer)
- Managed VMware infrastructure which includes provisioning of new machines, creating templates, etc.
- 3rd party vendor coordination for visit and troubleshooting
- Worked on DHCP scope entries, and maintenance of DNS Zones and resolution issues.
- Worked on VDI project with offshore team. Prepared and Deploy image for Dell D90 thin clients.
- Managed data backup, mirroring and recovery using Symantec Exec Backup.
- Managed Blackberry user issues, activating and synchronizing them with the Blackberry Enterprise Server.
- Managed users for Avaya through ASA (Avaya Site Administration)

### MakeMyTrip.com

#### Senior Technical Support Executive

December 2010 - April 2012 (1 year 5 months)

- Handled the internal IT Infrastructure.

### Various companies

#### IT System Administrator

December 2007 - December 2010 (3 years 1 month)

I have worked with different companies as IT System Administrator, handling internal IT Infrastructure.

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## Education

Sikkim Manipal University - Distance Education

Master's degree, Information Technology · (2010 - 2012)

JSS ACADEMY OF TECHNICAL EDUCATION, NOIDA

Bachelor of Technology (B.Tech.), Computer Engineering · (2002 - 2007)

LPS

X, XII, Science with Computers · (1991 - 2002)