*Tasneem Hasanat*

*Infrastructure Engineer*

***Email:*** *tasneemhasanat588@gmail.com* ***| Contact:*** *(917) 660-1741*

***SUMMARY:***

* *IT professional having 6+ years of experience in Windows Systems and Virtualization Design Implementation and troubleshooting of mission critical IT systems assignments.*
* *Experience in Monitoring, debugging and resolving Cisco infrastructure issues like Routing, network hardware/Software failure, configuration, WAN outages, and performance issues.*
* *Extensive professional experience in Windows 2003/2008 R2/2012 R2 Servers, Active Directory.*
* *Experience working in a Windows-based server environment with Active Directory, GPOs, DNS, Replication DHCP, File & Print Server, IIS (Web Server), FTP, Terminal Server, NAT, Microsoft Clustering, and Exchange Mail Server. knowledge about how to resolve AD problems.*
* *Experience do Active Directory, Active Directory, Windows Admin and VM Ware Administration*
* *Expertise in implementing and administrating Active Directory, Security, Group Policy, ADAM and LDAP configurations on enterprise IT systems.*
* *Monitoring the Active Directory Replication status of the Domain Controllers.*
* *Results - driven, customer-focused, and articulate Senior Active Directory/Wintel Engineer.*
* *Installing, Configuring, Managing and Troubleshooting, vCenter 5.5, 6.0, 6.5 Servers and ESXi 5.0/5.5/6.0/6.5 Servers.*
* *Working experience on Designing, Installing, Maintaining, Upgrading, and Monitoring VMware Horizon View Environments*
* *Provided 24/7 On Call production support onsite and remotely on rotation basis*
* *Proficiency in setting up and managing Windows 2008/2008 R2/2012/2012R2/2016 & 2019 servers on HP/Compaq, Dell Power Edge, and IBM xSeries hardware platforms.*
* *Microsoft SQL Server management expertise as well as knowledge of Windows Active Directory Administration, Windows /Wintel Server 2003, 2008, Windows Server 2012, and Windows Server 2016 GPO, TCP/IP, DHCP, Certificate Services, and WINS.*
* *Proficiency in using VSphere, vCloud Suite /vRealize suite - vRealize Operations Manager (vRops), Log Insight, vRealize Orchestration(vRO), and vRealize Automation (vRA/ vCAC), VMware Virtual SAN (vSAN)*
* *Knowledge about how to implement VMware vRealize Orchestration (VRO), VMware vRealize Automation (VRA) and creating workflows in VRO.*
* *Experience working with Azure Active Directory B2B and B2C environment*
* *Expert level knowledge with critical IT infrastructure technologies including VMWare/Citrix Virtualization, Active Directory, and Cisco networks.*
* *Experience with SAN/NAS storage*
* *Monitoring the Active Directory Replication status of the Domain Controllers.*
* *Experienced in configuring Cloud platform such as Virtual Networks Multi-site, Cross-site, VMs, Azure AD, Load Balancers, Azure SQL, Cloud Services, etc.*
* *Having Experience Configuring and managing AzureAD Connect, AzureAD Connect health, Microsoft Azure Active Directory.*
* *Resolved Azure AD issues relating to Office 365, Active Directory to AzureAD and CAIDM to Active Directory.*
* *Proficient knowledge in implementing and configuring enterprise IT systems Office365, Windows Server, Exchange Server, Lync, Skype for Business, VMware, Active Directory, Networking and other applications.*
* *Installing, Configuring, Managing and Troubleshooting, vCenter 5.5, 6.0, 6.5 Servers and ESXi 5.0/5.5/6.0/6.5 Servers.*
* *Extensive knowledge and expertise in Routing, Switching, Firewall management, VPN management, LAN/WAN.*
* *Experience in implementing, administering, supporting ADFS, DNS, DHCP, WSUS, NFS.*
* *Experience in providing day to day support for Active Directory, Messaging and collaboration services.*
* *Experience with configuring Group Policy Objects to secure a Windows infrastructure.*
* *Experience in deploying and managing Active Directory Federation Services (ADFS).*
* *Experienced in troubleshooting problems related to applications installed on Windows servers*
* *Used PowerShell scripts to automated server builds for both physical and in VMware ESX 5.5, 6.0, 6.5 environments*
* *Deployed key VMware ESX/ESXi technologies, expertise with HA/DRS, P2V.*
* *Worked extensively on VMs, Snapshots, clones and Templates lying in Content libraries.*
* *Intermediate knowledge in server 2016/2019(Active directory, DNS, DHCP, Network Printer, Antivirus Server)*
* *Experience in installing and configuring applications in the IIS Environment*
* *Expertise in Migration Using Quest Migration Manager Tool for Active Directory*
* *Experience in Monitoring, debugging and resolving Cisco infrastructure issues like Routing, network hardware/Software failure, configuration, WAN outages, and performance issues.*
* *Experience in updating Active Directory Sites and Services.*

***SKILLS:***

* ***Operating Systems:*** *Windows Server 2000/2003/2012& R2/2016, VMWare ESXI server, Linux, Windows XP/Vista/7, IBM AS400.*
* ***Routing Protocols:*** *OSPF, EIGRP, BGP, ISIS, VRF, PBR, Cisco 2600, 3600, 3800, 7200, 7600, Meraki series [MX series], Route Filtering, Redistribution, Summarization, Static Route.*
* ***Networking:*** *Cisco ASA, ACL, IPSEC, SSL, Ixia Breaking Point, FortiGate Firewalls(30D,60D), ACL, Palo Alto, Meraki firewall 2.5 version.*
* ***Hardware:*** *HP ProLiant DL380, BL460c and BL465c blade servers, C7000 and C3000 HP Chassis, Cisco UCS B460 and B260, EMC VMX, VNX and ISLON.*
* ***Virtualization:*** *VMware vSphere 4.0/4.1/5.0, 5.5 vCenter Server 4.0/4.1/5.0,5.5 ESXi 4.0/4.1/5.0,5.5 VMware Update Manager, HA, DRS, FT, v Motion, Storage v Motion, VMware Capacity Planner, VMware Workstation, Horizon View & NSX.*

***EDUCATION:***

***Bachelors of Science in Information Technology l 2017***

*QUEENS COLLEGE (QC), City University of New York (CUNY), Flushing, NY*

***EXPERIENCE:***

***ESPN, NY (Hybrid) | May 2022 - Present***

***Infrastructure Engineer***

* *Support and Maintain Confidential & Confidential Environment Infrastructure.*
* *Main task is to maintain ideal conditions in clustered environment.*
* *File consistency (Multiple deployment across all clusters) Networking control, job scheduling application administration (upgrade, Downgrade and debugging).*
* *Define, plan and maintain standards and guidelines for optimal infrastructure efficiency, performance and disaster recovery.*
* *Assist with planning, research and development of new infrastructure-related technologies.*
* *Successfully established and tested Azure AD Tenant for production. Provided technical direction to allow Active Directory on-Prem group to populate users*
* *Design and test back-end storage for optimal performance for VDI infrastructure*
* *Configure and troubleshoot issues with DNS, DHCP, services including Terminal Services, IIS, Certificate Services, and Active Directory Federation Services*
* *Implemented and enhanced the Request Fulfillment process using ServiceNow, resulting in streamlined service request handling.*
* *Experience in Syncing the Objects Users, Groups, Workstation from active directory to azure active directory.*
* *Utilized, Managed and Supported various Cloud environment including, VMware vRA, Azure, and AWS.*
* *Implemented automation features within the Dell ticketing tool, reducing manual tasks and accelerating the incident resolution process.*
* *Automated and executed Office 365 procedures utilizing Windows PowerShell.*
* *VMware SME for vRA7.x(vCA 6.x), vRO7.x(vCO6.x), VMware Converter, vCenter, vSphere (6, 5.5), VMware Horizon View vROPS (vCOPS) Power CLI.*
* *Developed PowerShell scripts to automate SCCM administrative tasks, enhancing operational efficiency.*
* *Conducted Azure Automation using PowerShell, Chef and Ansible to automate processes in the Azure Cloud.*
* *Documenting configurations and procedures fully and clearly and providing the Root Cause Analysis for any issues related to SCCM and SCOM components*
* *Managed and maintained SCCM and Intune environments, ensuring optimal performance and reliability.*
* *Utilized ServiceNow ticketing and knowledgebase systems in accordance with change management processes.*
* *Implemented Citrix Xendesktop (VDI) and Provisioning Server to virtualize their desktop environment*
* *Help design, install and manage a customer’s VMware Horizon View Virtual Desktop Infrastructure*
* *Help maximize utilization, performance and capacity planning analytics using vRealize Optimization Assessment (VOA)*
* *Perform VMware Horizon View upgrades for companies already using VMware Horizon View*
* *Working experience with vRA, vRO and Ansible to implement various POC that create blueprints and workflows*
* *Resolved Azure AD issues relating to Office 365 (MMSSPP), Active Directory to AZURE AD identity and user permissions.*
* *Provided technical support to end-users, troubleshooting SCCM and Intune-related issues and assisting with device management tasks.*
* *Provided technical support to end-users, troubleshooting SCCM and Intune-related issues and assisting with device management tasks.*
* *Having Experience of Creating and Managing the users and groups in Azure AD.*
* *Manage Office 365 Hybrid Environment, that includes on Prem Exchange and SharePoint.*
* *Troubleshooting vSphere/ESXi Cisco UCS performance related issues. vSAN 6.0 configuration including hardware configuration, configured netapp SAN storages for the VMware environment.*
* *Manage Microsoft Hyper-V Cluster environment and Nimble Storage Infrastructure.*
* *Infrastructure support and development among thousand plus servers which includes CISCO UCS and VM’s.*
* *Managing VMware Templates (in VMWARE content library).*
* *Serve as a subject matter expert on topics relating to routers, switches, telephony, servers, storage arrays and virtualization components; provide training when necessary.*
* *Citrix Provisioning Services 6 support/troubleshooting /administration and implementations for enterprise environments that may include provisioning desktops and servers, configuring Active Directory-based central stores, working with vDisks and configuring target devices*
* *Citrix XenServer 6.X support/troubleshooting /administration in relationship to be able support VM-s be it XenApp and/or XenDesktop ones. Cooperate with Platform team to address HW / FW issues Working on project to migrate virtual infrastructure from Hyper-V to VMware ESXi.*
* *Led a project to migrate users and services to Google Apps from Office 365.*
* *Manage Endpoints and Servers security using Confidential ePO.*
* *Evaluate and recommend new and emerging technologies that fulfil business needs.*
* *Windows Servers (R2/2012 and R2/2016) administration and manage services Active Directory, Group policy, DNS, DHCP, FTP, Sites and WSUS.*
* *Plan, initiate, implement and document new infrastructure and changes.*
* *Configure, implement, monitor and support of the network, which includes routers, switches, telephony, servers, storage arrays and virtualization components.*

***Flagstar Bank, IL (Hybrid) | Jan 2020 - Apr 2022***

***System Admin/Engineer***

* *Installation of ESXi 6.0/6.5/6.7 Hosts, vCenter Server (vSphere), vCenter update manager and administering VM’s across multiple Datacenters running 1500+ Windows 2012/2016/2019 and RHEL/CentOS 5/6/7/8 VMs.*
* *Provide Support, Build, Configuration, testing, troubleshooting, and maintaining of over 900 ESXi hosts, 20 vCenter Servers, 1500+ Windows/Linux virtual machines.*
* *Evaluate and select the best suited migration methodologies, cloud-based services, and tools.*
* *Build, install, configure and support of Windows Server 2008/2008R2/2012/2016/2019 Servers, upgrading Windows Server 2008/2008R2 to 2012/2016/2019 on both physical and virtual machines to ensure server compliancy as part of the build process.*
* *Using UCS Manager, configure IP Pools, Vlans, vNICs, Boot Policies, Server Pools, VSAN, VHBA, KVM Access and Management Console.*
* *Follow oriented work environment, Incident Management, Change Management, Firewall requests and Service Management.*
* *Provide 1st/2nd/3rd level support for the entire RHEL/Windows/VMware environment*
* *Provide 24/7 support, diagnose, and resolve RHEL/SLES/Windows server issues that impact customers based on SLAs.*
* *Provision, installation and configuration and support of Windows 2008/2012/2016/2019 Servers and upgrading all Windows 2008/2008R2 servers on both physical and virtual machines to 2012, 2016, 2019.*
* *Collaborated with cross-functional teams to integrate SCCM with existing infrastructure, ensuring seamless communication and data sharing.*
* *Prepared comprehensive documentation and reports on SCCM and Intune configurations, deployments, and troubleshooting procedures.*
* *Continual monitoring of Data Center support queues, troubleshooting and diagnosing hardware problems in a national level environment.*
* *Tracked servers through life cycle and manage lease refreshments quarterly, meeting deadlines to avoid additional costs.*
* *Provide technical guidance to all existing teams (Application teams, Database teams, Admin Teams) on project progress and server migrations as part Windows, Linux OS refresh project.*
* *Experience automating tasks using PowerShell.*
* *Coordinating with server owners on patching of servers and making appropriate planning to avoid any issues in the production environment, submitting and presenting changes for production environment.*
* *On-call support using ServiceNow Ticketing System for routine system administration Incidents, Tasks, and Change Tasks*
* *Utilize monitoring and backup solutions such as VEEAM, HPOVSD, Nagios, Solar Winds to maximize uptime and provide “follow the sun” support.*
* *Deploy VMware Operations Manager Suite (vCOPS, VMware Configuration Manager) and vRealize Operations Manager for enterprise level monitoring, resource utilization and weekly and monthly reports.*
* *Modify boot from SAN policies on Cisco UCS to ensure smooth migration from NetApp Storage.*
* *Design, deploy and maintain a Citrix XenApp 7.15 farm consisting of over 370 Published applications and over 10000+ VDI desktops, Distributed to over 12000 users globally.*

***Avanade (Remote) | Sept 2018 - Dec 2019***

***Active Directory Engineer***

* *Managed the overall administration of Windows System applications.*
* *Provide day to day support for Active Directory infrastructures.*
* *Azure AD Connect 1.1.189.0*
* *Troubleshooting AD related issues (DNS, Replication, server and User related issues).*
* *Troubleshooting AD user account lockout issues also Troubleshooting on AD trust related issues.*
* *Troubleshooting Active directory permissions. And Creating group policy objects as per security requirements*
* *Identifying and cleaning stale records in AD environment.*
* *Supported in working on upgrading VRA environment from 7.4 to 7.6 with designed process.*
* *Identifying uncertain AD groups and cleaning up accordingly.*
* *Administer the working of Microsoft Exchange and provided support for any server related issue.*
* *Prepare Azure AD connect in development environment for upgrade in production environment.*
* *Migrated Exchange 2013 & 2016 to Office 365 and implemented Lync 2013/Skype-for-Business, and decommissioned the on-premise forest and decommissioned several landline branches.*
* *Responsible for upgrading all servers to Windows 2016/2019 Active Directory, using Dell rack-mounted servers 1600, 2900 series. Responsible for implementation of Dell/EMC AX100 Storage Area Network.*
* *Supported customers on various implementation of Windows Azure AD, MS office 365, Azure Single Sign On, and On-premise, Single Sign On, Windows Azure Saas, Iaas, and Paas.*
* *Active Directory Services, Active Directory Group Policy Objects (GPO), Group Policy Management Console (GPMC), DHCP and DNS.*
* *Take backup of group policies from production ADDS servers and configure the same in Test environment using power shell scripts*
* *Vulnerability management and mitigation by applying required patches using SCCM 2012. Manual configuration changes for Vulnerability Mitigation.*
* *MDM operations (registration, wipe, retirement, label assignment), internal apps installations, testing of new versions of mobile device operation systems.*

***Mobiquity, MA (Hybrid) | June 2017 - Aug 2018***

***IT Help Desk Support***

* *Troubleshoot the network for any possible networking issues.*
* *Create and manage exchange accounts through active directory on a private contract for the military.*
* *Diagnosed and repaired hardware and software issues on laptops, desktops and mobile devices using approved methods and processes.*
* *Installed and troubleshoot hardware and software.*
* *Maintained office environment to ensure all desktop systems were operational and running the latest Windows 10 updates and McAfee antivirus software.*
* *Ensured all systems had network connectivity to access the public Internet as well as the private Intranet.*
* *Installed Office 365 Suite and connected desktops to local and network printers.*
* *Performed asset tracking and maintained inventory of computer equipment.*
* *Conduct data transfers for PC and Mac systems.*
* *Remote control and assist users on their workstations for local and small businesses.*
* *Troubleshoot, diagnose, and resolve Win 8 issues for local and small businesses.*