

CURRICULUM VITÆ

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SYNOPSIS

- ⇒ An astute professional with 7 year's core experience as a Cloud & DevOps Engineer & 3 years' experience as a Desktop support in IT industry.
- ⇒ Currently associated with **Barclays** from 4th April 2019 till date.
- ⇒ Previously worked with **Wipro Ltd.** From 11th August 2014.

Technical Skills - Summary

OS Platform:

- ⇒ Proficient in Server Management, Data Centre Management, Vendor Management and Backup Management.
- ⇒ Building and maintaining Windows 2012, 2016, 2019, 2022 operating systems on HP, IBM, DELL servers and VM as well as AWS hosted elastic computes.
- ⇒ Maintain & Migration of Domain Controller, File server & Print server.
- ⇒ Applying security controls using policy / Chef automations on windows boxes
- ⇒ Installation and configuration & management of Active Directory Services and GPO's
- ⇒ Handling all problem tasks related with windows server platform and provide RCA.
- ⇒ Major role in attending major production impacted calls and work with Microsoft / Broadcom on SEV-A cases.
- ⇒ SRE & Observability approach by automating day to day services using REDHAT ANSIBLE automation platform and CHEF Config deployment tool and reducing the cost and manual efforts.
- ⇒ Handling Git/Stash repositories to commit changes in production.

VMware Platform:

- ⇒ Installation and configuration of VM-Ware ESX's and Hyper V manager Tool.
- ⇒ Installing, configuring & managing virtual infrastructure and virtual centre.
- ⇒ Managing HA, DRS, VMotion issues.
- ⇒ Support ESX Crash issues ESXi not responding Issues and ensure there should not be any impact in prod.
- ⇒ VM servers build and rebuild (Deploying the new VM from the template and cloning and existing VM) as per the client).
- ⇒ Building windows and ESX servers, patch them as per standard. Work with Broadcom whenever critical situation comes up
- ⇒ Creating VM Snapshots and managing them.
- ⇒ Maintain all process as per ITIL.
- ⇒ CAB (Change Advisory Board) any changes going to happen in environment to be raised in CAB meeting & get it approved from Client.

Cloud Platform:

- ⇒ Collaborated with development teams to implement AWS IAM best practices, enhancing security posture and achieving compliance with industry standards
- ⇒ Experienced in creating and maintaining AWS Cloud services from Compute (EC2 EBS & Autoscaling), Networking (VPC, Route53 & Direct Connect), Storage (S3 and Glacier), Application integration services (SNS & SQS), Security Identity (IAM, ACM, Secret Manager, Inspector, Cognito, Secret Manager), Global Content Delivery Network (CloudFront) Monitor Resources (CloudWatch, CloudTrail) AWS Migration (DMS & SMS)
- ⇒ Microsoft Certified: Azure Administrator Associate.
- ⇒ Certified AWS Solution Architect Associate

Windows End-User devices:

- ⇒ Build of devices with OS, including troubleshooting.
- ⇒ Application installation and troubleshooting to identify potential issues.
- ⇒ Coordinate with application suppliers for enhancements and installations.
- ⇒ Coordinate with Network suppliers for setup and troubleshooting.

Trainings

Trainings & Certifications– **Barclays**

- ⇒ AWS Solution Architect Associate Badge
- ⇒ AZ-104 - Microsoft Azure Administrator Badge
- ⇒ AZ-800 & 801 - Configuring Windows Server Hybrid Advanced Services

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- ⇒ Chef Automation & Config deployment
- ⇒ Python automation (Intermediate)

- ⇒ Redhat Ansible Automation Platform (AAP)

Trainings – Wipro Limited

- ⇒ ITIL v3 Foundation
- ⇒ VMware vRealise Automation

- ⇒ VMware Training
- ⇒ Windows Failover Cluster

Accolades:

- ⇒ Received Client (HARMAN International) Appreciation Award of the year 2017-2018 in April 2018.
- ⇒ Received Best Employee Award of the year 2016-2017 in March 2017.
- ⇒ Achieved individual client reward from Senior Director for outstanding performance and dedication towards the automation done for DFS network shares in the infrastructure.

Career Highlights

Barclays Global Service Centre	Escalation Cloud Engineer	April 2019 to till date
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As a **Cloud Engineer**, responsible for handling multiple setups across all regions. Currently working as a senior cloud engineer.

Roles and Responsibilities:

- ⇒ VM servers build and rebuild (Deploying the new VM from the template and cloning and existing VM) as per the client).
- ⇒ Installation, configuring and managing of Active Directory Service in Windows 2012, 2016, 2019 and 2022 servers, manage replications across DC's
- ⇒ Supports for the Microsoft failover cluster.
- ⇒ Monthly patching activity on 70 k servers using WSUS and own designed automation tool.
- ⇒ Alerts and events handled by Automation.
- ⇒ Deploying automation scripts / policies using Chef Automation and support them in BAU Infrastructure by demonstrating SRE & Observability mindset.
- ⇒ Handling critical changes starting from drafting it, getting represented in Change advisory calls, represent them impact and risks and back out plan, get it approved from security / business authorities.
- ⇒ Work on problem Records/ Tasks and providing valid RCA with available evidences and update problem management team within due date
- ⇒ Create Data centre Resiliency activity plan for infrastructure
- ⇒ Creating automation plan and write yaml scripts for Ansible Automation controller
- ⇒ Experience in creating and managing EC2, VPC, S3, IAM, SNS, Cloud Watch, EBS, Elastic Load Balancer, Auto Scaling, Cloud watch and Route53.
- ⇒ Creating S3 buckets and managed Policies for S3 buckets and used S3 bucket for storage and backup on AWS and manage versioning and lifecycle policies to and backup files and archive files in Glacier.
- ⇒ Using AWS security services to maintain track of compliance using IAM roles, configuring ACM, resource manager and secret manager.
- ⇒ Creating alarm for CPU if more than 80% and adding email to SNS.

Wipro Limited	Windows & VM Administrator.	May 2017 to April 2019
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As a **Windows & VM Administrator**, responsible for handling multiple setups across all regions. Currently working as a Senior Administrators

Roles and Responsibilities:

- ⇒ Installing, configuring & managing virtual infrastructure and virtual centre.
- ⇒ Creating and managing virtual machines and installing VM tools into VM's.
- ⇒ VM servers build and rebuild (Deploying the new VM from the template and cloning and existing VM) as per the client).
- ⇒ Installation, configuring and managing of Active Directory Service in Windows 2003, 2008, 2012 R2, 2016,
- ⇒ Upgrade operating systems of critical server like Domain Controllers and application servers.
- ⇒ Domain Controllers and Critical application server OS upgrade performed in planned way on weekends.
- ⇒ Deploy upgrades and additional equipment, circuits, hot fixes, update package and Code Mode to the servers as required and recommended by Aspect.

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- ⇒ Logging calls of servers for hardware issues with HP, IBM and DELL etc. and taking follow up and coordinating with Vendors as per escalation matrix for all types of issues.
- ⇒ Planning and performing DR Drill activity as per customer request.
- ⇒ Providing support for Windows and Linux servers (with Basic knowledge) (Monitor & manage).
- ⇒ Installation of various types of Antivirus such as Symantec (SEP), Defender
- ⇒ Installation and configuration of VM-Ware ESX 8.0, ESX 6.5, ESX 7, and Hyper V Manager Tool.
- ⇒ Installed Windows, Cent OS and Linux operating systems.
- ⇒ Planning and managing Data Centre operations.
- ⇒ Taking backups of Call Centre recordings from various locations and restore the same as per customer requirement. Working on Dell Tape library.
- ⇒ Documenting Daily call reports, Antivirus reports, Link outage reports, Backup reports, Asset details and server Health check reports.
- ⇒ Establish Safecom / Follow-me print and Cirrato print setup and support them.
- ⇒ Maintain Documentation of Hardware setup and landscape.
- ⇒ Keeping the tracking of assets of Data centre equipment.

Wipro Technologies
November 2014 to May 2017
Desktop Administrator.

Worked as **Desktop Engineer** to interact with the users by taking remote and co-ordinate them on call.

Roles and Responsibilities:

- ⇒ Provided comprehensive support to around 1000+ users & Network Printers, understanding client's requirement, acquiring, installing, maintaining of the hardware as required by the organization
- ⇒ Worked as a front-line support as a primary local support
- ⇒ Spool Administration like Configuring and troubleshooting printer problems at Server and Client end
- ⇒ Supported Applications like SAP, Visual Studio and AutoCAD and front-end installation
- ⇒ Supporting, Installations & administration for desktop & Server applications
- ⇒ Worked with the multiple application vendors and maintain them
- ⇒ Support for Local Area Network, Leased Line other peripherals like logging call to NOC for link issues etc.
- ⇒ Establishing Network Switches and routers
- ⇒ Installation of antivirus server & client tools
- ⇒ Solving Mail related problems. Configure mail setup, Import Mails, Address book.
- ⇒ Support for Local Area Network, Leased Line and other peripherals
- ⇒ Backup of mails, important data & database
- ⇒ Installing & configure Windows operating systems
- ⇒ Downloading of patches & services packs, Antivirus updates & necessary software for troubleshooting
- ⇒ Installing Networks & maintaining them for maximum uptime and high customer satisfaction
- ⇒ Planning, designing and configuring LAN/WAN as per organisational requirements
- ⇒ Maintaining email user accounts and executing backup procedures at Corporate and Branch offices
- ⇒ Creating and maintaining user accounts with different security levels permissions as per company rules in Active Directory
- ⇒ Resetting & Unlocking User account passwords in Active Directory
- ⇒ L1, L2, L3 support to infrastructure, which includes Servers, Desktops, centralised printers setups like secure print and Cirrato
- ⇒ Streamlined the Inventory Management of the Hardware and Software's of the Customer.
- ⇒ Hardware & Operating system troubleshooting.

SCHOLASTICS

⇒ B.Sc. Software Engineering from SRTM University, Nanded, MH, IN.

⇒ HSC from Maharashtra State Board

⇒ SSC from Maharashtra State Board.

PERSONAL SNIPPET

Gender : Male
Nationality : Indian
Marital Status : Married
Languages known : English, Hindi & Marathi

Declaration:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.

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Place: Pune

Swapnil L. Birajdar