**sushil sharma**

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###### EDUCATION

B.Tech. 2008-12 UCER, Allahabad 75.0%

Class XII (UP Board) 2006 SKD Academy, Lucknow. 76.80 %

Class X (UP Board) 2004 CMS Lucknow. 71.33 %

###### EXPERIENCE SUMMARY

* 4 Years 5 Months of experience in architecting **Cloud Infrastructure Services-AWS- (IaaS and PaaS)** in a leading IT Organization having below skills. Working as Technical Analyst.

1. AWS Services (Iaas and Paas) – VPC; EC2; EBS; ELB; Autoscalaing; S3; Cloud Watch; Cloud Front; Route53; RDS; Redshift; Dynamo DB; SNS; Elastic Beanstack; Elastic Cache; Elastic MapReduce etc.
2. Linux Server Administration
3. Windows Server Administration
4. Web Server Administrator (Apache)
5. **Montoing tools**- Nagios; Cloud Watch; Dynatrace
6. Antivirus Security- Trend Micro
7. Basic knowledge of DevOps (Git Hub; Jenkins; Maven; Docker)

* ITIL –Incident Management; Problem Management; Change Management; Release Managemet;Configureaion Management
* Good experience in setting up the Project Environment- Client Talk, Primay Support, Secondry Support. Shadow Support
* Troubleshooting Server issues, working in collaboration with other relevant IT areas and vendor support towards a quick and effective resolution.
* Hands on experience in understanding and evaluating the technical systems and user needs.
* Capability to prioritize, integrate and coordinate project activities and tasks.
* Excellent problem solving and decision making skills.
* Self-motivated with a strong work ethic and positive work attitude.
* Can work independently as well as a team player in a diverse team
* Strong leadership skills and ability to work in a Global Model with Teams across different locations
* A fast learner with excellent communication and presentation skills.

###### PROFESSIONAL TRAININGS

* Technical and Organizational Behavior training from Infosys Leadership Institute, Mysore, Karnataka
* Completed internal training for Amazon Web Services (IaaS)
* **Microsoft Certified** for Windows Azure (IaaS)
* Completedtraining for Linux Administrations (Red Hat, Ubantu)
* Completedtraining for Winodws Server Administrator (version 2012, Active Directory, Exchange)
* Completed training for ITIL Version3 2011

###### Key Technical Skills

* + - **Programming Languages**: Python, HTML, SQL
    - **Scripting Languages**: SSH, Python
    - **Server:** Windows 2012, Redhat Linux 6 &7
    - **Operating System**: Windows 2000/XP/vista/7, UNIX, AIX, Linux, Windows 08/12 Server
    - **RDBMS/DBMS:** Oracle,SQL
    - **Monitoring Tools:**, Nagios; Cloudyn; Dynatrace; RHN Satellite
    - **Ticketing Tools:** ITSM; HPSM; SNow; Jira
    - **Antivirus:** Trend Micro Deep Security Server
    - **Mobile Device Management:** AIRWATCH
    - **Server Architecture Design:** MicrosoftVisio

###### KEY PROJECTS

* + - **Merck KGaA –** AWS (Windows, Linux, Monitoring,Antivirus) Administration and Web Server Administration

**Company -** Infosys Limited

**Client Location** – Germany; US

**Duration** - June 2013 to Present

**Location** – India – (Pune)

**Team Size** - 40

**Roles and Responsibilities:** Working as Offshore-Coordinator to support highly complex Cloud Infrastructure

having 40,000 users and over 90 servers(Windows, Linux) where my functionality strictly revolve around ITIL processes.

* **User Management Support**
  + User Account creation in Windows Using Server Management and in Linux
  + Providing admin access to priviledge of the users
* Providing support from AWS Console for Dev, QA, Pre Prod and Prod Environment
  + Creation of New Instances(servers) on Windows platform and Configuring Active Directory/Exchange
  + Creation of New Instances(servers) on Linux platform and installing Apache
  + Cration of Elastic Block Storages
  + Taking scheduled backup with cron job scheduling
  + Keeping data in S3 Simple Storage Service
  + Creating Virtual Private Connections (VPC, Public/Private Subnets, Public/Private /Elastic IP address)
  + Installation of latest fixpack and hotfixes on both Windows and Linux platforms
  + Upgrade Instances, applications
  + Handling server crash , hang and performance issues like CPU, Memory, Disk Space Utilization
  + Weekly maintenance of Linux/Windows Servers to avoid performance issues on the servers
  + Troubleshooting different infrastructure related issue
  + Establishing connection between different servers present across domains
  + Removing Linux/Windows Instances from AWS.
  + Maintaining effective AWS security across all the servers with the help of VPC and Security Groups
  + Understanding of Network protocols and concepts such as TCP/IP, VLAN, VPN, IPSec, DNS, Firewall, Proxy, VPN, SSL VPN, SPAM, Security patch updates, Application and IT Network Security.
  + Basic understanding of Network implementation and network associated technologies.
* Antivirus management (Trend Micro Deep Security Management)
  + Configuring TM agent
  + Upgrading timely the latest upgrade available.
  + Troubleshooting Errors.
  + Scheduling antimalware scans
* Monitoring Tools: Nagios;Cloudyn; Dynatrace;Redhat Network Satellite
  + Configuration of the tool with all the servers
  + Configuring automation in Monitoring to generate alerts on mail and SMS
  + Diskusage ; CPU, Memory Utilization, URL Monitoring, URL Monitoring
* Web Server Administration
  + Using Apache Web server in Linux
  + URL Redirction, Go Live activities
  + Whitelisting/Blacklisting/Greylisting Domains.
* Mobile Deivice Management
  + Ability to perform device enrollment, configure and troubleshoot
* Knowledge Management Activities
* Tracking software license expiration for all areas of IT infrastructure.
* Provided 24\*7 support operational Support services as per ITIL practices to all business, Client operations of the company.
* Should have thorough understanding in Desktop Computing, Server Computing, Network Computing
* Security infrastructure, Application Management, Disruptive technologies like Big Data, Cloud Computing, Digitization, IOT, Mobility, WFH, BYOD, BI etc.
* Monitoring day to day service operations (such as server, backup, incident, problem, change, capacity and business continuity and disaster recovery management.) for the entire infrastructure across all locations and oversee service delivery to internal and external customers as per business requirements and SLA’ s
* Provide assistance to business solutions team to deliver new business initiatives.
* Ensure uptimes for all systems in purview - Email/Messaging (Exchange), Directory Services, AV/EPO, DNS, Internet DNS, Anti-spam, Networks, Security, etc. as per business defined SLA's.
* Implementing, manage and administer efficient monitoring tools for IT infrastructure devices and Services
* IT budget preparation and effective management of the same in co-ordination.
* People management- learning and training, Career Planning, Attrition Management, Team Management, Healthy co-ordination among team members, Appropriate sizing of the team, productivity management skills is a must
* Team management activities
* Weekly and monthly status review meetings with customer
* Weekly internal review with offshore and onsite team
* Daily review of escalated tickets and define action plan
* Training new resources on AWS

###### HOBBIES

* Passionate Traveler with keen interest in meeting people across different countries and cultures.