**Ismail Khan** **KHAN.ISMAIL786@gmail.com (M) +91-9986498959**

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| **Summary** |

* **13+ years** of experience in the IT Industry with a wide array of skills and toolset mainly related to Cloud Computing.
* Currently working as, **I O Engineering Consultant** in **Optum Global Solutions Pvt Ltd**.
* Working on Azure CSP solutions and implementing DevOps and Automation for commercial engagements.
* Worked as **Azure SME** and **Technical Lead** for Design, Build and Migration of Enterprise Infrastructure on Azure platform using Azure Portal and Terraform\ARM Templates for automated deployments.
* Self-motivated professional with the ability to learn anything, make things happen, work under pressure and adhere to strict deadlines. Strong people and project management skills, including the ability to lead multiple simultaneous projects.
* Experienced in leading the delivery and team along with reporting to Clients, Higher Management and Excellence Team.
* Experienced in leading the Automation Team along the lines of DevOps with responsibilities including creation of automation scripts using PowerShell, version control using Bitbucket, Data Visualization and\or monitoring using SPLUNK and orchestration using Jenkins\Azure DevOps for EUC Domain.
* Experience in creating CI/CD pipelines using Jenkins and Azure DevOps for enterprise applications.
* Worked in a Customer facing Onsite assignment for short term.
* Managed transitions from Projects to BAU support model and involved in providing KT to the operations team.
* Expertise in Application Life Cycle Management Services within large enterprises for IT Infrastructure including Servers, Desktops and Mobile devices.
* Have good knowledge on Active Directory Services and DNS Servers.
* Technical Skills
* Platforms : Win7/Win10/Windows Server/Linux.
* Technology : Azure IaaS, PaaS and SaaS, Windows Installer, Active Directory, Jenkins, Azure DevOps, Docker, and Kubernetes.
* Virtual Computing Tools: Azure, VMware workstation, Virtual PC, Oracle Virtual Box, Hyper-V.
* Cloud Migration: Azure Site Recovery, DoubleTake, Cloudamize, Windows Failover Clustering, SOFS and SQL always on Clusters, Disaster Recovery.
* DevOps & Automation: Azure DevOps, GitHub, Bitbucket, Jenkins, PowerShell, Splunk, ARM Templates, Terraform, Trained on Chef.
* Tools : Visual Studio Code.
* Database : MS Sql Server, SSRS, SSIS, Relational Database.
* Coding\Scripting: PowerShell, VBScript, BAT, WiseScript, HTML, Java, and C#.
* Certifications
* [Exam 70-533(Implementing Microsoft Azure Infrastructure Solutions)](https://www.microsoft.com/en-us/learning/exam-70-533.aspx)
* SCCM (Microsoft System Center Configuration Manager 2007, Configuring:070-401)
* ITIL V3 Foundation.
* Splunk User Certification.
* PL-400: Microsoft Certified: Power Platform Developer Associate
* MB-230: Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate
* PL-200: Microsoft Certified: Power Platform Functional Consultant Associate
* AZ-900: Microsoft Certified: Azure Fundamentals
* Soft skills
* Strong problem solving, logical implementation, trouble-shooting skills.
* Ability to grasp any technology in minimal time without formal training.
* Can work efficiently in a team, and highly receptive and adaptive to change.
* Good communication and inter personnel skills.

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| **Company** | **Designation** | **Period** |
| Optum Global Solutions | IO Engineering Consultant | Dec-20 till date |
| EY | Supervising Associate | Sept-19 till Nov-20 |
| Accenture | Cloud Ops Engineering Specialist | Apr-13 till Sept-19 |
| Hewlett Packard | ITO Service Delivery Consultant | July-10 to Apr-13 |
| SuperValu Services India | System Engineer | Sept-08 to July-10 |

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| **Cloud Computing Services & Microsoft Azure** |

**Azure CSP:**

* Managing a multi-tenant environment for customers.
* Onboarding commercial customers to Azure CSP.
* Setting up Lighthouse connections and delegations for CSP customers.
* Setting up Policies, Monitoring, and Security solutions for customers.
* Setup CSP monitoring through Splunk using Queries, Reports, Dashboard and Alerts.
* Research on setting up multi cloud environment.
* Setting up Prisma environment for customers.
* Building IaC modules using Terraform.
* Providing L4 support to Operations team for any issues with resource deployments.

**Cloud Migration:**

* Connecting with App owners and understanding technical requirements for the applications.
* Working end-to-end with all stake holders involved in the migration activities.
* Comprehending and reviewing High level design for Azure and manage the Build of Material document.
* Using Cloudamize to validate interdependency of applications within the enterprise and connecting with application owners to understand technical requirements for the applications.
* Set up the infrastructure for migration from On Prem to Cloud (ASR, Double-take, Cloudamize etc.)
* Setting up the Waves for migration based on interdependencies between applications.
* Planning the migration timelines, finalizing technical configurations (defining the Resource Groups, VNet, Subnet, NSG configurations etc.)
* Scheduling and Mobilizing resources for the Migration execution.
* Performing the T-, T0 and T+ activities during migration to Cloud Environment.
* Providing SME support, troubleshooting migration issues for Windows Servers.
* Migrating of SAP and Non-SAP infrastructure from On-prem to Azure environment.
* Azure to Azure migration procedures.
* Mentoring team to get up to speed with new technologies and assisting them to adopt automation methodology.
* Created Isolated copy of client production environment within the subscription for Mock testing.
* Managed the Active Directory Services and DNS entries for the Mock Environment.
* Setup the various measures within the environment like the SiteScope server, AOHA, Qualys Guard, Log Analytics and Automation Account for hardening and monitoring purposes.

**Build and Design:**

* Comprehending and reviewing high level design for Azure.
* Creating Design Architecture for applications.
* Implementing Network, Compute, Storage, Security, Web, Containers, and Database Services.
* Implementing ARM Templates\Terraform scripts to automate Pre configurations, Deployment and Post Configurations of resources.
* Implementing Networking resources like VNets, Subnets, Service End Points, NSG, ASG, Service Tags, Resource Firewall, Network Interfaces, Public Private IPs,UDR.
* Implementing High Availability Solutions using Availability Zones, Availability Sets, Load Balancers, Application Gateways, Traffic Manager.
* Implementing connectivity using Peering, Point-to-Site, Site-to-Site VPN connections. Aware of ExpressRoute setup.
* Implementing Security and Monitoring using Azure Security Centre, Azure Monitor, DDoS protection, Azure Firewall, Network Watcher, Traffic Analytics, Network Performance Monitor, OSM Log Analytics.
* Implementing Compute resources like Windows and Linux VMs.
* Implementing the Hub and Spoke model.
* Producing Terraform/ARM templates for Infrastructure as a Code.
* Built the SAP infrastructure for DEV, QAS and Production environment.
* Setup SAP ASCS and SCS environment for Windows Failover Clusters, Scale of File Servers (SOFS), Cloud Witness, High Availability architecture using Load Balancers and Availability sets.
* Setup Frontend IPs, Backend Pool, Health Probes, LB rules.
* Setup SQL DB clusters and Standalone VMs. Also configuring SQL always on Clusters.
* Created Isolated copy of client production environment within the subscription for Mock testing.
* Managed the Active Directory Services and DNS entries for the Mock Environment.
* Setup the various measures within the environment like the SiteScope server, AOHA, Qualys Guard, Log Analytics and Automation Account for hardening and monitoring purposes.
* Implementing Azure extensions for VMs.
* Setup the Disaster Recovery environment in the secondary region.
* KT and Handover to the Operations team for smooth run.
* Performance monitoring the migrated Environment.

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| **DevOps and Automations** |

* Setting up DevOps environment for clients using GitHub and Jenkins.
* Setting up reusable Terraform IaC modules for resource deployments.
* Setting up Jenkins pipelines for resource deployments using reusable Terraform modules.
* Administration of the DevOps environment.
* Leading Automation team to work on automating the various Service Requests that are handled by the different teams in EUC domain.
* Organizing Design Thinking sessions with different teams and deriving new automation ideas.
* Gathering the requirements and creating Visio Workflows.
* Maintaining product Backlog.
* Automating Service Requests.
* Training teams on usage of these automations.
* Service Automations include Application Packaging Dashboard in SPLUNK, Partially Automated SV and QA Process, Decommission of Applications, Packaging and deploying Applications (Click Once, WebApp & Fast Track applications), Pending SSL Certificates Automation, UDS file share creation, Service Account Management, GPO Creation, Involved in App Deployment Incident Automation, SCCM Client health remediation, SCCM Client Health Report.
* Implementing DevOps practices for Enterprise Applications.
* Performing version Control using BitBucket.
* Creating CI\CD pipelines using Jenkins and Azure DevOps.
* Creating pipelines for Web Applications and deploying applications to Azure.
* Automating testing using HPQC.
* Setup monitoring using Splunk.
* Performed POC for DevOps implementation for .Net and Java Web applications on Azure using Azure DevOps.

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| **Onsite - Stockholm, Sweden** |

* Working in a customer facing environment.
* Working with the application owners and getting the applications streamlined with the process.
* Doing a Pre-Evaluation of Applications once they arrive for Packaging.
* Doing Integration Testing in the live environment for applications once the Packaging and Internal QC is complete.
* Working with the Application Owners and setup applications for User Acceptance Test.
* Attending weekly calls with stake holders and Release manager and providing inputs when required regarding applications and helping in getting the application approved for the release calendar.
* Assisting in getting the application setup in production environment.

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| Application Repackaging |

* Defining and formalizing robust IT infrastructure setup for optimizing existing performance in co-ordination with On-site Project Managers and Deployment Consultants within the Process life cycle of BAU.
* Managing a team of 12 members to package applications and stage them for deployment through SCCM 2012.
* Creating proposal, estimates, and inventory for Windows 10 migrations from Windows 7 Environment.
* Acting SME and Implementing Design Thinking methodologies and optimizing existing processes by involving team to reduce delivery timelines and thus improving overall experience for our stakeholders.
* Connecting with business representatives on daily basis to understand the critical requirement and prioritize the critical applications delivery.
* Tracking the overall packaging requests and driving the team in delivering the packaged application within SLA and helping them during technical difficulties.
* Mobile Application packaging for IOS and Android devices for Intune deployment and administrator for Apple Development Program.
* Performing all weekly and monthly reporting (Steerco, CDart, Delivery Output.)
* Manage the team leaves and Roster Plan and maintain monthly calendar within the team.
* Applying monthly Microsoft patches on Servers and managing the Active directory Services, DNS Servers etc.
* Creating and generating reports through SCCM for software compliances and audits.

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| Educational Qualification |

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| Course/Degree | Institute | University/Board | % |
| B.E.(Computer Science) | City Engineering College | VTU | 73.06 % |
| 12th Std | Vijaya College | Pre-University Board | 66.17 % |
| 10th Std | Bangalore Higher Secondary School | State Board | 66.08 % |

I hereby declare that the information given above is true to the best of my knowledge and belief.

**Date**: 25th Jan 2022

**Place**: Bangalore Ismail Khan