AMIT KUMAR THAKUR.

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Summary

Results oriented project professional with above 5 years of experience. Installation, administration and networking in various environments. Excellent command of running projects employing industry standard project management techniques. Extensive documentation and training experience. Successful project coordinator and motivator. Proven track record in complex, delivering value and innovation in Strategy and Corporate Planning.

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Core Competencies.

- ➢ Implementation.
- ➢ Infrastructure Designing.
- ➢ End to End Delivery.
- ➢ Windows Debugging.
- ➢ Performance testing.
- ➢ Project Management.
- ➢ Windows Core platforms.
- ➢ Cloud Computing.
- ➢ Virtualization.
- ➢ Cyber Security.

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Experience.

DELL EMC.

Software Engineer 2/Senior Escalation Engineer-EMC Networker   *June 2018-Present.*

- ➢ Experience in backup, protection and recovery area with respect to applications and environments like SAP, Microsoft Exchange, Microsoft SQL, Oracle, Hyper-V, VMWARE.
- ➢ Understanding of OS internals and constructs.
- ➢ Understanding of common software development practices.
- ➢ Strong analytical and problem solving skills and solid debugging skills.
- ➢ Strong skills in designing software components and engineering them.
- ➢ Experience in Java and C++.
- ➢ Knowledge on EJB 3.0 and JPA over Hibernate or Hibernate.

- ➢ Knowledge on JBOSS.
- ➢ Knowledge on REST Web-Services with REST specification.
- ➢ Knowledge on Web and Application servers like Apache, HTTP, Tomcat.
- ➢ Working knowledge on Maven, Eclipse, SVN, JIRA, GIT.
- ➢ Experience with developing on Windows and/or Linux.
- ➢ Good understanding of object oriented design patterns.
- ➢ Fix issues in the product to meet quality and performance requirements.
- ➢ Troubleshoot problems found at customer sites and provide quick workarounds and resolutions.
- ➢ Mentor junior engineers and perform code, design, and unit test review.
- ➢ Working in a Development environment.
- ➢ Understanding of storage constructs required - understands concepts such as SAN, NAS, and replication technologies.
- ➢ Working experience on any of the Database Applications (Oracle/SQL/Exchange/SAP)
- ➢ Knowledge on any Multi-Pathing software (EMC PowerPath etc.,) and Native MP on Operating System Platforms: Windows/AIX/VMware/Linux.
- ➢ Knowledge on Virtualization technologies (e.g. Windows Hyper-V / VMware / AIX VIOS)
- ➢ Knowledge on EMC primary Storage (VMAX /Unity /XtremIO) is a plus or any storage platform / array.
- ➢ Strong knowledge on Data Protection, Backup/Recovery and Replication Technologies.
- ➢ Working knowledge on Postgres, Hibernate and RDBMS.

MICROSOFT CORPORATION

Tier-3 Performance and Reliability Engineer.   *Aug 2017- May 2018*

- ➢ Responsible for the incorporation/blending and combination of multiple Data Center strategy objectives into centralized deliverables meeting all objectives. Approach with require consultation with multiple project teams and end users to identify optimal environments and hosting options for integrating applications, functions and capabilities.
- ➢ Perform analysis on potential product changes related to architecture to include security, risk analysis, and profit amplification
- ➢ Coordination with Technical Account manager, Incident Manager, Customers on call to look for the alternatives and design issues.
- ➢ Troubleshooting the Windows components for
    - ✦ Memory Management
    - ✦ Application Executables.
    - ✦ Windows Installer.
    - ✦ Terminal Services /Remote Desktop Services.
    - ✦ Windows Management Instrumentation (WMI).
- ➢ Identifying and Troubleshooting Windows OS Performance issues like slowness, high CPU, hang and crash issues.

- ➢ Booting issue.
- ➢ Troubleshooting with Windows Server Performance issues
- ➢ Troubleshooting the OS Binaries in Kernel mode for performance analysis.
- ➢ Debugging the Windows Service.
- ➢ Designing Implementation and Administration of Server.
- ➢ Server/Network Administration Concepts
- ➢ Backup and disaster recovery.
- ➢ Troubleshooting High Availability environment i.e. Storage issues, Hyper-V issues, Hyper-V configuration.
- ➢ Network issues on Windows.
- ➢ Superior Researching, Problem Solving and Troubleshooting Skills - Thinking logically and demonstrating use of available resources Excellent and demonstrated customer service skills.
- ➢ Own and resolve technically challenging or politically sensitive customer issues.

Société Internationale de Télécommunications Aéronautiques

Airport Hub Deployment Specialist.   *April 2016-August 2017.*

- ➢ Provide L2 level technical support, guidance and direction for products supported.
- ➢ Monitor and manage backup capacity.
- ➢ Work closely with the lead architect for infrastructure and security matters across the SITAONAIR portfolio.
- ➢ Meet high standards of performance, scalability, availability and operability whilst maintain a strong design-to-cost culture to deliver our unit cost objectives.
- ➢ Liaise with customer accounts as required. Analyze and resolve escalated problems within target
- ➢ Creating Backups and Recovering of the Customer Database and upload it to the Cloud.
- ➢ Document and implement changes to technical standards as required
- ➢ Able to conduct the vulnerability assessments
- ➢ Knowledge of Compliance such as PCI DSS

Orange Business Services.

Cessation Management Specialist.   *June 2014-October 2015.*

- ➢ Implementation, Planning and coordination of new green IT projects in Orange Business Services.
- ➢ Entry of all RFCs for disconnects, validation, tracking, scheduling, HQ & local customer ownership for all high value disconnection requests and all Diamond & Business Critical Customers and Strategically important projects etc. (Change & Release Management).
- ➢ Work as a member of the extended customer facing team, working closely with the AM/PS/PM/CSM/CCIM/CM&RM teams. (Change & Release Management).

Arvato Bertelsmann Marketing Services Pvt Ltd. (Project: Acronis).

L1 Technical Support Engineer.   *Jan 2014-June 2014.*

- ➢ Maintaining and administering all aspects of the Storage Area Network with the customer's Environment.
- ➢ Assisting customers with taking the backup and storage of the backups.
- ➢ Assisting with Disaster Recovery and Bare Metal Recovery.

Aegis Global Pvt Ltd.

Senior Executive Operations, NET   *June 2013-Jan 2014.*

- ➢ Managed user accounts, groups, print queues and controlling access rights using Active Directory. Responsible for managing Citrix Server 4.0 and configuring Citrix clients.
- ➢ Installed, Configured, Performed troubleshooting and deployed SP1 for Windows 2003 Servers.
- ➢ Supported all remote offices and home based users using Net meeting, CISCO WebEx.

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EDUCATION

- ✚ *HARVARD BUSINESS SCHOOL, BOSTON.*
  Pre-MBA/PGDM, HBX Core.   *May 2018.*
    - • Business Analytics.
    - • Financial Accounting.
    - • Economics for Managers.
- ✚ *ANNA UNIVERSITY, CHENNAI.*
  B.E., Electronics and Communication Engineering.   *June 2013.*