



## UTTAM KUMAR

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New Delhi, India

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### **OBJECTIVE**

- Seeking to obtain a challenging position within an organization that gives me an opportunity to utilize my skills and abilities within the given field while being resourceful, innovative, and flexible.

### **COMPUTER SKILLS**

#### **Network:**

IP Addressing IPV4/IPV6, Basic LAN& WAN configuration, Manage & Configure Router, Switch and Firewall. knowledge of SSH, Telnet, IPsec VPN & SSL, Good knowledge of service like DHCP, NTP, ARP, NAT, PAT, ACL& VLAN. Knowledge of Routing protocol RIP, EIGRP, OSPF.

#### **Server:**

Maintaining window Server, 2008/2008R2/2012/2012R2/2016/2019 Installation and Configuration of Services AD, ADC, WDS, FTP, DHCP, DNS, WSUS, File Server, Printer Sharing, Share drive & Knowledge of User objects Attributes and group Poicy management. Network Load Balacing, Faiover Cluster, knowledge of PowerShell scripting.

#### **Azure Cloud:**

VM, VMSS, VNET, Vnet peering, Azure Backup, Azure Storage, Application Gateway, Load balancer NSG. Azure App, Function app, Web app, Azure synapse, Traffic Manager, AKS, Data Factory, Databricks.

#### **AWS Cloud:**

Cloud services: AWS(EC2, S3, ELB, VPC, EBS, RDS, IAM, Snapshot, Route53, Cloud front, Auto-Scaling, NLB.

## **Education & Certifications**

10<sup>th</sup> passed from B.S.E.B Board.

12<sup>th</sup> passed from B.S.E.B Board.

Graduation Completed from Jai Prakash University.

MCA Completed from Jaipur Nationa University.

Hardware & Networking certification from Jetking (Rohini).

MCSE Certified by Microsoft

Microsoft Certified Microsoft Azure Administrator Associate

Microsoft Certified Microsoft Network Engineer.

Microsoft Certified Microsoft Security Engineer.

AWS Certified Solution Architect Associate

Terraform Associate Certified

Kubernetes administrator Certified

**Bringing 10 years of professional experience in the IT industry, including:**

- **3 years in IT support**
- **3 years managing servers, networks, and VMware**
- **4 years specializing in cloud technologies and DevOps**

## **Professional Experience**

**Teleperformance Global Business Pvt.Ltd.**

**(OCT 2023 – Till Date)**

**Global Cloud Specialist & DevOps Engineer, specializing in multi-cloud environments across Azure and AWS, with Level 3 support expertise.**

Experience in Server Administrator, Linux Administrator, Azure Administrator, Azure network administration, Azure security administration, Azure Devops, Terrafrom, AKS,Data bricks.

### **Responsibilities:**

- Delivering a comprehensive cloud project on Azure/AWS, ensuring end-to-end implementation aligned with security and cloud best practices.
- Experienced in Azure IAAS and PAAS services, SAAS Provisioning VMs, Virtual Hard disks, Virtual Networks, Azure AD.
- Docker, Kubernetes, Git, Terraform and Azure CI/CD Pipeline and azure DevOps.
- Virtual Network gateway configure with MFA to use with the secure login process.
- Security Assessment report created to protect customer Azure environment.
- Configure Azure load balancer.
- Configure and manage reserved instances on Azure.
- Configure application gateway.
- Create and Manage DDoS protection to protect the network.
- Configure and Application security group.
- Configuring virtual machines, storage accounts, and resource groups.
- Implemented high-availability infrastructure architectures in an Enterprise and Cloud environment adhering to DR, Business Continuity, and availability best practices.

- Configuring and Deploying Multiple Virtual Machines. (Windows, Linux).
- Implementing Microsoft Azure Backup.
- Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs, and subnets.
- Configure automated backup and disaster recovery of the complete infrastructure.
- Troubleshoot disk-related issues and the memory utilization on IAAS Infrastructure.
- Working on ticketing tools like Service Now and fresh service.
- Handling tickets and managing the tickets and resolving the issue related to Windows OS.
- Handling tickets for Change management, problem management, and incident management.

**Noventiq India Pvt. Ltd.**

**Nov 2022 – Sep2023**

**Senior Cloud Analyst (L1 & L2 Support)**

Experience in Server Administrator, Linux Administrator, Azure Administrator, Azure network administration, Azure security administration, computer (hardware/software)

**Responsibilities:**

- Experienced in Azure IAAS and PAAS services, SAAS Provisioning VMs, Virtual Hard disks, Virtual Networks, Azure AD,
- Virtual Network gateway configure with MFA to use with the secure login process.
- Security Assessment report created to protect customer Azure environment.
- Configure Azure load balancer.
- Configure and manage reserved instances on Azure.
- Configure application gateway.
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- Configure automated backup and disaster recovery of the complete infrastructure.
- Troubleshoot disk-related issues and the memory utilization on IAAS Infrastructure.
- Working on ticketing tools like Continuum and Autotask,
- Handling tickets and managing the tickets and resolving the issue related to Windows OS.
- Handling tickets for Change management, problem management, and incident management.

**Binary Global Limited (Dishtv India Pvt. Ltd.)**

**Nov 2021 – Nov 2022**

**System Administrator (L1 & L2 Support)**

Experience in Server Administrator, Vmware administrator, Azure Administrator, network administration, computer (hardware/software)and Hyper-V, Office 365.

**Responsibilities:**

- Create and configure virtual machine on Azure Portal.
- Creating snapshot and creating machine from snapshot.
- Managing Azure storage account.
- Replication of production on every week.
- Maintain & Managing the server of VMSS.
- Server Patching through Desktop central.
- Make RFC to change in Production server.
- Maintain & Manage Vmware Esxi and Vcentre server.
- Used IAM for creating roles, users, groups and also implemented MFA to provide additional security to AWS account and its resources.
- Creation of AWS instance for the webserver.
- Create, change, and delete user accounts per request in active directory & office 365.
- Monitor & Configure Active Directory, DHCP, DNS, WDS, & File server backup tasks.
- Manage and monitor Symantec Antivirus Server.
- Create configure and manage New Server in Hyper V.
- Manage procurement department, Make purchase order and work order.
- Co-ordination with vendor for timely resolution of IT issues to minimize downtime.
- Responsibility for documenting the configuration of the system.

**Xcelserv Solutions Pvt. Ltd (MY Flight Search Inc.)  
System Administrator (L1 & L2 Support)**

**Nov 2018 – Nov 2021**

Experience in Server Administrator, Firewall, IT Support, network administration, computer (hardware/software) and Hyper-V, Office 365.

**Responsibilities:**

- Used IAM for creating roles, users, groups and also implemented MFA to provide additional security to AWS account and its resources.
- Creation of AWS instance for the webserver.
- Create, change, and delete user accounts per request in active directory & office 365.
- Monitor & Configure Active Directory, DHCP, DNS, WDS, & File server backup tasks.
- Manage and monitor Symantec Antivirus Server.
- Create configure and manage New Server in Hyper V.
- Manage procurement department, Make purchase order and work order.
- Provided desktop support for 250+ users that involved troubleshooting Windows Windows 7/8/10 and hardware issues, ranging from Office 2010/2013/365 issues to WiFi/LAN network connectivity to client/server applications running in MS Virtual PC.
- Coordination with vendor for timely resolution of IT issues to minimize downtime.
- Manage Desktop computer, Printer, Firewall, Mac book, Ipad, Leased Line, Wifi, Projector, Applying operating system updates, and configuration changes And check of systems/software.
- Responsibility for documenting the configuration of the system.

- Track record of increasing responsibility in secure network design, systems analysis and development.
- Documented all issues and standardized workstation configuration according to guidelines.

**SMS Parking Solutions Pvt. Ltd. (SMS Limited)  
IT Executive (L1 & L2 Support)**

**Mar2017 – Nov 2018**

Experience in Server Administrator, Firewall, IT Support, network administration, computer (hardware/software) and technical support.

**Responsibilities:**

- Create, change, and delete user accounts per request.
- Manage Database server of Shawman Software & Active Directory.
- Manage procurement department & Make purchase order & work order.
- Manage CCTV camera, Music System & Epbax.
- Co-ordination with vendor for timely resolution of IT issues to minimize downtime.
- Support Lan, Wan, Network Segments, Internet and Intranet System.
- Manage Desktop computer, Printer, Firewall, Mac book, Ipad, Leased Line, Wifi, Projector, Applying operating system updates, and configuration changes And check of systems/software.
- Responsibility for documenting the configuration of the system.
- Manage inventory of all I.T materials stock.
- Worked in a Windows 2008 and 2012 server environment, handling account creation/configuration backup tasks.
- Track record of increasing responsibility in secure network design, systems analysis and development.
- Documented all issues and standardized workstation configuration according to guidelines.

**Progressive Infotech (HT Media Site)  
Desktop Support (L1 Support)**

**Oct 2016 – 25 Feb 2017**

**Project Detail:** HT Media Limited an India based Media Company. The entire IT Infrastructure is based on Microsoft Windows Platform with around 10000+ users in India and more than 2500+ users with 100+ servers including physical and Windows Hyper-V virtualization in Delhi Location.

**Responsibilities:**

- Manage Video Conference Devices.
- Technical support all VIP user of HT media.
- Logging the closing fault tickets in Call Tracking System.

- Installation, Configuration and troubleshooting issues related to Windows 7 and 8.
- Troubleshooting of Windows Client OS, user profile and MS Outlook email issues.
- Create, change, and delete user accounts per request.
- Support Lan, Wan, Network Segments, Internet and Intranet System.
- Troubleshoot Problems reported by users.
- Manage Desktop computer, Printer, Firewall, Mac book, Ipad, Leased Line, Wifi, Projector, Applying operating system updates, and configuration changes And check of systems/software.
- Responsibility for documenting the configuration of the system.
- Manage inventory of all I.T materials stock.

**Techclarus Technologies Pvt. Ltd.  
IT Executive(L1Support)**

**June-2015– July 2016**

Experience in IT Support, network administration, computer (hardware/software)and technical support.

**Responsibilities:**

- Create, change, and delete user accounts per request.
- Support Lan, Wan, Network Segments, Internet and Intranet System.
- Troubleshoot Problems reported by users.
- Ensure network connectivity throughout a company's Lan/Wan infrastructure.
- Maintain network facilities in individual machine, such as drivers and settings of personal computers as well as printer
- Manage Desktop computer, Printer, Firewall, Mac book, Ipad, Leased Line, Wifi, Projector, Applying operating system updates, and configuration changes And check of systems/software.
- Responsibility for documenting the configuration of the system.
- Resolve Problem according to ticket.
- Provided desktop support for 100+ users that involved troubleshooting Windows XP/Windows7/8/10 and hardware issues, ranging from Office 2003/2007/2010/2013 issues to WiFi/LAN network connectivity to client/server applications running in MS Virtual PC.
- Remote PC support using web utilities as well as setting up file-and-print servers, multi-function printers and wireless DSL networks.
- Upgraded Windows 2K/XP and troubleshooting desktop issues and providing software updates to on-site and remote users .
- Setup remote services for faculty using Internet Explorer, Outlook.
- Connected LANs using cable management and cabling from the desktop to the patch panels to the Cisco routers to the servers.
- Documented all issues and standardized workstation configuration according to guidelines.
- Assembled PC's, Checked Connectivity, Installed Printers.
- Assisted with logins, passwords, toolbars and navigation of new email system.

**Personal Details**

<b>Name</b>	Uttam Kumar
<b>Date of Birth</b>	10-06-1994
<b>Sex</b>	Male
<b>Marital Status</b>	Married

**Nationality** Indian  
**Father's Name** Sh. Achhelal Prasad  
**Languages Known** English, Hindi

**Strong Points**

Can adapt to situation, Dedication to work, Creative, Innovative, Hardworking, Commitment to meet deadlines.