



Solutions Architect - Associate



CURRICULUM VITAE

Sashi Kant Gupta

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Career Objective

To accept a challenging career in an organization where I can contribute my experience, expertise and talent in an environment of open communication, activity, vision and growth.

Technical Certifications

- Computer Hardware & Networking Professional
- Microsoft Certified Systems Engineer (MCSE) trained.
- VMware VCP-DCV Trained
- AWS Solution Architect Associate Certified
- Terraform Associate HashiCorp Certified
- GCP Associate Cloud Engineer Certified

Work Experienced

- Overall, 12+ years of experience in IT professional.
- Currently working with **Waisl Limited at (IGI Airport, New Delhi)** as a **Senior VMware/Wintel Administrator** from November-2024.
- 3 years 10 months with **HCL Technologies Limited** as a **Windows and VMware Engineer Sr L2** from Jan-2021 to Oct-2024.
- 2 years 5 months with Adecco India Pvt Ltd as a *System Engineer L2*. Duration- April-2018 to August-2020. (Client – Wipro Limited)
- 3 years 3 months at Infodart Technologies India Ltd as a *Sr. IT Executive L2*. Duration- Jan-2015 to March-2018. (Client – Videocon d2h Ltd)
- 2 years experienced with Futuresoft Solution India Pvt Ltd as a *System Engineer L1* in Noida sec-64. Duration- July-2012 to November-2014 (Client – TechMahindra Ltd)



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Ticketing tool experienced

- Working on ticketing tool – Currently working on Manage Engine ticketing tool and earlier worked on BMC Remedy and Service Now.
- Working on tickets - incidents, requests, tasks, change, - Implement/Resolve/Close and assign to our team.
- Handling P1/P2 incidents with resolve the issue on the call and work on problem tickets as well
- On behalf of ticket coordinating with user and resolve the issue or transfer to resolver group.
- Generating tickets reports on a daily basis, weekly and monthly basis for my team.
- Maintain tickets SLAs – Response/Schedule time, update, close and resolve under SLAs
- Raising tickets as per alerts and making bridge call with internal team for resolution.
- Making shift handover to the next shift with pending tickets/tasks and ageing details with latest updates.

VMware and Windows experienced

- VMware infrastructure management, design and deploy vSphere, ESXI and vCenter and license management.
- Resource managements of VMs like – RAM, CPU (Hot-Add/Plug) and HDD size increase/add as per service request and change order.
- VMware Vulnerability management and to mitigate vulnerability as per VMware/Broadcom released patch apply to products as plan and schedule (ESXI, vCenters, VMs) and etc.
- Upgrade and patch management of ESXI Hosts and vCenters through update/Lifecycle manager as required.
- vCenter server installation, configuration and upgradation, vCenter user management, permissions, roles and SSO configuration.
- VMware Distributed switch and standard switch management- Port group, VLAN etc.
- Migration- P2V, V2V, Cold /Hot migration, Cluster to cluster migration, Cross vCenter migration.
- Monitoring vCenter alerts, VMs alerts, network alerts and act or report to concern.
- ESXI host commission/decommission, patching, upgrade, firmware/BIOS update and management.
- ESXI host hardware support- checking with ILO/iDRAC and case log at HPE/Dell for DIMM, HBA, NIC and MB.
- Performing VM snapshots, CREATE templates, cloning, cold and hot migrations of VMs.
- RV tool used for taking details of vCenter's, ESXI hosts and VMs details or fetch reports.



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- Creating/rebuilding VMs and installing different guest OS like windows and Linux flavors.
- Creating Clusters for host and storage, Configuration HA, DRS and Fault Tolerance.
- vRops report template, report generation and schedule report.
- NSX Network Infra L2 level support and perform activity with help of VMware/Broadcom Team.
- Monitoring NSX Managers, EDGES and NSX health monitoring on daily basis and
- AVI Load balancer monitoring, controller, pools health checkup and utilization monitoring and report creation.
- Datastore management – Create, Increase, extend and monitor the alerts, store utilization management.
- vSAN Creation and management- monitoring health and error diagnose if required.
- Windows server (2008/ 2012/2016/2019) troubleshooting – servers not accessible, not pingable and not responding and other issues.
- Accessing the servers through CyberArk with multi domain environment – Prod, Dev and Test Environment.
- Windows server troubleshooting with ILO/iDRAC console for hardware issues.
- Case log with vendor HPE/Dell for servers' hardware issues – DIMM, HDD, NIC, HBA and motherboard.
- Taking approvals from server's application owners to reboot/downtime servers.
- Dynatrace tool for monitoring servers- utilizations of CPU, memory and disks and down server's alerts, and act and inform to respective team.
- MS Clustering with windows 2019 and 2022 environment.
- Azure VM management – Resources, RAM, CPU, Disk, snapshot and patching through azure portal.
- Windows Server In-Place OS upgraded from server 2012 to server 2019 above 400 servers.
- Server builds and decommission as per client requests.
- Software installations on servers as per request with approval.
- Troubleshooting of shared drive issues like – access, permission, delete data recovery.
- Windows server upgrades, update and patching with latest security updates.
- Windows server Prod/Non-Prod patching with TrueSight Server Automation Tool.



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- Windows serves hardware troubleshooting, Disk, CPU & RAM management.
- Active directory domain creation & configuration on servers 2008/2012/2016/2019
- Active Directory users, computer, OUs and security groups administration.
- Creating domain user, user deletion, password reset & managing user's profile.
- Assigning rights and permissions on share drives and troubleshooting's.
- DHCP - creating & managing DHCP Server, DHCP failover, scope/superscope, IP reservation.
- Group Policy - Domain group policy management and apply on OUs and default domain.
- Coordination with internal IT teams to resolve issues server/network related.
- Work on standard/normal/emergency changes- Change create, schedule, Implement, review and close.
- Nutanix environment virtual machine and resource management.

Linux Environment (RHEL) Training Only

- Linux OS installation - RHEL7/8/9/Ubuntu/Debian on physical and virtual environment.
- Disk partitioning – FDISK and Logical Volume Management (LVM), Disk mount/unmount
- RAID 1 and RAID 5 configuration.
- Network Management- IP configuration and troubleshooting's
- Linux directories and files permissions managements.
- Software installation, uninstallation and update/upgrade on Linux OS

Operating Platforms

- Windows Servers / 2008 / 2012 / 2016 / 2019 /2022
- Linux RHEL, Ubuntu, Debian

Academic Qualification

- BA Graduate from Delhi University
- 12th from Assam Board
- 10th from Assam Board



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