

High-energy driven professional targeting assignments in IT Project Delivery in Virtualization and Cloud Platform as VMware Specialist and Senior Cloud engineer with an organization of High Repute in IT industry.

Objective

Experienced IT Infrastructure Engineer with over 8 years of IT experience along with leading cross-functional teams to deliver complex projects on time and within budget. Proven track record with expertise in Agile, Scrum, and Waterfall methodologies. Adept at stakeholder communication, risk management, and team leadership.

Technically I also have worked on **VMware virtualization and Cloud operations and Windows Server Administrationss**. Skilled in deploying, managing, and troubleshooting large-scale virtualized environments. Proven ability to ensure system availability, performance, and security in enterprise-level infrastructures. Adept in automation, patch management, backup strategies, and disaster recovery planning.

Seeking a position to utilize my experience, ability, and skills. Meet an organization's value and growth objectives and expectations of that position. I'm aspired to work in a challenging and fast-paced work environment, which can be effectively utilized as well as enhance my education & experience.

Professional Experiences

- I am a competent professional with nearly 8+ years of experience
- As a lead for infrastructure delivery team, I work closely with clients, operational team and vendor
- Focus on leadership, planning, execution, delivery, stakeholder management.
- Managed stakeholder communications and client updates, reducing escalations.
- Oversaw vendor selection and contract negotiation for 3rd-party integrations
- Reduced average project delivery time by streamlining internal approval workflows.
- As a Senior Virtualization engineer, I'm responsible for managing the ESXi VMware infrastructure and I work with various IT infrastructure and Security teams with VMware technologies and in Azure platforms
- Consistently secure Excellent rating in all the quarterly appraisals.
- Successfully worked on projects such as VMware and VxRail infra and Azure.
- Willing to work on cloud platforms such as Azure and AWS
- Hands-on experience in NSX-T platform as well as NetApp for storage solutions
- Worked on SQL Database 2016
- Implemented Wintel and Active Directory tools, policies, procedures and documentation in conjunction with the Company's information securities.
- Worked in compliance with industry best practices to integrate software and network; evaluated windows and provided technical inputs on system acquisitions to senior management.
- Excellent analytical, troubleshooting & interpersonal skills and Capacity Management.

Skill Set

Tools & Technologies:

- Project Planning & Execution
- Agile & Scrum Methodologies
- Stakeholder Communication
- Team Leadership
- ServiceNow (Ticketing Tool),

- VMware vSphere, ESXi, vCenter Server
- Windows Server (2012, 2016, 2019)
- Active Directory, DNS, DHCP, Group Policy
- vMotion, HA, DRS, Storage vMotion
- Backup & Recovery
- Patch Management
- Storage Management
- ITIL Process Knowledge
- Performance Monitoring

Cloud (Microsoft Azure)

- Azure DevOps for dashboard creation
- Azure (VMs, Resource groups, Networking)
- Azure Site Recovery, Azure Backup
- Azure AD, RBAC & Azure Monitor
- Azure Migrate, Hybrid Cloud Integration

Job Title History

Senior Analyst (Accenture Ltd.)	May, 2022 - Till Date
Associate Consultant (Capgemini Technology Solutions)	Feb, 2021 – May, 2022
Senior System Engineer (Infosys Limited)	MAY, 2019 – FEB, 2021
Project Engineer (Wipro Limited)	Nov 2016 – May 2019

Work Experience Summary

- Deployment of new OIS servers for physical host and creation of its VMs for server virtualization.
- Configuration of Active directory and Domain controller for maintaining users and group policies and creation of Organization Unit Structures for adding servers.
- Configuration of ILO for hardware health check of both the blade servers and rack servers.
- Identifying outages & Coordination with Incident Managers to ensure serviced availability with minimal delay and impact towards ensuring smooth operations.
- Attending technical training also has been completed and some are in progress.
- Working on new technologies and enhancing niche skills.
- Engaged with the entire Team as well for their Knowledge Transfer session.
- Being part of Transition actively performing all the tasks related to the Transition.
- Preparing SOPs for certain technologies.
- Evaluating the tickets, service request, change request or problem management.
- Ensuring timely escalation of incidents to higher levels when required for zero fault tolerance.

Highlights & Achievements:

- Improved project delivery cycle through process optimization.
- Reduced operational costs by vendor negotiation and resource realignment.
- Supported project lifecycle phases including planning, monitoring, and reporting.
- Maintained project documentation, risk logs, and status reports.
- Assisted in budget tracking, stakeholder updates, and vendor coordination.
- Attended training on Networking, Wintel, ITIL, Storage, Backup, PowerShell, Database, Monitoring and Microsoft Azure for 3 Months.
- Recognized as Top Performer in Quarter 2 of 2017 & received appreciation certificate from Credit Suisse for the same. Got awarded (certificates) for best performance in 2017-2018.
- Received Excellent rating in consecutive years.
- I also attended the training session on vSphere, vSAN, VCF on VXRail and vRA 7.5 & 8.0.
- I received appreciation from customers for resolving some critical issues in production servers and access issues.
- Received Winner Certification as a TOP Performer of the account in 2021 from the entire tower.
- Received customer appreciation multiple times
- Awarded from Accenture Extra Mile Award
- Completed the cloud certification on AZ-900
- Completed the VMware training on Workspace One

Project Roles (Cloud Engineering)

Accenture Ltd, Bengaluru

Project: ZF Lifetec

Role: Senior Cloud Engineer

Responsibilities:

- Successfully led upgrade project and delivered on time
- Managed cross-functional teams across different departments and regions
- Implemented Agile practices, reducing delivery time
- Oversaw stakeholder communication, reporting, and project governance.
- Oversaw infrastructure upgrade projects multiple clients
- Developed project plans and resource schedules for projects.
- Sprint planning within the team to execute what to build during the sprint
- Liaising with the Product Owner and stakeholders to review the increment and provide feedback.
- Administered a VMware infrastructure with over 200+ virtual machines across multiple data centers.
- Performed vSphere upgrades and patching (ESXi hosts and vCenter).
- Implemented vSphere HA, DRS, and vMotion to ensure high availability.
- Automated daily tasks and health checks using PowerShell and PowerCLI.
- Maintained and troubleshooted Windows Servers, including AD, DNS, DHCP, and Group Policy.
- Managed user accounts, permissions, and login scripts via Active Directory.
- Monitored system performance and resolved hardware/software issues.
- Configured and maintained vSAN storage, including storage policies and capacity monitoring.
- Created documentation for infrastructure processes and user guides.

Project: Telstra GDM

Role: Senior Analyst

Responsibilities:

- I have been working as a lead and managing the team
- Assisting and collaborating with Team for multiple issues in the BAU and Supervising and ensuring that the tickets are closed within given SLA
- Guide technical teams in managing processes Incident, Service Request, Change and Problem management
- Joining and leading the customer call for quality assurance and upcoming project related tasks
- Involved in critical P1/P2 issues, outages
- Responsible for the VxRail and its component upgrade for the entire cluster also worked and troubleshoot all the issues on the node addition under VxRail cluster
- Performed VxRail upgrades and firmware updates via VxRail Manager and vCenter.
- As well responsible for managing NSX-T platform and upgrade
- Responsible for customer onboarding under the cloud platform in Azure along with the following:
 - Configure and manage NSG.
 - Create VMs inside an availability set.
 - Create and manage Azure Load balancer.
 - Create and manage Azure Application Gateway.
 - Knowledge of Azure pricing calculator.
 - Works on Azure VDI deployment
- Handled Windows Server administration, including Active Directory, DNS, DHCP, and Group Policies.
- Participated in disaster recovery planning and regular DR tests.
- Taken ownership and completed the vCenter upgrade for the internal infra
- Worked on the cross vCenter migration testing for one of the servers successfully
- Worked on the VMware usagemeter component upgrade and fixed the related issues
- Worked on NetApp related tasks such as upgrade, certificate renewal and decommissioning
- Liaising with teammates for building the LAB environment
- Worked on a few roots cause analysis on server reboot for one of our customers and also on the server going out of domain for another customer
- Liaising with vendor teams for any prolonged issues and resolving them as well
- Worked on the connector addition under the CVO for Azure NetApp and upgrade the NetApp platform

Projects & Highlights

- **Hybrid Cloud Deployment:** Deployed a hybrid infrastructure integrating on-prem VxRail with Azure improving resource scalability by 60%.
- **DR Setup with ASR:** Implemented Azure Site Recovery for critical VMs
- **Infrastructure Automation:** Automated daily VMware and Azure health checks using PowerCLI and PowerShell scripts.
- **vSphere Upgrade:** Led the upgrade of a 4-cluster vSphere environment with zero production downtime.

Project Roles (VMware & HCl Infra Lead)

Capgemini Technology Solutions, Kolkata

Project: CSL Behring & Seqirus

Role: Associate Consultant

Responsibilities:

- Responsible for all the transition related work and did successful technical transition.

- Responsible for vCenter and ESXi Server administration, troubleshooting & upgrades and
- Patch management to comply with Security Vulnerability and Risk Management
- Vendor co-ordination to resolve any Hardware or software incidents and follow-ups until service is restored and ticket closure.
- Responsible for operating system vCentre / ESXi Server patches installation and upgrades.
- Working with HP, DELL & CISCO vendors and VMware for any hardware failure or any upgradation issues for the infrastructure.
- Responsible for managing HCI infrastructure with VCF on VXRail along with SDDC manager.
- Upgrading the version of VCF on VXRail along with its components such as SDDC Manager, VXRail, NSX-T Manager and vCenter Server.
- Working on vRealize Automation 7.5 in order to automate Virtual Machine deployment.
- Working on vRealize Orchestrator 7.5 for adding Security Cells mostly coding with JAVA Script.
- Responsible for adding and managing the Blade server into the Chassis and Rack mount servers.
- Upgrading the firmware of CISCO UCS along with ESXi host upgrade.
- Upgrading the firmware of HP ILO for and vulnerability remediation.
- Upgrading the version of ESRS for VXRail environment.
- Troubleshooting in any kind of Host down issue and backup failure issues.
- Troubleshooting for vSAN rebalancing issue
- Responsible for weekly client meeting for Reporting of vSAN storage capacity for infrastructure capacity enhancement.
- Working on any escalated issues or major incidents.

Project Roles (VMware Admin)

Infosys Ltd, Pune

Project: Johnson Controls

Role: Senior System Engineer

Responsibilities:

- Working on server performance issues (Memory, CPU usage, Networking, Checking system logs).
- Working in a Data Center Environment and performed physical server health check and monitoring if any issue reported.
- Handling server space issues (Adding space / Expanding HD).
- Working on mostly with HP, DELL vendors and VMware servers whereas also managing failover cluster issues.
- Troubleshooting on server networking issues (Determining network or connectivity).
- Handling Hyper-V replication issues and looking into server hardware and installing configuration.
- Resolving Server performance issues on tickets and SCOM reporting and populating the error.
- Working on SRM, HA & DRS for VMware ESXI host.
- Working on Server patching activity using SCCM and WSUS including ESXI host patching.
- Generating Monthly compliance report for patching (Servers and desktops).
- Performing Disk consolidation task for VMs, VMware tools upgradation and VM right sizing task.
- Creating and managing Virtual Machines using templates.
- Enabling VMware features like vMotion, SvMotion, High Availability (HA), Resource Scheduling (DRS).

- Performance monitoring of VM's & ESXi Servers using vROPS.
- Interactive Dashboard Creation as per Client requirement using vROPS (CPU, Memory, Disk utilization, Power ON status, Uptime etc.).
- Interacting with VMware TAM monthly basis regarding different VMware upgradation processes and activities.
- Managing Active Directory servers, Group Policy implementation and Managing users' group wise.
- Creating AD users, Groups & OUs.
- Troubleshooting on server access issues (AD group membership additions) and RDP related issues.
- Adding or Moving Users from one OU to another OU, creating Group policies and applying the same on the OUs.
- Managing DNS servers for creating DNS records and monitoring DNS and resolving the issues related to it.
- Providing RCA for incidents pertaining to Windows servers & VMware infra.

Project Roles (Windows Server Admin)

Wipro Ltd, Pune

Project: Credit Suisse Corporate Bank

Role: Project Engineer

Responsibilities:

As an administrator monitoring the IT Infrastructure for its availability, capacity Usage and hardware and OS errors and failures. Handled First-level incident / problem determination and resolution on the incidents and queries within the agreed service levels. Timely escalation of incidents to a higher level when required. Log files monitoring for errors. Follow quality / security process defined for the engagement. Creation of users into the Active directory on the domain for providing access to the server that belongs to the same domain. Configuration of Mail Client such as Outlook.

Project: UNHCR (United Nations High Commissioner for Refugees)

Role: Server Administrator

Responsibilities:

- Creating new OIS Servers for Physical host and creating its VMs and Installation of the required OS (Windows or Linux).
- Installing SCCM and SCOM tools for updating patches and monitoring the server.
- Giving admin access to the user for Windows server and SUDO access for the Linux server.
- Creating the DHCP server and DNS record of the server.
- Resolving server DNS issues for name resolution and DHCP configurations.
- Assessing current infrastructure (Age, OS, Resource, Design, Quote and Build).
- WSUS Configuration for SRV servers.
- Printer configuration using Print management for File and Print servers.
- Installation of Active directories and domain controllers for ADS servers.
- Configuration of VPN to create a secure network connection over the public network.
- Upgradation of the ILO firmware to avoid any hardware fault on the physical server.

Education

- Master's in computer applications (2016), from West Bengal University of Technology.

- Bachelor's in computer applications (2013), from West Bengal University of Technology.
- Higher Secondary (2010), from K.B.R. Girls' High School.

Personal Information

Name: Sanchari Mukherjee
Date of Birth: 17/04/1993
Languages Known: English, Bengali & Hindi
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Permanent Address: 27/A/3, Kheta Mitra Lane, Salkia, Howrah-711106

Declaration

I am keen to join your organization due to its leading position in the industry, great organizational culture, and spirit of innovation and professionalism that characterizes your organization and its employees. I am attracted to this role on account of the organizational performance, values, challenges, best fit, and so on that it offers.

I appreciate your efforts in taking the time to review my credentials and experience. Looking forward to a positive response.

Thank you,

Sincerely,

Sanchari Mukherjee

Enclosure: Resume

(Signature)