**Ritu Raj Basant**

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E-Mail: [riturajbasant86@gmail.com](mailto:riturajbasant86@gmail.com);

**PROFESSIONAL SUMMATION**

* 9+ years of experience in IT industry with experience in Server administration in various environments –2008 & 2012 with IIS and SQL Server.
* Proven hands-on experience in installation, configuration and support of AppDynamics on windows Web and App Servers.
* 24 X 7 Production server administration, support, monitoring, proactive problem recognition and resolution.
* Knowledge of **Amazon web services** includes VPC, EC2, ELB, auto scaling, Security Group and S3.
* Good knowledge in DevOps and Application Deployment with RA (Release Automation) tool with a good knowledge of windows, Linux, PowerShell, SQL, GitHub etc.
* Good knowledge in Application Deployment with RA (Release Automation) tool with a good knowledge of windows, PowerShell, SQL etc.
* Possess excellent interpersonal, communication and analytical skills with demonstrated abilities in customer Relationship management.
* Got trained and certified ITIL and following ITIL (Change management, release management and problem management etc.) procedures.
* Attended Training on **Automating Administration with Windows PowerShell** from Koenig Solution Limited.

**TECHNICAL SKILL**

* Operating System: Windows Server 2003/2008/2012, Linux
* Web/Application Servers: IIS 7, 7.5, 8, 8.5 and Globalscape
* RDBMS: SQL Server 2005/2008
* Packages: MSOffice 2010, 2016
* Monitoring Tools: AppDynamics and Monolith Event Manager
* Scripting: PowerShell, Batch and Basic knowledge of Python
* Service Management: Service Now
* Ticketing Tool: Salesforce
* Defect Management: JIRA, IBM Clear Quest and Service Desk (Ca)
* Team Collaboration: Confluence

**EMPLOYMENT SCAN**

**IHS Markit**

21st Sept 2015 to Present

Working as **Senior Associate**

**Roles and responsibilities:**

* Hands on experience as a systems administrator in maintaining Windows Servers 2008 and 2012/2012 R2.
* Monitor and support the deployment of both cloud and on-prem web applications via automation tools and practices.
* Extensive industry experience in deploying AppDynamics for mission critical applications.
* Setup highly-available and scalable Controller infrastructure with appropriate monitoring and alerting mechanisms.
* Configure and update Universal Agent of AppDynamics on new nodes.
* Proven hands-on experience in installation, configuration and support of AppDynamics on windows Web and App Servers.
* Experience on Dashboard creation and alert setup for various applications and conditions.
* Supervised monitoring of server to guarantee system functionality via various tools and Monolith and scripts.
* Provided 24x7 on-call support for production environment.
* Comprehensive configuration experience of SMTP server.
* Configuring SSL certificates for IIS applications provided production Support for various applications.
* Comprehensive understanding of both network management and business application software development.
* Prepared and executed disaster recovery tests.
* Performed root cause analyses for issue resolution and prevention.
* Responsible for creating SQL script for the manual updates which can’t be done via front end.
* Install patches on server via Software Center (SCCM).
* Developed and updates documentation, appraising users and administrators of vital information.
* Responsible for the deployment on production via tools and scripts.
* Ensuring that Our DR environment remains in Sync all the time with the PROD Environment.
* Ensuring that Our DR environment remains in Sync all the time with the PROD Environment.
* Ensuring Backup and restore tests works fine to make sure that we should be safe in case of any disaster.
* Responsible for uptime/availability of critical systems/applications, incident and problem
* management activity
* Perform debugging and troubleshooting of issues in the field as required, by working closely with development team.
* Process improvement by automating multiple manual efforts via creating scripts.
* Worked closely with the developers of applications to advise concerning changes on system-levels.

**Mercer India Pvt Ltd.**

27th Dec 2010 to 18th Sept 2015

Worked as **Module Lead**

**Roles and responsibilities:**

* Support for applications hosted on Windows servers; carrying out server health-checks.
* Troubleshooting and facilitating issues resolution assigned via ticketing tools and new change implementations within committed SLAs by effectively collaborating and communicating via conference calls / emails with various other teams such as: DBA group, Network Operations group, Security group, Firewall group, etc.
* Created Jenkins build Job and done migration of build jobs.
* Configured Jenkins build job as per dev team’s requirements.
* IIS and Apache administration of all environments that includes websites setup, security, monitoring.
* Responsible for operating system validation and server health monitoring for application availability 24x7.
* Responsible for the deployments (Downtime messages, data update in the production environment, Tax and SI updates), Schema creation, deletion and troubleshooting of various applications.
* Installation / Monitoring of web / App servers in different environments.
* Managing security of application by imposing rules on F5 LB or using SSL’s.
* Perform Root Cause Analysis (RCA) for the errors (outage) along with developers and Outage Management Team Retrieving relevant information.
* Interacting with application team and creating different environments after gathering the requirement.
* Process enhancement, interaction with NOC (Network Ops) and SOC (Security Ops) team for new requirements / production issues.
* Worked closely with the developers of applications to advise concerning changes on system-levels.
* Supervise all alerts related to application and system procedures and provide services proactively.
* Time-efficient, systematic working methodology. Rapid adaptability to new problem-solving.
* Creating MIS reports, dashboard creation for weekly/monthly data for operational effective decisions.

**Niit-Technologies Limited**

From Jan 2010 to Oct 2010

Worked on **contract (10 months)**

**Roles and responsibilities:**

* Responsible for the correct migration of data exist in SQL server 2005 into new server 2008.
* Verification of the data from old database to the current database of CTDMS.
* Identify potential people-side risks and anticipated points of resistance and develop specific plans to mitigate or address the concerns and facilitate the development group in implementing the requirements.
* Handles all the productions issues and prepare change orders accordingly.
* Provided coaching and training to clients to enable transfer of knowledge so that upon project completion clients are fully competent and utilizing the product as planned.
* Communication with various clients and internal stakeholders’ through-out the implementation project lifecycle, escalating issues where appropriate.
* Responsible creation and management of status and Dashboard report.
* Responsible for the taking final sign off from the dealer principle and coordinate with Client in case of any functional issues.
* Lead business handover meetings to ensure Toyota Dealer group have a thorough understanding of the implementation to enable quality on-going support to client post implementation

**EDUCATION SCAN**

* PGDBA (Correspondence) from IMT Ghaziabad in 2014.
* Masters in Computer Applications (MCA) (Correspondence) from SMU in 2012.
* GNIIT (Software Engineering) from NIIT South Ex. 2007-2010.
* Graduation (BA Pass) from Sri Aurobindo College (Delhi University) in 2008.
* **ITIL V3 Certified.**

**Training**

* Professional Training on **Automating Administration with Windows PowerShell** from Koenig Delhi Campus.
* Completed GNIIT From NIIT Southex, Delhi.
* Attended training on **Amazon Web Services** at AP2V Noida.

**PERSONAL VITAE**

**Father Name** R B Singh

**Date of Birth** 04-May-1987

**Gender** Male

**Marital Status** Married

**Language Proficiency** English and Hindi

**Nationality** Indian

**Passport**  **Valid**

I hereby declare that the details provided above are true to the best of my knowledge and belief.

**Date Ritu Raj Basant**