

Malay Das Sharma

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Seeking assignments in IT Project Management / Network Management / System Administration with a technology oriented organization

PROFILE SUMMARY

ITIL Professional With 14+ Years of experience in:

Data Centre operation
System Administration
User Interaction

Incident management
Quality Management
Training

Vendor Management
Team Management
System Interaction

Currently associated with NIIT Technologies Ltd as a System Analyst (Team Lead)

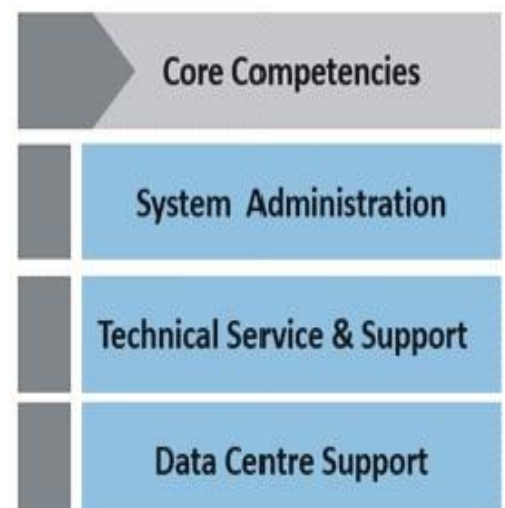
- Working knowledge of :
 - Supporting Virtualization technologies like HyperV, VMware
 - Monitoring tools like System Centre virtual machine manager.
 - Ticketing tools like CA, Remedy.
- Responsible for managing group policy at root of domain and for OU, Domain Controllers and Sites.
- Proficient in handling Dell Blade servers, Windows server 2012/2008.
- Familiar with pertinent process and procedures and related programming practices, software, and hardware to provide required analysis of users problems
- Ability of using remote access tools like, Go to meeting, Team viewer,
- Proven ability to enhance operational effectiveness and meet operational goals within cost, time & quality parameters
- Adopt at mapping client's requirements, custom designing solutions and troubleshooting for complex information systems management.
- Experienced in providing 2nd / 3rd Line Desktop Support/Email-Exchange 2000 Support and Windows/Novell 5.1/Zen support; *well versed with Linux.*
- Excellent communication and interpersonal skills with proven abilities in resolving complex infrastructure related issues.
- Co-ordination with the Vendor as per the requirement.
- Script for automation of Data centre.
- Best Delivery and meet the SLA.

Education	Certifications	Technical Purview
<ul style="list-style-type: none">• MBA• PGDCA• B.TECH• BCA	<ul style="list-style-type: none">• ITIL Certification• VMware Certified Professional (VCP)	<ul style="list-style-type: none">• Microsoft Technologies• Active Directory Services• Remote Administration of the DCs and member servers• VMware Esxi5.0 and Hyper-v environment



CORE COMPETENCIES

- Overseeing troubleshooting and administration of Windows server 2012/2008, and Hyper-V, Sphere and Vcenter , Dell Blade servers.
- Supporting the Data Centre Operations management regarding providing 24X7 support, coordination with vendors relating to all technical aspects of IT infrastructure
- Ensuring performance tuning, backup and recovery, space management, user management to the clients.
- Installing, configuring, hardening, (upgrades, patches, registry), O/S security (rights, privileges, accounts) of Windows 2008, Windows 2003 along with application software, anti-viruses & hardware
- Analysing & identifying potential issues with computer systems; performing routine audits of systems and software.
- Managing the overall administration of LAN / WAN system involving design of network layouts, configuration and maintenance of application servers and databases
- Troubleshooting problems pertaining to Performance Tuning, Network Administration, Application Conflicts, System Bugs and data security
- Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of hardware / software
- Vendor management and delivery within the time frame.



System Analyst (Team Lead)

NIIT Technologies is a global IT solutions organization servicing customers in North America, Europe, Asia and Australia. Our focus on select industry verticals in Banking, Financial Services & Insurance, Travel & Transportation and Retail & Manufacturing has helped us create differentiation through specialization.

Client: Airport Authority of India (AOCC Project)

Managing AOCC Disaster Recovery Data Centre.

Managing 16 members of team

Managing Blade Server, SQL Cluster, and Microsoft Failover Cluster and Hyper V environment.

In the Hyper V environment, working with Live Migration of Virtual Machines and fine tuning.

Creating Windows Script for automation. Working in Storage device and Switch and with DELL to deliver better performance and management of Windows Server.

Managing Active Directory and DNS and fine tuning on AD-DNS Server to deliver accurate performance and also managing FTP Servers and WSUS server. Extensive hands on SCVMM deployment.

Managing CA Tool and resolving the ticket which is raising based upon the server issue.

Designed windows server hyper V environment and cluster environment and successfully implemented the plan to deliver better performance. Preparation of tech plan for CR. SharePoint deployment & administration.

Managing Incident, Change and Problem Management for AOCC Data Recovery Centre.

Dell IDRAC configuration for console view.

Client: Caesars Entertainment Corporation (offshore project)**Caesars is one biggest casino in Las Vegas with 70,000 employees**

- ✧ Managing VMware infrastructure environments - VM Servers build & rebuild (Deploying the New VM from the Template and Cloning an Existing VM) as per the client request through change management process.
- ✧ Installing and configuring ESX servers.
- ✧ Installing, configuring and managing virtual infrastructure and virtual center.
- ✧ Creating and managing resource pools and adding the VM's into resource pools.
- ✧ Creating and managing virtual machines and installing VM Tools into VM's.
- ✧ Manage VM's using VMware virtual center.
- ✧ Managing VM's through web access.
- ✧ Installation and configuration of virtual machines in an Enterprise SAN and NAS environment.
- ✧ Creating and managing VM Ware cluster. Enabling HA and DRS features in a cluster.
- ✧ P2V and V2V conversions by using VMware Converter.
- ✧ Performing Snapshots, Cloning, cold migrations and hot migrations.
- ✧ Creating templates from VM's and deploy VM's from templates and allocate resources.
- ✧ Creating duplicate VM's using cloning technology.
- ✧ Moving VM's from one LUN to another LUN using Storage Vmotion, metro V motion.
- ✧ Performance tuning of VMware servers, Virtual sessions and management of server resources between virtual machines.
- ✧ Moving physical machine to virtual machine using p2v converter.
- ✧ Root Cause & System Log Analysis and reporting.
- ✧ Troubleshooting problems with the help of Event Logs.
- ✧ Manage task, events and alarms.
- ✧ Troubleshooting virtual machine issues.

For updating includes windows security, Antivirus patch, other altries patching. Server health checking monitoring using the MOM & Scm tools alert. Responsible for server deployments, which include application installations, operating system updates and security patches via patch management by Altiris server. Implementing the changes on windows 2003/2008 servers. Working on BMC Remedy for Performance Tracker with SLA. Root .Tumbleweed account management, PCI violation in axway mailgateway analysis, Citrix firm application troubleshooting, and SharePoint portal site management. Perform CRQ as per time line. TSM configuration for server. External Domain transfer for snapnames to network solution related activity includes authorization code generation via DNS portal, change for records, cname related change .SIP account management office messenger. Idrac integration with active directory & Dell open manager server manager configuration. TSM client configuration for server.

Working for IT Operation for Holcim. Holcim is one of the world's leading producers of cement and aggregates. The Group also supplies ready-mix concrete and asphalt and a range of other services. Holcim works in more than 70 countries and employs almost 90,000 people Handling support to act as a single point of contact for all end users' support needs, follow-up for most of the on-going activities and ensuring adherence to quality standards & driving different functional team for meeting the timely SLA. First level of support for Login & authorization related issue. Monitoring the health of SAP Related server & various other Network Link. Incident Management for all the Plants, RO, BU & warehouse. Now supporting for east India for Holcim project (ACC, ACL, ACCRMX, Techport is part of Holcim) for Infra related issue including remote support & windows support. Technical Support for Windows 2003, AD and Network environment, supporting and monitoring, DHCP, print, support. Daily backup for domain controller & backup related to mail storage .Now ACC, ACL, ACCRMX is part of Holcim group, Sophos Antivirus, Single sign on & VPN implementation for east Region operation. Script automation support for end-user for backup. Hands on Icare Incident tracking query tools. Sophos implementation for east plant unit & BU.

PREVIOUS EXPERIENCE

First source Solution Limited (www.firstsource.com)

Jun'07- Apr'08

Firstsource is now ranked No. 5 in BPO by Nasscom. (ICICI BANK GROUP Company)

Firstsource is among India's leading BPO companies with revenues of \$123 M for the year 2005-2006. Firstsource provides business process management to Fortune 500 and FTSE 100 companies in the Banking & Financial Services (credit cards, insurance, retail banking, collections and mortgage companies), Telecom & Media (fixed line, mobile, broadband and narrowband service providers) and Healthcare (payor companies) industries.

Assistant Manager (Technology)

Server Services

Config Management

- ☞ Responsible for ensuring accurate Config Info of all Devices (CIs) in the Firstsource Centers under Management.
- ☞ Ensure Config Backup done regularly
- ☞ Ensure Systems are updated with latest patches and hardened as per Infosec recommendation
- ☞ Ensure Assets are tracked under the realm of config management
- ☞ Capacity Management
- ☞ Ensure that Capacity reports on Total, used, Free (Counts) for all server service CIs are available.
- ☞ This includes Utilization reports Processor, Memory, Disk etc
- ☞ Ensure effective utilizations of the resources.
- ☞ Identify Over Utilised and Underutilized components and plan corrective action
- ☞ Decide on Capacity Management Templates
- ☞ Recognizes necessary improvements and makes suggestions
- ☞ Recommend changes to Architecture/Config based on performance and best practices

Incident management

- ☞ Lead the Team on resolution of all Incident and Problem Management for Centers Managed
- ☞ Build an Incident Management team comprising of firstsource and Outsourced Resources to provide 24*7 Support across Firstsource Centers
- ☞ Publish IRs as per SLA.
- ☞ Minimise escalations to Management

Problem Management

- ☞ Lead the Problem Management team to provide 24*7 supports
- ☞ Publish RCA as per SLA
- ☞ Coordinate with Vendors on RCA and implementation of best practices
- ☞ Ensure Increase in device Uptime

Service Continuity

- ☞ Ensure Service continuity in case of major outages
- ☞ Ensure service continuity and BCP docs are available and updated
- ☞ Conduct BCP /SCP Tests once in a Quarter
- ☞ Plan for Process Improvement

Change Management

- ☞ Assign and approve the changes raised on the Desktop Service CIs as per the Service Catalogue
- ☞ Review the Impact Analysis provided for the CRs
- ☞ Provide reports on Changes performed and effectiveness

Release Management

- ☞ Ensure that the changes planned are released to production environment in controlled manner
- ☞ Ensure that UAT are done after Release
- ☞ Ensure that Vulnerabilities reported and patches are released as per SLA

Supplier Management

- ☞ Coordinate with Suppliers for effective performance of the Vendors
- ☞ Conduct Monthly Review meetings on Performance
- ☞ Device service Improvement Plans
- ☞ Ensure Cost reduction by identifying alternate service providers (Work on cost control)
- ☞ Process Vendor Payments
- ☞ Ensure that the WTY /AMC information for all devices are available and advice Management on the renewal of the same

Project Implementation

- ☞ Project Implementation docs with scripts, timelines and test procedures
- ☞ Ensure timely completion of Projects.
- ☞ Ensure Quality in completion of projections
- ☞ Participate in project design walkthrough / workshops.
- ☞ Appoint SPOC for the Project requirements
- ☞ Coordinate with PMO /Design Team
- ☞ Minimise escalations to Management

Team Management

- ☞ Lead the team technically
- ☞ Continuous Updation of Tech skills
- ☞ Manage the team to provide 24*7 supports
- ☞ Plan for training of team members
- ☞ Define roles and responsibilities of the Team Members
- ☞ Provide feedback on performance and promotion
- ☞ Conduct semi-annual and annual Appraisal for the Team Members
- ☞ Monitor the performance of Team Members
- ☞ Ensure zero attrition on the Team
- ☞ Plan the Duty Roster for 24*7 Operation wherever needed
- ☞ Manage the Leave Plan of the Team Members
- ☞ Minimise escalation to Management

Interra Information Technologies (www.interrait.com)	Jul'04 – Jun'07
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INTERRAIT INDIA, SEI-CMM LEVEL 5 AS MTS-L4

MTS

- ☞ Managing **450 workstation based setup**; Windows 2K and Windows 2K3 based Servers.
- ☞ Handling a team of 7-8 people.
- ☞ Chief responsibilities —
 1. Maintenance of Network Operation & Connectivity and Patch Link Update Server
 2. Installation and Configuration of Windows 2003 Server, Remote Installation Service, DHCP Server; Windows 2003 ADC Server, Remote; Windows 2000 Professional
 3. Managing Symantec Antivirus Server for smooth functioning of all the branches
 4. Technical Support for Windows 2003, AD and Network environment; supporting and monitoring NT4, DHCP, WINS, TCP/IP file/print/users
 5. Email Migration rollout / support from NT4 to Windows2003
 6. Active Directory Users and Computers/Exchange System
 7. Implementing messaging standards – mailbox limits, security rights, email address configuration and troubleshooting and desktop support (Helpdesk Call Logging System)
 8. Monitoring of Exchange Email traffic & services with windows scripting
 9. Vitria Businessware & Castiron application support (for different type LDAP server support)
- ☞ First Line of Contact for escalated email related issues and queries via the Helpdesk and Desktop Services – 450 Users onsite & offsite related sites throughout UK, US, Calcutta & Noida.

The Bhawanipur Gujarati Education Society	Jul'00 to Sep'03
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Computer Maintenance Associate

- ☞ Chief responsibilities entailed System and Network Administration; involved in networking of various labs, maintenance of Network & Hardware Lab.
- ☞ Accountable for administration & maintenance of entire Campus Network involving Schools and Colleges.
- ☞ **Knowledge Purview**
 - i. Network Switches, Hubs
 - ii. Network Operating Systems.
 - iii. Novell Netware 5, Novell Border Manager with Faste Cache for proxy and caching services for distributing internet.
 - iv. Novell Netware 5 with ZENworks for Desktop is used to distribute Applications required by different departments.

Education:

-  **MBA – HR from WBUT**
-  **PGDCA from SMU**
-  **B.Tech (IT) from AAI**
-  **BCA from IGNOU.**

Other Details

-  Cleared Sylvan Prometric Networking Technologies Exam of Novell
-  Cleared Sylvan Prometric ITIL of Exin V2
-  *VMware Certified Professional (VCP 510 & VCP 550)*
-  *Microsoft Certified Professional (MCP 410 & 411)*

IT Skill Set: C, C++, RDBMS, COBOL, VB6.0, WinNT & Linux,**Personal Details**

Date of Birth : 4th January 1979,
Marital Status : Married
Address : S N Road, Netaji Nagar (More). PO Natagarh, pin 700113, Kolkata
Passport Number : **Z3734175**

References

1. Joyjit Sen Sharma – General Manager, CSC India Pvt. Ltd. , Mobile :0091-9810855336
2. Amarnath Bose –Associate professor, BIMTECH, Mobile 0091-9873179813

Date:

Place: Kolkata

Malay Das Sharma