Contact

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www.linkedin.com/in/sishir-bhattarai (LinkedIn)

Top Skills

Leadership
Microsoft Office
Operational Planning

Languages

Hindi (Full Professional)
Nepali (Native or Bilingual)
Urdu (Limited Working)

Certifications

MTA: Database Fundamentals - Certified 2017

MTA: Windows Server Administration Fundamentals - Certified 2017

MTA Networking Fundamentals- Certified 2017

Associate - Information Storage and Management Version 3.0

Honors-Awards

Army Achievement Medal

Sishir Bhattarai

Elastic Cloud Storage (ECS) Engineer at Dell EMC
Draper, Utah

Summary

Passionate IT Server and Cloud Administrator with knowledge of DNS, DHCP, NAT, LAN, WAN, Active Directory, Servers, IPv4, Microsoft Azure and Hyper-V, and ensuring security of Company's IT network and Servers. Experienced and results-oriented with proven abilities in developing positive relationships with clients and coworkers. Highly-motivated and energetic, I strive to ensure that all tasks are successfully accomplished on time. Interested in a technical opportunity with a company where exceptional organizational, computer and customer service skills will be required.

Leadership experience		Single Scope Background Investigation
Problem-Solving		Adaptability
Organizational ability		DNS Configuration
Team work		DHCP Configuration
Time management		Creativity
Communication skills		Active directory installation
Adept at conflict resolution|	Details Oriented

Experience

Dell EMC
Elastic Cloud Storage (ECS) Support Engineer
March 2018 - Present
Draper, UT

Motivated cloud storage support engineer solved technically complex level of problems meeting Service Level Agreement (SLA) and provided the highest possible customer satisfaction with perfect CSAT score by setting the right expectations and fulfilling commitments.

• Provided technical support involving broad, in-depth product knowledge or in-depth product specialty to internal, domestic and international EMC customers meeting SLA.

• Prioritized my work to accomplish the most important and urgent requests first. Maintained a proactive approach to customer happiness, identifying and correcting customer satisfaction concerns before they become problems.

• Took ownership of new cases and escalations via telephone and Web and provided support to enterprise customers and partners.

• Communicated with customer via telephone, written correspondence, or electronic service in regard to finding solutions for the most technically complex problems. Customer Obsession is my passion which drive me to make our customers experiences easy, insightful and trusted

• Collaborated with management, cross-team and engineering to resolve service issues.

Microsoft
Microsoft Software and System Academy Participants
September 2017 - December 2017 (4 months)
lacey, Washington

I qualified for the Microsoft Software & Systems Academy (MSSA). It is an intensive, full-time, 16-week program that includes academic and technical training, certification testing and practical exercises aligned to meet urgent industry needs for Information Technology professionals. The program combines college accredited academics and hands-on training, with the goal of preparing transitioning service members (Veterans) for technical opportunities at Microsoft and their partners.

I specialize in Server and Cloud Administration:

• Set up, configure and maintain company networks and system infrastructure; generate system improvements based on business needs.

• Develop and monitor security related policies and guidelines; monitor the implementation of a security infrastructure; install and implement security programs.

• Deploy virtual systems and network resources according to specifications based on established guidelines.

• Collaborate with other departments to troubleshoot and resolve network connectivity and stability issues; test networks for weaknesses.

• Implement Microsoft Azure Infrastructure Solutions.

• Install and configure Windows Server 2012.

US Army
2 years 5 months

Senior Supply Manager at Army dining facility
September 2016 - June 2017 (10 months)
JBLM, WA

• Award Winning: Awarded Best Supply Manager across an organization of 300 people due to implementation of process in supply team that increased record keeping accuracy. Process adopted by entire organization.
• Managed and oversaw $2M+ worth of properties, rations, supplies, and military equipment resulting in 99.8% operational readiness across the entire dining facility.
• Monitored the level of supplies in a dining facility to ensure purchases are made in timely manner.
• Ensured that the inspection of equipment is renewed before it expires to avoid any legal issues.
• Maintained equipment records for over $2M+ of equipment and scheduled all necessary maintenance to keep it operational.
• Accomplished 100% inspection of every equipment every two weeks to avoid mechanical failure.
• Installed property book and supported data in the AFMIS system.

Inventory Manager at Army Dining Facility
January 2016 - September 2016 (9 months)
JBLM, WA

Monitored the receipt, storage, redistribution, and accountability of merchandise worth $100,000 and performed leadership skill to train my teammates about management skill to promote efficient efficiency of operations.
• Award winning: Awarded Certificate of excellence for best Inventory Manager due to overseeing and controlling of ordering and saves rations worth of $100,000.
• Supervised and performed duties involving request, receipt, storage, issue, accountability, and preservation of over $100,000 worth of food.
• Performed inventory reconciliation by investigating and resolving discrepancies, initiating inventory comparisons, making recommendations in denials and cancellations, and following up on redistribution orders.
• Managed entire inventory and operated the Army food service facility utilizing AFMIS system.

• Attested orders upon receipt with order I generated from AFMIS (Army Food Management Information System) for accuracy.
• Monitored the ration storage areas on a routine basis to determine if rations are being used in a timely manner.
• Ensured the product stock is adequate to cover demand of customers.
• Analyzed storage level report against production schedules for Actual use vs Projected use.

Administrative Professionals at Army dining facility
February 2015 - December 2015 (11 months)
JBLM, WA

• Analyzed budgets records, and review financial transactions in order to ensure that expenditures are within the budget.
• Verified all dining facility subsistence requests and ensured all established standards are followed.
• Maintained accountability of sensitive and high dollar food items.
• Performed weekly and monthly inventories and ensured accountability is kept within tolerance limitations.
• Established energy conservation, safety, security, and headcount standard operating procedures (SOPs), delivering production schedules, ration requests, and monthly personnel reports.
• Monitored compliance with health and fire regulations regarding food preparation and serving, and building maintenance.
• Ensured all headcount documents are closed out, annotated and filed appropriately.
• Reviewed menus, work sheets and recipes and determined types and quantities of items required for number of persons to be served.

Education

University of Maryland University College
Bachelor's degree · (2016 - 2018)

Saint Martin's University
MSSA, Certificate in Computer Science · (2017 - 2017)

Central Piedmont Community College
Associate of Science (A.S.), General Studies · (2009 - 2012)

Southern Arkansas University

Bachelor's degree, General Studies · (2009 - 2009)