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**Professional Summary**

Over 13.5 years of experience in IT infrastructure technologies, with extensive work experience and expertise in Solution Architect/ Service Architecture / Engineering and adoption of future technologies. My roles have been in the areas of Architecting, designing, deployment and having a team of Analyst and Engineers

**Experience Highlights**

* IT Infrastructure 13.5 Years
* Service Architect, Delivery, Service management 9 Years
* Virtualization Technology 8 Years
* Storage Technology 5 Years
* VDI Technology 5 Years
* Active Directory 9 Years
* Datacenter Management 10 Years
* Client Relationships 8 Years
* Solution Architecting 3 Years
* AWS Cloud Computing 2 Years

**Education:**

B.Tech in Computer Science and Engineering – A.D Patel Institute of Technology

(Sardar Patel University, Vallabh Vidya Nagar, Gujarat)

**Certifications:**

Microsoft Certified System Administrator (MCSA)

ITIL Foundation Certified

VMware Vsphere 5.5 Certified

AWS Certified Solution Architect – Associate

**Management & Architect Skills:**

**Service Architect (Presales)**

* Construct Service delivery models.
* Understand the scope of delivery
* Define the SLAs and negotiate with the stake holders
* Write up the SOW by consulting with stake holders
* Construct the cost model for standard delivery platforms
* Understand the customer requirement and fit it in to the standard support frame work of the organization
* Present the service delivery solution with stake holders and get sign off.

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**Solution Architect**

* Construct LTM , PTM for various DC/Network Solutions by coordinating with SMEs
* Get sign off LTM / PTM from Stake holders
* Assist Implementation team for the solution implementation life cycle up to Go Live.
* OEM Coordination to get BOM and cost for the entire solution
* IT Infrastructure Capacity Management using Splunk and BMC Truesight Capacity Optimizer

**Transition management**

* Accountable for the successful completion of project team deliverables on time, within budget, and according to specifications
* Identify Client resources required for execution of plan
* Communicate status of transition to leadership and business units and all stakeholders
* Develop contingency and risk mitigation plans for transition
* Ensure that all business transformations that are required for the success of the project are identified and built into the transition plan
* Deploys and refines a standardized transition methodology to be used consistently across initiatives

**Customer relationship management**

* Quickly addresses customer complaints and strives to proactively prevent complaints in future.
* Maximize customer satisfaction through effective solutions delivery
* Accountable for monthly and quarterly meetings with client.
* Participation in customer presentations and visits.

**IT Service & Delivery management**

* Service design, service transition and service operations using ITIL V3.0
* Continuous service improvement across projects (SIP, PIP etc)
* Management of SLA, Review of SLA reports
* Handling of Major Incidents, change management, Problem management, release management
* Management of ITSM tools dash board (Remedy, Service Now etc)
* ITSM tools vendor management
* Applying Automation and Artificial intelligence to existing projects to (Technologies like predictive analysis ).Coordination of Artificial intelligence and automation tools vendors to achieve the same.

**AWS Cloud – Classroom Training Initiatives**

* Conducting Classroom trainings on AWS for JP Morgan Infra & application teams. Hands on experience with theory and practical sessions on various AWS Cloud services
* Demonstration of VPC, EC2, IAM, SNS, AWS databases, S3, Route 53 & AWS Services
* Help to Set up POC environment in AWS for DEV & UAT environment

**Antivirus**

* Symantec Endpoint Security

**Ticket Monitoring Tools:**

* BMC Remedy.
* Hp Open View Service Desk4.5
* Tivoli
* JIRA Service Desk

**Server Hardware**

* Hp Proliant
* Hp Blades
* Cisco UCS
* IBM Blades
* IBM xSeries
* Dell Servers
* Hyper converged Infrastructure

**Backup Tools:**

* Bright store back up tool for Windows.
* Arc Serve Backup Tools for Windows & Novell Netware
* Veritas Netback up for windows.
* Com Vault Enterprise

**Enterprise Monitoring Tools:**

* HP open view
* Foglight
* Tivoli

**Storage:**

* AWS Cloud
* EMC

**Capacity Management Tools**

* BMC Truesight Optimizer
* Splunk

**Technical Expertise:**

**Virtualization & AWS Cloud**

**Technologies: VMware ESX / Vsphere , VMware Horizon, VMware Air watch, Citrix Xen Server, Citrix Xen desktop, Citrix XenApp, Appsense, Cisco UCS, HP Blades, EMC, AWS Cloud etc**

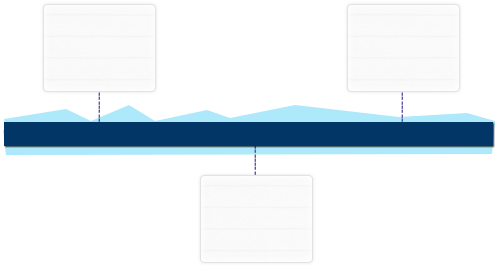
* Transition from traditional Virtualization to Amazon Cloud
* Designing AWS Cloud solutions for POC environments
* Proficient in AWS services like VPC, EC2, S3, ELB, AutoScaling Groups(ASG), EBS, RDS, IAM, Cloud Formation, Route 53, CloudWatch, CloudFront, CloudTrail.
* Knowledge in creating multiple VPC’s and public, private subnets as per requirement and distributed them as groups into various availability zones of the VPC
* Created NAT gateways and instances to allow communication from the private instances to the internet through bastion hosts.
* Created S3 buckets in the AWS environment to store files, sometimes which are required to serve static content for a web application.
* Possess good knowledge in creating and launching EC2 instances using AMI’s of Linux, Ubuntu, RHEL, and Windows and wrote shell scripts to bootstrap instance
* Used IAM for creating roles, users, groups and also implemented MFA to provide additional security to AWS account and its resources.
* Maintained the monitoring and alerting of servers using Cloud Watch service.
* Knowledge in creating RDS instances to serve data through servers for responding to requests.
* Creating solutions for new application infrastructure from Dev UAT to PROD/DR and go live
* Day to day administrations tasks on AWS Cloud
* Private/Hybrid/Public cloud using AWS & VMWare technologies
* Design, Capacity planning and implementation of Server virtualization using VMware vSphere / ESX, Citrix Xen Server and AWS Cloud
* Design, Capacity planning and implementation of Desktop Virtualization using Citrix Xen Desktop & VMware View with Hyper-V, Vsphere & Xen Server Hyper visors
* Design of Application Virtualization using Xen App
* Server Virtualization using Cisco UCS, IBM Blades, HP Blades and Dell Blades
* Design, Capacity planning of Storage Virtualization
* P2V Using various tools like plate spin
* P2V (ROI) and (TCO) Design and Deployments at server and workstation level
* DRS and HA Design in the Virtualized Platforms
* DR Design of Virtualized Platforms
* Datacenter Migrations / Transitions of Virtualized Environment
* Design and Implementation of Backup & Recovery of Virtualized Environment
* Template / Cloning of Virtual machines
* SAN Provisioning to the Virtualized Environment
* Multiple installations, configurations, and testing using VMware vCenter Site Recovery Manager
* Provided virtualization tools: including Lab Manager, VMware Consolidated Backup and Update manager.
* Citrix XenApp Streamed Profiler deployment
* Administration & Support of VMware ESX / Vsphere, Citrix Xen Server, Citrix XenApp, VMware Horizon, Citrix Xen Desktop, vCloud Director etc
* Knowledge on Google Cloud and Microsoft Azure Cloud

**Active Directory & Wintel**

**Technologies: Microsoft Active Directory Service 2000 / 2003/ 2008, 2012 Active directory Migration Tool , Microsoft DNS Server, Microsoft DHCP Server.**

* Design & Implementation of Active directory Services in multiple sites
* Design & Implementation of SQL Clusters on MS Cluster
* Design & Implementation of DNS, DHCP Infrastructure in Multiple sites
* Active Directory Consolidation & Migration
* Active Directory Security & Firewall Design
* Applied corporate security standards, in a role based environment. Implemented and maintained security group policy, delegation of authority, and privileged access in accordance with corporate security standards
* Design & Implementation of Back up and Restore using Symmantec Netback up ,Backup
* Administration and Support of AD, DNS , DHCP etc
* Office 365 cloud administration

**Timeline**



**Hewlett Packard**

**(1.5 year)**

**Wipro Technologies**

**(1.5 years)**

2006-07

**Nextech Computers**

**(1 year)**

2009-till date

2005-06

2007-09

**JP Morgan Chase**

**(10 years)**

**Experience:**

**JP Morgan Chase , Bangalore, working as Senior Associate (From Aug 2009 to Till Date)**

**Role: IT Infrastructure Analyst & Architect in Asset & Wealth Management (AWM)**

**Managing a team of IT Analysts and working on IT Infrastructure projects**

**Responsibilities**: Deliver IT Infrastructure Technical Solutions, Construct Service Delivery models for various Bank departments and external clients and coordinating with OEMs and Service providers, Designs and Documentation to North America, EMEA & APAC Customers of JP Morgan. I work for various Line of Business like, Investment Management, Private banking, Asset management etc..(All Infrastructure Management Solutions like Virtualization, Consolidation, Migrations, Transitions, Capacity Planning, Resource Utilization, AWS Cloud Environment and Training etc).

Completely aware of BFS Vertical and domain expert for BFS Domain. Working on large presales opportunities within the bank / external customers for the banking products / solutions deals. Global exposure to presales solution and services architecture based on ITIL frame work. Working with delivery team to define SLAs and Availability.

Onsite Experience: Hongkong – International Private Banking (IPB) infrastructure transition from Geneva to Hongkong

**Wipro Technologies, Bangalore as a Project Specialist (From December 2007 to Aug 2009)**

**Role: Service Delivery Architect & Transition Specialist**

**Responsibilities**: Services Solutions, Designs and Documentation to customers. Plan and Implement the Project, Support the delivery team for transition of projects from on site to offshore, define the SLAs, Construct delivery model and sizing team, Establish Escalation matrix (Internal and External Escalation matrix), Define the ITIL support needed for the client (Incident / Problem/Change/Release/Configuration management). Analyze current customer tool infrastructure and understand how they are delivering currently. Map the current delivery model to cost effective and organization standard delivery model. Provide SOP for clients as a part of project transition.

Onsite Experience: UK, Exeter – Datacenter Solutions

**Hewlett Packard (HP) as a Wintel & VMware Administratior (July 2006 to Nov 2007)**

**Role: Systems Engineer**

**Roles and Responsibilities:**

* Windows Server 2003 Installation and configurations
* User/Group Management in Active Directory.
* Providing L2 support for Active directory Troubleshooting issues.
* Providing L2 support for Wintel Server Administration.
* Managing end-to-end delivery for more than 500 Windows Servers of Hindustan Liver Ltd. and managing around 20 ESX host
* Providing L2 Support for VMWare Infrastructure 2.0
* Creating virtual machines (Guest OS)
* Installing Citrix metaframe presentation server and publishing applications
* Patch Management using WSUS.
* Antivirus updates using MacAfee Antivirus.
* Backup Scheduling and Ensure the Success of Backup Using Brightstor & Veritas.
* Backup Configuring, Monitoring, Troubleshooting and Restoring using Brightstor & Veritas.
* Server Health Monitoring using Compaq Insite Manager.
* Documentation of Technical Process.
* Maintaining SLA Using Ticket Handling Tools like Remedy and HP Open view.
* Strictly Following ITIL Processes.

**Nextech Computers Pvt. Ltd. Calicut, Kerala. (From June 2005 to July 2006)**

**Role**: **Junior System Engineer** - responsible for Level 1 Support for Windows 2000/2003 Servers.

**Roles and Responsibilities:**

* Managing More than 100 Windows Servers in Banking Sectors.
* Server Monitoring.
* Windows 2003 server installation and configuration
* User/Group Management in Active Directory.
* Basic trouble shooting in Active directory related Issues.
* Server Health Monitoring.
* Maintaining SLA Using Ticket Handling Tools like HP Open view.

**Personal Details**

Date of Birth **:** 8th August 1984

Sex **:** Male

Father’s Name **:** Mr. Ashokkumar J. Trivedi

Language Known**:** Gujarati, Hindi, and English

Passport **:** L3515297 - Valid Till 12/08/2023

**Declaration**

I hereby declare that the above mentioned information is true to the best of my knowledge.

**VAIBHAV TRIVEDI**