Name: Suyog Sanjay Patil

Mobile No:+917768861006
Email: suyogpatil58@gmail.com

Profile Summary

- I am Working in **Amdocs Pvt Ltd** as **Technical operational specialist.(Vmware)**
- total **3.8 yrs** of IT experience.
- Extensive knowledge of **Devops Exchange server, Virtualization Windows Server 2019R2 , ServiceNow**
- Knowledge of network protocols (TCP/IP, DNS, DHCP, Proxy server OSI Model.
- Experience in **Active Directory, Exchange server, VMware Migrations, Virtualization**

Amdocs :

Technical and Operational Analyst L2:

Genesis Tool (Cloud SaaS)

- Active directory Exchange**:**
  Active directory user creation/migrations, security groups, distribution list and checking group policy issues. Providing end to end solution to users with knowledge of exchange, Windows, networking on complex issues.

- **Microsoft Azure:**

  Azure Active directory troubleshooting issues, Adding/ removing of number for MFA.
  Azure Logic Apps.
  Proving assistance in creating a tenant with user.

- **Virtualization**:

  Handling major VDI, VPNG, vSphere escalations issues.
  Deploying applications on Virtual Machines.
  Rebuilding and repair of VMware.
  Virtual machines migrations. Checkpoints , Snapshots
  Managing VDI, HDD RAM, ERD process in VDI.

- **Microsoft outlook and Office 365:**

  Delegation of rights to mailbox.
  Adding a new profile.
  Troubleshooting of security software blocking of emails.
  Add ins, send/ receive, emails not receiving, mailbox full, adding generic mailbox, outlook profile corrupted.
  Advanced troubleshooting of online PST, OST files.
  Adding and removing users in office 365.
  Adding a domain in office 365.
  Also responsible for installing all software with administration rights to users.

Wipro Technologies

Role: Senior System Administrator   (June 2022-Oct 2022)
**   Team Lead System Admiistrator (Oct 2022- April 2023)**

Skills : Active Directory, ServiceNow Tool.

Responsibilities:
- Manage web base ticketing system to monitor and troubleshoot report problems and implement necessary changes to ensure simulations systems availability.
· Working on various issues such as Outlook, printer mapping, one drive   synchronization and shared mailbox, installing licensed software and providing administrator rights.
· Providing admin rights, create, delete and disable users in AD, manage group membership of user, password reset.
· Logs incidents and service requests and maintains relevant records:
· Identifies and classifies incident types and service interruptions
· Records incidents cataloguing them by symptom and resolution
· During change, acts systematically to respond to day-by-day operational needs react to
 them, avoiding service disruptions and maintaining coherence to (SLA's) & information
· Provides first line investigation and diagnosis and promptly allocates unresolved issues as
 appropriate and Responds to a broad range of service requests for support by providing
 information to fulfil requests or enable resolution.

Teleperformance DIBS(Gurugram)

Role: Technical Support Engineer L1 from (February 20, 2020 – June 30 2020)

Data Migration Specialist L2 from (July 1st, 2020 – June 10 2021)

Description:

- Provide Assistance to all computer systems and software.
· Including installing, configuring, updating software's as well as fixing any issues related to outlook 2010,2013,2016, office 365, SMTP relay, exchange servers and other technical issues that may come up on daily basis.
· Setting up users, creating a mailbox for the users and assisting in all password related issues.
· Understanding the various issues, finding its root cause, solving the problem, troubleshooting and explaining the client.
· Checking the status of tickets which are assigned and working on it.
· Test the new system after the migration process as well as the resulting data to find errors and/or points of corruption
· Meet with clients' requirements to understand data migration needs.
· Strategize and plan an entire project, including moving the data and converting content as necessary, while considering risks and potential impacts
· Using of various tools such as Skykick, Bittitan and onboarding tool.
· Making changes in DNS server (updating MX records, SPF records and TXT records) i.e., redirecting the mail flow and switching the mail server.
· Cleanse or translate data so that it can be effectively moved between servers.
· Test the new system after the migration process as well as the resulting data to find errors and/or points of corruption.

Technical skills :

Operating System: Windows, RHEL, Ubuntu, SLES, MacOS-Unix
Continuous Monitoring: Nagios, Grafana, Prometheus.
Security: Kerberos, Ranger
CI/CD: Jenkins,
Configuration Management: Ansible
Containerization: Docker, Kubernetes, AKS
Virtualization: Vmware .
Application Server: Apache Tomcat
Database: MySQL
Scripting: Linux/Unix
Cloud: AWS, .
SCM: Bitbucket, Github

DevOps Knowledge :

Performed LAMP project

- Implementation and renewal of ssl certificates.
- Proficient using Jenkins and writing Jenkins pipeline as code to plan and create CI and CD pipelines, integrating with other technologies
- Packaging, Managing, and automating deployment of Containerized applications via   Configuration Management and Continuous Integration.
- Writing images using docker files, containers and applications setup using docker compose.
- User account management creation, deletion and assigning permission.
- Handling MCS, Nagios, Prometheus alerts to handle CPU, Memory, Storage, Network and Containerized Applications.

EDUCATIONAL QUALIFICATION

Academic Qualification	College/University	Pass out Year	Percentage
Bachelor of Computer Application	Vishwakarma Institute of Information Technology, Pune	2019	53%
Diploma	Bharti Vidyapeeth Junior College, Pune	2015	52%
Class 12th	Abhinav College, Pune	2011	49%
Class 10th	Sinhgad Spring Dale School, Pune	2009	63%

Awards and Recognition :

Q3 FY23 - Amdocs Quarterly highest level of Productivity & Support
Q3 FY21 – Wipro Technologies Quarterly Champ Award

Technical Certifications :

- Course Completion in **MCSA (Microsoft Certified System Administrator)**
- Azure 900 (AZ-900)

  Credential ID: 992035131 – No expiration date
- ITIL V4 Ceritified (IT service management)

PERSONAL DETAILS

Date of Birth: 23rdJune, 1993

 Gender: Male.

 Current Address: Pune, India.