

Sandeep Bhardwaj

Capgemini India Pvt Ltd, Mumbai, INDIA

**Client**- Warner Bros Entertainment Inc. (UK & USA)

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🖰: Naukri, Monster, LinkedIn etc.

**Technical Skills:**

* **Messaging System**- MS Exchange Server 2003/2007/2010, DAG, MS Outlook, MAC, OWA, EAS, BES.
* **System**- Windows Servers 2003/2008 & Active directory 2003/2008.
* **Mobile Platform**- Blackberry Enterprise server 4.1, 5.0, BES 10 & Iphone\Ipad Active Sync etc.
* **Monitoring Tool** - IT-360, Big brother, what’s UP gold, Orion Solar winds, IP Monitor & Cisco UOM.
* **Tickets\Incidents Management Tool** - SDP Unicenter, Tracker, BMC Remedy ITSM.
* **Backup Software** - Snap Manager for Exchange (SME), Tivoli, NTBackup.
* **Messaging Gateway & Antivirus Servers**- Google Postini, Cisco Iron port & Trend Micro.
* **Various Servers**- DHCP, DNS, SMTP, FTP, IIS etc.
* **ITIL framework** - Incident Management & Change Management.

**Summary of Experience: (4 +Years Experience)**

* **I am accomplished IT professional with 4+ years experience as Exchange & Window Administrator.**
* **Presently** (July 2012 to Till Date) working as a Sr. Exchange\Windows Administrator in Capgemini and engaged with a Project (Client-Warner Bros Entertainment Inc.) to manage messaging & Windows servers which includes primarily messaging solutions for more than 50,000 users globally.
* **Previously** I have worked as a Windows & Exchange Administrator in TATA Communications Ltd with payroll of following different Organizations: - Dr Reddy’s Foundations, PCS Technology Ltd & [Mafoi Randstad](http://www.mafoirandstad.com) Ltd.

**Summary of Qualification:**

* **Pursuing** B.Tech in Computer & Science Technology from Karnataka State Open University (KSOU) (From **April 2012** to June 2015-Expected)
* Completed 3yrs full time Polytechnic Diploma in IT (Govt.) from Haryana Technical Board

With **62.08%** (From April 2006 to June 2009).

* Completed SSC (10th) from Veena Pani Sr. Sec. School Dhareru, Bhiwani (Haryana)

With **71.6%** (From April 2005 to March 2006).

**Certification:**

* Microsoft Certified IT Professional **(MCITP)** Certified.

**Current Employer:**

**Company:** Capgemini India Pvt Ltd.

**Client:** Warner Bros Entertainment Inc. (APAC, EMEA, USA)

**Duration:** From July 2012 – At Present.

**Location:** Bangalore, Mumbai.

**Role:** Sr. Exchange & Windows Administrator.

Working as Sr. Exchange & Windows Administrator to provide technical and Operation support for Messaging & Windows Domain to our client Warner Bros Entertainment Inc. (APAC, EMEA, USA).

**Previous Employer:**

**Company:** Dr Reddy’s Foundations, PCS Technology Ltd & [Mafoi Randstad](http://www.mafoirandstad.com) Ltd.

**Client:** TATA Communication Ltd.

**Duration:** Oct 2009 – July 2012. (31 Months)

**Location:** Mumbai, Chennai, Pune.

**Role:** Exchange & Windows Administrator.

Worked as Exchange & Windows Administrator in TATA Communications Ltd with payroll of following different Organizations: - Dr Reddy’s Foundations, PCS Technology Ltd & [Mafoi Randstad](http://www.mafoirandstad.com) Ltd.

Mar 2011 – July 2012 ([Mafoi Randstad](http://www.mafoirandstad.com) Ltd)

Oct 2010 – Mar2011 (PCS Technology Ltd)

Oct 2009 – June2010 (Dr Reddy’s Foundations)

**Technical Responsibilities:**

I am working as an Exchange & Windows Administrator to provide technical and Operation support for Messaging & Windows Domain from Oct 2009 to till date-

**My Exchange & Windows skills are below-**

**Exchange Support-**

* **Experience in administering Exchange servers including installation, back-up, and troubleshooting.**
* Managing Exchange 2003, 2007/2010 Servers, DAG, Clustered & non Clustered for 50,000 + users.
* Responsible for administration of MS Exchange 2003/2007/2010 in a large enterprise class, high availability global messaging environment. Working within the Messaging team and coordinating with cross-functional infrastructure teams to provide primary operations support for e-mail.
* **Handling all tickets related to Exchange\BES issue.**
* Creating procedures and training documentation for organizations to manage their environment.
* Performing the daily operational tasks that are necessary to provide a stable and robust Exchange environment, including monitoring, proactive maintenance, and problem resolution.
* Managing Patching & maintaining Change Management for Microsoft Exchange Servers.
* Providing tier 2 and 3 troubleshooting support of Exchange issues; investigate user escalation calls, finding optimum solutions for both users and the company.
* Working on task and ticket management, with minimal supervision.
* Taking ownership of typical messaging issues and work to resolution and root cause identification
* Helping ensure team performance meets or exceeds defined Service Level Agreements. \* Maintain and administer third party applications including, but not limited to, Blackberry Enterprise Server and create appropriate documentation for application deployment, configuration, and related processes.
* Adhering to and help enforce change management and compliance processes
* Working on load balancers/proxies such as IIS web technology with Microsoft ISA/CAS
* Self-driven and be able to work independently with minimal supervision.
* Managing Snap Manager (SME) & Tivoli backup tool for Exchange server backup & Restoration.
* **Managing escalations from L1 team and also maintain high availabilities of services as per our defined SLA.**
* Using Different Active Directory Queries for Providing Required Data to Management
* Working with HR & Management for Active Directory Clean-up Activity
* Troubleshooting NDRs for incoming and outgoing emails.
* Presenting RCA (Root Cause Analysis) for any incident related to messaging servers for Exchange 2007/2010.
* Health Checkup for all Exchange Servers
* **Troubleshooting all mail issues for Outlook, OWA, and BES.**
* Handling Zantaz Exchange Archive Solution (**EAS**)
* Providing solution for all issue to our **Client- Warner Bros Entertainment Inc (US, UK, Asia etc).**
* Active Directory Management 2003 / 2008 & Handling Active Directory related issue.
* Restoration deleted email from dumpster & backup.
* Email ID creation\deletion & Password reset of user email ID’s.
* Increasing and decreasing of mailbox quota.
* **MS Outlook configuration and troubleshooting all issue related to MS Outlook.**
* Mailbox migration (From one server to other & from one DB to other DB) and Managing DAG.
* **Adding users in Blackberry server & Troubleshooting Blackberry related issues.**
* **Blackberry Enterprise server** 4.1, **5.0 & BES 10** administration and management
* **Handling IP lock, IP spoofing, white listing, Black listing, content rule creation etc.**
* **Repointing BES database to new SQL Server in case of SQL Up gradation.**
* **Handling mail queue issue & Public Folder issues.**
* Managing personal mailbox issues, Distribution list issues & Generic mailbox issues.
* **Iron Port** C350 (SMTP Gateway) Monitoring & Maintenance
* **Postini** (Google Product) Monitoring & Maintenance.
* **Trend Micro** (interscan Messaging Security Suite) Monitoring & Maintenance.
* **Java** up gradation on Exchange & BES servers.
* **Rollup** installation on exchange servers.
* Latest hot fix installation on exchange servers.
* Latest hot fix installation on SMTP servers & SQL up gradation on Trend micro SMTP Servers.
* MRM policy enabling\disabling.
* Exchange & BES servers reboot and validation with following failover.
* Providing on-call support for the messaging environment.
* **Participate in weekend maintenance activities (such as mailbox moves, server reboots, patching, change management activities), as required.**
* Installation valuable **security** on Exchange & BES Servers.
* Tracking mails and troubleshooting mail flow issue.
* Handling user Query through remotely, mails, GIMS, Lync & on call.

**Windows Support-**

* **Experience in administering Windows servers 2k3 & 2k8, back-up, and troubleshooting**
* Handling Windows servers 2003 & 2008.
* Handling Active Directory 2003, 2008.
* **Administration of various servers including Active Directory, DNS, DHCP, IIS, FTP & Backup Server.**
* **Handling all tickets related to Windows issue.**
* Troubleshooting security and distribution list issues.
* Active Directory Management 2003 / 2008
* Using Different Active Directory Queries for Providing Required Data to Management
* Working with HR & Management for Active Directory Clean-up Activity
* Taking and managing backup of MS windows server using WindowsNT backup.
* **Apply security patches, Services packs.**
* MS patch management for Windows Server OS.
* Backup and restore of system state, Information stores and drives through ntbackup utility.
* Coordinate with vendors for upgrading of servers at software as well as Hardware level.
* Troubleshooting & managing more than 1000 plus Windows/Exchange servers.
* Providing case history of any issue on the production servers with the RCA.
* Scheduling and initiating backup (remote as well as local) on daily/weekly basis & restoration of the backup.
* Responsible for carrying out server planned activities i.e. H/W failures in servers, tape libraries.
* Handling various issue of **DHCP, DNS and SMTP.**
* Working on Alerts, includes **Disk usage, CPU utilization, Memory Utilization and Service** alert.
* Accepting, updating and closing the tickets within SLA using SDP tool.
* Working in Data center operations.
* Maintain the Server Availability & health i.e. CPU avg load, disk management, Processes And application is running fine
* Maintain escalation procedures for all **SEV 1, SEV 2 and SEV 3** tickets.
* Ensure Backup status of all locations in India & outside India.
* Interacting with Vendor for proper serving of systems .i.e. case Log activity etc.
* Handling user Query through remotely, mails, Lync & on call.

**Personal Details:**

Gender : Male

Born : 5th Oct 1990.

Marital Status : Single

Languages Known : English, Hindi & Haryanvi.

Present Address : Mumbai, Maharashtra (India).

Permanent Address : Haryana (India).

**Conclusion:**

I hereby declare that the above given information’s are true and best to my knowledge and belief.

Place: **Mumbai**

**Sandeep Kumar Bhardwaj**