

## Certified AWS cloud Architect - Professional And Sysops - Associate

**Ashish Gupta**

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### **SUMMARY:**

- A result oriented professional with 8+years of experience in IT infrastructure support in multiple domains including Data-Center management, Service Operation, Service Delivery, Process Management, Incident Management, Network Administrator, Cloud Infra Support and Splunk Administrator.
- Have expertise in managing and leading strategic business objectives for large global enterprises in corporate, Aviation, telecom, health services, media and manufacturing sectors in USA, EMEA, and APAC.
- Have accomplished academic and professional career – an Bachelor Degree in Computer Science & Engineering, Various international certifications in multiple domains, plus over 35 management and technical trainings
- Have good communication, inter-personnel and leadership skills, have ability to learn and adopt to changes quickly & work in any environment with different tool sets
- Having real-time experience of implementing and managing Cloud infrastructure.
- Having hands on experience in Datacenter Administrator all tasks including Physically migrating hardware, Commissioning, Decommissioning.
- Good understanding of Networking and Windows/Linux concepts.
- Having real-time experience of implementing and managing Splunk Infrastructure and Administration, Creating Dashboard, reports.
- Hands-on experience on Ticketing tools like Service Now, HP SM9, HP SM7, remedy at user end.
- Strong analytical and debugging skills and an eye for details. Knack of handling complex projects. Ability to work as an excellent team player having strong communication skills.
- Having functional knowledge of various tools implemented in Infra-support like Service Now, HP Service-manager7&9, Remedy, Putty, WinSCP, Cargonet, HP OVO, HPSIM, SCOM.
- Ability to work and coordinate different vendors to drive the resolution.
- Ability to work independently, with distributed teams, Offsite and onsite team setting to deliver the results.
- Quick learner of new concepts & Technologies.
- Data center Infrastructure and Operation leads for Onsite Team.

### **CORE COMPETENCIES**

- Windows Server Administration
- Cloud Administration
- Citrix and IAM Administration and Management

### **CERTIFICATIONS (7X Certifications)**

**1) AWS Certified Sysops Administrator - Professional 2) AWS Certified Sysops Administrator - Associate 3) AWS certified Solution Architect – Associate 4) ITIL Foundation 5) CCNA- Security 6) CCNA 7) Red-Hat Certified Administrator**

### **TECHNICAL Skills:**

- AWS/Azure Web Console
- Windows 2003/2008/2008R2/2012/2012R2/2016/2016R2
- Active Directory 2008/2012/2016
- VmWare Virtualization vSphere 5.1/5.5/6.7
- SCCM
- McAfee
- Citrix XenApp 5.x/7.15
- Splunk
- Power BI
- **Ticketing Tool** : Service Now, Remedy, HP Service Manager 7&9
- **Other Tools** : Putty, WinSCP, Cargonet, HPOVO, HP-SIM, HP-NNM, SCOM, Solarwind

#### TECHNICAL EXPERIENCE:

<b>Internet Technologies</b>	AWS Web Console, Splunk Web console, Docker
<b>Operating Systems</b>	Windows 2000/XP/7/8,10,2012 Enterprise Server, Redhat
<b>Other Tools</b>	Service NOW, HP Service-manager7&9, Remedy, Putty, WinSCP, Cargonet, HP OVO, HPSIM. HP NNM, SCOM,

## PROFESSIONAL EXPERIENCE

### Project Experience

#### Virgin Atlantic Airways (1<sup>st</sup> Feb 19 – Till Date)

Working as a IT analyst in Tata Consultancy Services. My core responsibilities are to handle and managing Windows Server, End User Computing and Identity and Access management team, including Technical process in Windows, VMware and Exchange, Maintain Health Check Reports on daily basis for UK, APAC time zone.

#### Role

- Leading and managing the biggest customer facing team as a tower Lead position.
- Have extensive knowledge and experience in managing large team size efficiently for Global clients.
- Installation and Administration of Windows 2012, 2016 servers.
- Managing Domain Controller, Active Directory, User ID Creation, DNS, DHCP servers and group policy for 10k+ users.
- Managing more than 1000+ Windows Servers installed across the globe.
- • Define, document and implement O365 suite and MS Azure policies, processes, procedure and guidelines
- Deploy and Manage VMs using Vcenter.
- Worked on Citrix presentation server 4.0 and XenApp 7.15.
- Creating and Managing Mailbox Stores, Storage Groups and connectors installed in the exchange organization.

- Policy creation management for access protection and exclusions in ePO.
- Security hardening and Monitoring of Servers (CPU, Memory, Disc Utilization, Network) for security compliances.
- Patch management, providing support on patching on servers using SCCM.
- Performed up-gradation, Installation of applications and Software.

## **Achievements**

- Prepare and Implement Windows10 Roll out plan for users across the Globe.
- Prepared and implement the roll out plan of Forcepoint security client across the globe.

## **PriceWaterHouse Coopers, USA (10<sup>th</sup> April 2018 – 29<sup>th</sup> Jan – 2019)**

### **Roles & Responsibility**

- Installation & Administration of Microsoft 2008, 2012 and 2016 servers. Responsible for configuring of Administration of Windows 2008/2012 domain environment.
- Managing 5000+ Windows servers (Physical and Virtual) installed on various location and remote locations around the globe.
- VM Servers deployment, closing of existing VM as per client request as per established process.
- Security hardening and Monitoring of servers (CPU, Memory, Disk, Network Utilization) for Security compliances.
- Creating GPO as per requirement for centralize management.
- Experience is administering system Security Policy, Group Policy etc.
- Patch Management, Providing Support on patching servers for OS using SCCM.

### **29 March 2017 – 03 April 2018 USA**

<b>Client</b>	Horizon BCBS, USA
<b>Roles And Responsibility</b>	Data center operation lead and cloud computing

### **20<sup>th</sup> November 2016 – 24 March 2017 INDIA**

<b>Client</b>	Horizon BCBS, USA
<b>Roles And Responsibility</b>	Data Center (NOC) Offshore Lead

### **27<sup>th</sup> October 2013 – 17<sup>th</sup> November 2016 INDIA**

<b>Client</b>	Grainger USA
<b>Roles and Responsibility</b>	Service Operation, NOC Specialist

### **27 March 2012 – 20 April 2013 INDIA**

<b>Client</b>	PriceWaterhouse Coopers, USA
<b>Roles And Responsibility</b>	Basic monitoring Operations

# Additional Skills

## Core Technical Skills

- **Cloud Administration** : MS Azure, AWS infrastructure
- **Windows Servers Administration** : Windows 2008/12/16 servers
- **IAM Tools** : Active Directory, RSA Secure ID Access, Exchange Server 2007.
- **SIEM** : Splunk Enterprise Security v.5.0
- **Cloud Security** : MS Azure, AWS
- **Incident Management**: Service Now , Remedy
- **Domain Experience** : Manufacturing, Health Services, Aviation, Accounting

## Awards And Honors

- Awarded by TCS couple of times as star of the month for outstanding contribution to the organization.
- Awarded as The Best Mentor in June 2020.
- Awarded by client for demonstrating TCS responsibilities and ethics by closely following procedures to ensure security of the client's data center in September 2017.
- Nominated and win multiple times for On the Spot award by TCS for receiving multiple client appreciation.
- Awarded by TCS for handling an issue that was very critical and if was not addressed on time it could lead to a major client escalation November 2016.
- Awarded by TCS for service and commitment award twice in year of 212.

**Education** : B.Tech. in Computer Science and Engineering from K.I.E.T. Ghaziabad, UP, INDIA.

## Personal Details

<b>Date of Birth</b>	04 <sup>th</sup> April -1989
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