Bharat Bhushan Saxena

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Objective

Professional **Team Lead** as a Wintel Admin, focused on performance optimization and technical improvements with understanding of cost-effective decision making and usability. Certified in ITIL V3, Microsoft and VMware with **12 years in large-scale distributed Lead environments** and desirous of growing more with strong experience managing server infrastructures and data-center operations across Unix, Linux, Windows and Mac OS X platforms.

**Summary:**

* Team Lead – 2000 user support with the help of 06 Engineers to support 24\*7 roster wise, working with Reports, Technical support to engineers, Meeting Arrangements on Google Meet , Webex and LifeSize, Follow up from Customers and Users, IMAC(Inventory Management Assets Coordinator) . Windows server services and roles (all version) Installation, configuration. ADDS,DNS, DHCP, and VPN support.Play a significant role in establishing operational processes for a fast-growing distributed windows platform.
* Using Ticketing Tools Smart Desk Service Centre (Creating updating and resolving tickets through Smart desk and Assigning tickets to engineers who has expert in his field). Coordinating with Help desk team for Process and technical support.Proficiency with MS PowerPoint, Word and Excel.
* Working and Supporting SAP, Warehouse Management Service Application, Avamar Backup, ePO Mcafee, Product lifecycle management (PLM).
* **Active Directory Users and Group (Create, Modify, updating). IIS, Telnet, file server, Domain join.**
* Hands **on AWS, GITHUB, Jenkins, Maven and Ansible.**
* **Automation anywhere installation configuration, Client Server Core Components and HA.**
* **Skype & Google Meet for Business** (Schedule a call, Schedule a call, HD video calling, Record your interview, Screen sharing).
* **VMware installation, configuration (DRS and HA), DVI and monitoring.**
* VMware client Horizon Advance configuration and support and Installation.
* Hands on and automate standard operating procedures around common failure scenarios.
* Develop application performance management to measure and act upon performance data.
* Managing user, group and role in Windows Server all versions.
* Understanding and implementation experience managing Public cloud (IAAS, PAAS).
* Hands on with System Architecture and design, performance tuning and Scaling on VMware Platform.
* Experience in onsite co-ordination and reporting to stake holders.
* Experience in driving business requirements workshops, knowledge gathering sections and prepare Requirement Documents, Specification Documents, Data flow, Process flow charts etc.
* Ability to organize, prioritize and manage personal and teams work.
* Meetings (Daily, Weekly and Monthly review on old given tasks and New Tasks.)
* Reports with the use of Excel VLOOKUP and other formulas (Daily Weekly, Monthly – Server checklist, ePO McAfee, BigFix, Avamar Backup, Data Restoration, Network Diagrams, Workgroup System , Static & Subnet IP reports, IMAC, VC, Display, Auditorium, Attendance according to roster )

Professional Certification

* Hands onAWS, GITHUB, Jenkins, Maven and Ansible from 3RI technologies Pune
* Certified Automation anywhere Lead the Digital Workforce: Monitor, Measure & Manage Bot performance (V11.0)” & High Availably.
* ITIL Foundation Certificate in IT Service Management from Cosmos InfoTech solutions Noida in 2013.
* Completed MCP (Microsoft Certified Professional), MCSA (Microsoft Certified Solutions Associate), MCITP (Microsoft Certified IT Professional) from Cosmos InfoTech solutions Noida in 2013.
* VMware Data Center Virtualization Fundamentals – 340, VMware Cloud Fundamentals – 300, VMware Workforce Mobility Fundamentals – 340 from Cosmos InfoTech solutions Noida in 2013.
* Jet-king Certified Hardware & Networking Professional (JCHNP).

EDUCATIONAL QUALIFICAION

* **BCA from Dr. A.P.J Abdul Kalam University, Indore M.P.in 2019.**
* Master of Art from Chhatrapati Shahu Ji Maharaj University Kanpur, U.P. in 2002.
* Bachelor of Art from Chhatrapati Shahu Ji Maharaj University Kanpur, U.P. in 1998.
* Intermediate from U.P. Board Allahabad, Utter Pradesh in 1994.
* High School from U.P. Board Allahabad, Utter Pradesh in 1991.

Technical skills

Application Package : MS Office 365, ERP Tally 9, VMware vSphere Hypervisor, AWS Services, SAP, Warehouse Management Service Application, Avamar Backup, Product lifecycle management (PLM).

Automation/Dev Op : AWS VPC, EC2, RDS, IAM S3, Tomcat, Github, Ansible & Automation anywhere

Windows : Windows (all versions) Installation & up gradation.

Linux &Mac OSX : Ubuntu, fedora. Linux Mint 19, Yosemite, OS X 10.7, X 10.8 Mountain Lion, OS X 10.11, OS 10.12: Sierra.

Server : Win Server (All Version), SQL installation maintenance, Up gradation and SSL certificate installation. ADDS, GPO, Trust relationship, Backup, DNS, DHCP and User security permissions.

Hardware : Installation, Assembling, Troubleshooting & Maintenance.

Network : LAN, WAN, WI-FI troubleshoot. TCP IP UDP POP, IMAP, SMTP, telnet, SSH Protocols.

Firewall : SonicWALL 100/200 series, Juniper SSG20, Cyberoam.

Anti-Virus : ePO Mcafee, Quick Heal & Symantec installation and maintenance with high security.

Reports : Daily Weekly, Monthly – Server checklist, ePO McAfee, BigFix, Avamar Backup, Data Restoration, Network Diagrams, Workgroup System , Static & Subnet IP reports, IMAC, VC, Display, Auditorium, Attendance according to roster.

Meetings : Daily, Weekly and Monthly review on old given tasks and New Tasks.

Work Experience

Organization: Microland Ltd

Designation: Team Lead (Technical) - October 2020 to Present

Job Profile at Client (Hero Moto Corp Limited (GPC) Nimrana- Rajasthan ).

* Windows server services and roles (all version) Installation, configuration.
* Support to 200 users on windows and Linux platform.
* ADDS, DNS, DHCP, Hyper V, RDP support.
* Creating Users and Computers with the permission setting. Password resetting in ADDS.
* Manually and Auto Backup of DHCP, DNS, AD.
* Domain Configuration and joining to client machines.
* ADDS, ADCS installation and configuration.
* MMC, Event log, Monitoring tools, Firewall protocols and Port rules configuration.
* Installation of supporting applications like Automation Anywhere troubleshooting.
* Linux Operating System (Ubuntu, Fedora, Linux Mint) installation and configuration.
* VMware installation, configuration and monitoring (DRS & HA).

VMware client Horizon Advance configuration and support and Installation.

New VMs installation and configuration.

Monitoring VMs of Utilization of hardware and resources.

Understanding and implementation experience managing Public cloud (IAAS, PAAS).

* Expert with System Architecture and design, performance tuning and Scaling on AWS Platform.
* Experience in onsite co-ordination and reporting to senior team members.
* Vander management, Problem Management, Risk Management, SLA Management.
* Working as a Network Admin (LAN WAN, WiFi, VPN access and Firewall troubleshooting.
* Static and Dynamic IP setting with the using IPv4 in Server and client machine.
* Backup tools (Atempo live backup, Avamar) for server and client machines monitoring and restoring.
* Antivirus (McAfee endpoint) Server and clients configuration, installation and Monitoring.

Designation: IT Administrator

Organization: Global Energy Pvt. Ltd-([www.globalenergy.co.in](http://www.globalenergy.co.in/))July 2011 to Sep.2020

Job Profile at Global Energy Pvt Ltd.

Designation: IT Support Executive,

Organization: ASE Data Solutions Pvt. Ltd- May 2010 to May-2011

Job Profile at Client side: Indian Eye Security Private Limited ([www.indianeyesecurity.com](http://www.indianeyesecurity.com/))

Designation: Loan Booking Officer,

Penta Corporate Services Pvt. Ltd ([www.calibehr.com](http://www.calibehr.com/))Mar-2009 to Mar-2010

Job Profile at Client side: Fullerton India Credit Company Ltd. (Operation Center), Gurgaon (www.fullertonindia.com)

Designation: Hardware Engineer(Field and Site Engineer)

Organization: Diksha Windsor Computers- June 2008 to Feb-2009

Designation: Technical Support Trainee

Organization: Minerva Technologies, ([www.minervatech.com](http://www.minervatech.com/)) Dec-2007 to May-2008

Personal Details:

Date of Birth : 07/03/1975

Father’s Name : Late. Sri H. L. Saxena

Marital Status : Married

Passport Number : L9687527

Current Location : Pune

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