Bharat Bhushan Saxena Contact Number: +91-9922707318 E-mail: [bharatmailani@gmail.com](mailto:bharatmailani@gmail.com)

Objective

I am Professional **Team Lead** (IT Operations & End User Services). focused on optimization performance and technical improvements with understanding of cost-effective, decision making and usability. **Certified in ITIL V3, MCSA, MCSE and VMware** with **11 years in large-scale distributed Lead environments** and desirous of growing more with strong experience managing **IT Industries infrastructure and Warehouse operation** across Linux, Windows and Mac OS X platforms.

**Note: Education, criminal and Identity verified by Team- Legalev (** <http://legalev.com>**) and preparing ILETS Exam.**

**Summary:**

* **Team Lead-** (Regional Service Desk, Windows and Linux Patching, IT process and Budget, IT Ops, and System Center Configuration Manager Team Mgmt.).
* **Conduct Technical induction, Skill level availability, Productively Monitor and work on Incident and implement and change for effective solution.**
* **Training to the Engineers for (Application, ITAM, Coordination with Users, Disaster Management, Data Center KT & Network). Training to the Company employees for IT Awareness.**
* Working for DNS (Zone, Records and web process) Installation, configuration and monitoring. DHCP (DORA process) installation configuration and monitoring. Active Directory Users and Group (Create, Modify, updating) and Domain join.
* Playing a significant role in establishing operational processes for a fast-growing distributed windows, MAC and Linux platform and co-coordinating and reporting onsite to stake holders.
* I am working for business requirements, knowledge gathering sections and prepare Required Documents, Specification Documents, Data flow, Process flow charts and, IMAC(Inventory Management Assets Coordinator).
* Reports with the use of Excel VLOOKUP and other formulas. Like (Daily Weekly, Monthly – Server checklist, Anti-virus, Big-Fix, Avamar Backup, Data Restoration, Network Diagrams, Workgroup System , Static & Subnet IP reports, IMAC, VC-Display, Auditorium, Attendance according to roster).
* Training in AWS, GITHUB, Jenkins, Maven and Ansible. Training in Automation Anywhere and SQL Database installation configuration. Basic knowledge of Control Room, Bot Runner, Bot Creator and core components of Automation Anywhere Architecture. VMware Installation configuration, New VM creation and deletion and monitoring hardware utilization.

Professional Certification

* Certified Automation Anywhere Lead the Digital Workforce: Monitor, Measure & Manage Bot performance (V11.0) & HA.
* Certified in ITIL Foundation 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.
* Certified in 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).

Education Qualification

* Master of Art from Chhatrapati ShahuJi Maharaj University Kanpur, U.P. in 2002.
* **BCA from Dr. A.P.J Abdul Kalam University, Indore M.P.in 2019.**
* Bachelor of Art from Chhatrapati ShahuJi 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

Management : Technical Trainings, budget, Team Mgmt, Operation Mgmt. CRM Reports, SCCM Ops. Meetings with Customers, SLA, Project planning, Change and Incident Mgmt, Asset Mgmt (ITAM Training).

Application Package : SCCM, MS Office 365, VMware vSphere Hypervisor, SAP client, Warehouse Management Service Application, Avamar, Druva Backup, Product lifecycle management (PLM) and MS outlook.

Automation/Dev Op : AWS VPC, EC2, RDS, IAM S3, Tomcat, Github, Ansible & Automation Anywhere (RPA tool)

**Windows Server** : Windows (all versions) Installation, Patch Mgmt. & up gradation.

Linux &Mac OSX : Ubuntu, Fedora. Cent-OS, Red Hat, High Sierra- macOS 10.13, Catalina- macOS 10.15, Big Sur- macOS 11.

**Active Directory : Maintaining and reconfiguring** Creation / Deletion / Modification of User ID, Group ID, Password Changes, Backup and restore, **User account Management**.

ITIL &ITSM : ITAM Procurement (Asset Mgmt.) Allocation Procurement and Reports.

Network- Firewall : LAN, WAN, WI-FI troubleshoot. Protocols (TCP IP UDP POP, IMAP, SMTP, telnet, SSH). Firewall (Sonic-wall, Cyberoam)

Work Experience

Organization: Microland Ltd September 2020 to Present(01.02 Years)

Designation: Team Lead (Technical & End User Services)

Job Profile at Client (Dassault Systemes Solutions Lab Pvt Ltd) & (Hero MotoCorp Limited).

* **Support to Technical team for SCCM, ADID, Hardware, Network and Application.**
* **Training to new joiner, Asset allocation, IT awareness, Project KT, SLA Policies and Process.**
* **IT Asset Management(IAMS), Vander Management (Procurement) SLA and escalation Matrix Mgmt**.
* Windows server services and roles (all version) Installation, configuration and Patch Installation.
* The setup of **Windows 2012, 2016 and 2019 Server** Edition, Domain Controller, DNS Servers, DHCP Servers, File Server.
* **Installation, Configuration and Troubleshooting of Hyper-V Virtualization and Active Directory Domain Services.**
* **Co-ordinate with stake holders** for new requirements and up-gradation on Service level Agreement).
* **Active Directory, DNS, DHCP, Hyper V, RDP**, Create Users and Computers with the permission setting.
* **Bulk Laptops, desktops and Serves OS installation through Jenkins and OSD (Linux, MAC, Windows).**
* Support of the applications **like SQL, WMS, PLM, Antivirus, Big-Fix, net-IQ**, SQL,
* **Linux Operating System (Ubuntu, Fedora, Linux Mint, Cent-OS, Red Hat) installation and configuration**.
* **VMware installation, configuration and monitoring**.
* Working as a Network Admin **LAN WAN, WiFi, VPN** (Pulse Secure) access and Firewall troubleshooting.
* Static and Dynamic IP setting with the using IPv4 in Server and client machine.
* Backup tools (**Avamar & Druva**) for server and client machines monitoring and restoring.
* Antivirus (McAfee endpoint, ) Server and clients configuration, installation and Monitoring.
* Other Application Related to Networking and System Admin Management.
* **With the help of Backend Network team, SONICWALL Cyberoam FIREWALL Hands-on with Security SSL, NAT, VPN, WLAN, etc.** Firewall Configuration, Security Configuration, Intrusion Prevention, Interface Configuration.
* Basic Monitoring Sonic Wall View Point Server for Reporting and controlling.

Organization: Global Energy Pvt. Ltd July 2011 to June2016 ‘&’ July 2019 to August 2020(07.1 years)

Designation: IT Administrator(Wintel Admin)

Job Profile at Global Energy Pvt Ltd.

* Support to 200 users on windows and Linux platform. 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 the client machines.
* **Testing, Support and training to users for EYE-WATCH Mobile Application.**
* 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) for server and client machines monitoring and restoring.
* SONICWALL Cyberoam FIREWALL Hands-on with Security SSL, NAT, VPN, WLAN, etc. Firewall Configuration, Security Configuration, Intrusion Prevention, Interface Configuration. Bandwidth Management & Network Traffic Flow control through Firewall and Router. Basic Monitoring Sonic Wall View Point Server for Reporting and controlling.

Organization: ASE Data Solutions Pvt. Ltd May 2010 to May-2011 (01.1 years)

Designation: IT Support Executive,

Organization: Penta Corporate Services Pvt. Ltd Mar-2009 to Mar-2010 (01.1 years)

Designation: Loan Booking Officer

Organization: Diksha Windsor Computers June 2008 to Feb-2009 (08 Months)

Designation: Hardware Engineer(Field and Site Engineer)

Organization: Minerva Technologies, ([www.minervatech.com](http://www.minervatech.com/)) Dec-2007 to May-2008 (05 Months)

Designation: Technical Support Trainee

Personal Details:

Date of Birth : 07/03/1975 Passport Number : L9687527 (26/05/2024)

Father’s Name : Late. Sri H. L. Saxena ILETS Exam : Preparation Going on.

Marital Status : Married Current Location : Pune Maharashtra- India

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