



Atos Global IT Solutions & Services Pvt Ltd.

Designation: Tech Lead - Duration: Since 20th June 2016 to 30th Oct,2017

Designation: Project/Team manager – Duration: Since 1st Nov.,2017 to 31st May,2020

Designation: Enterprise Architect

Automation Architect/ServiceNow Architect – Duration: since 1st June,

Technology used: Ansible, Arago, TSSA/TSO, TSOM, TSCO, Infoblox, SCCM, RPA, Networker, MSO, Power Automate, AWS, GCP, Azure, Morpheus, CoreStack, Turbot, CloudHealth, ServiceNow (ITSM/ITOM, IntegrationHub, Discovery, CMDB).

Roles & Responsibilities Handled

- Created strategic vision and direction for the platform, including outcomes to be delivered.
- Established the relevance of the platform within the enterprise and lead strategy governance meetings as part of the executive steering committee and acted as executive point of approval authority and the final point of escalation for all decisions and policies that govern the Now Platform
- Prepared and presented funding model for the Now Platform, partnered with the platform owner to make sure platform capabilities are aligned with the vision and strategy
- Set guiding principles and success criteria for projects, removed barriers for completion, and approved closing projects, Maintained the stability and usability of the platform across production and nonproduction environments
- Performed application maintenance to include performance monitoring and error identification and remediation
- Lead upgrade planning and execution, Provided configuration assistance to developers
- Managed instance security: user/group access, administration, access control lists. etc.
- Ensured platform alignment with the business strategy, Participated in process workshops
- Provided consultative technical leadership to the platform team
- Created and maintains a detailed view of the existing architecture
- Provided architectural controls to ensure the correct technical solutions are used when delivering business solutions
- Resolved technical escalations, including responding to defects
- Worked closely with enterprise architecture team
- Assisted in migrating configuration across instances and was part of the integration expert in the absence of a dedicated role, responsible for the creation, maintenance, and management of IT architecture models
- Supported roadmap development and delivery through technical direction and decision making
- Supported positioning ServiceNow with overall technical landscape and ensures foresight in direction, platform consumption, and integration across systems

Enterprise Architect Responsibilities:

- Part of CoE, to work with AST to identify automation opportunities for service improvement and reduce manual efforts from team and enable end to end use case automation.
- Performing ticket analysis to identify automation possibilities from incidents, Change, SSR, CSR, Problems, KB etc.
- To Prepare business case and demonstrate automation potential to management stakeholder/executives for approval.
- Co-ordinate between Technical teams, platform team, development/QA team for tools implementation and use case development to drive them through deliveries.
- Perform Solution designing/Process designing and prepare documentation for handover.
- To develop a strategy for the team to achieve goal, prepare HLD, LLD, DLD.
- To identify and provide any training/cross skilling as per requirement.
- To communicate clear instructions within team and listen to team members' feedback
- Monitor team members participation to ensure the knowledge transfer they are providing is being put into use, and to see if any additional KT is needed
- Manage the flow of day-to-day operations and direct solution architects.
- Create reports to update the company on the team's progress in Manufacturing, Banking/Financial, Telecom, Health & Life services, and R&S domain.
- Distribute reports to the appropriate personnel.

1) BMC Software India Pvt. Ltd.

Designation: Staff Specialist Support Analyst.

Duration: Since 16th August 2011 to 17th June 2016. (4 Years, 10 months)

Technology used: Unix, Linux, Windows. | Domain: Product Support

Tools: Patrol, Remedy, BPPM, Truesight, TSOM, TSCO, TSIM, APM, Synthetic Monitoring.

Responsibilities:

- Installation and troubleshooting of BMC components in test environment and as per customer's requirement.
- Handling customers issue and providing solution in timely manner.
- Supporting BMC product components such as PatrolAgent, Corresponding Knowledge Modules, Windows KM, UNIX KM, Remote KM, Cluster KM, Virtual Server KM, Event Management KM, Log KM, BPPM, TrueSight Operations Management, TrueSight Infrastructure Management, BMC Impact Manager etc.

2) Cybage Software's Pvt. Ltd., Pune

Designation: Technical Support Engineer (Operations Analyst) – Ops-team.

Duration: Since 22nd Feb 10 to 29th July 11. (1 Year, 5 months)

Technology used: Gentoo Linux, MySQL | Domain: Travel and Hospitality (T & H)

Client: TheRubiconGroup.com / TravelClick.com

Responsibilities:

- Writing bash shell scripts for operational tasks to reduce manual efforts and time.
- Remote Infrastructure Management (RIM): Proactive monitoring and troubleshooting of system hardware health (using Tools like Nagios and Big brother), Detail analysis of Shopping Cluster, shopping nodes, Production, test, and other servers.

- 3) Aress Software and Education Technology Pvt. Ltd., Nasik.
Designation: Technical Support Executive - Linux and windows administration.
Control Panel: cPanel, Plesk, HSPC, WHM, WHMCS, Nagios. | Domain: Hosting Support.
Duration: Since 7th Feb 09 to 14th Feb 10.

System administration skills:

- Creating users, resetting passwords, Monitoring through Nagios.
- Responsible for server monitoring, software installation, troubleshooting, standard updates, client interaction, server security hardening and satisfying project needs.
- Information Security Management as per client standard.
- Configuring firewalls, preventing ping attacks, Disable IP source routing.

Technical skills:

- Knowledge of shell scripting, Python, Playbook/Macro development.
- Administrating Web-Hosting Servers (Linux RHEL, Centos, Gentoo).
- Working on various Web Hosting control panels such as WHM/CPanel, Plesk, Helm, WHMAutopilot, and WHMCS, PEM (POA/PBA), ISPConfig, Webmin etc.
- Handled installation of Joomla, Mambo, word press, and different Fantastico scripts and web applications.
- Effective skill in web designing, FrontPage, Adobe Photoshop.

Training

| External (On-Site at Redhat) | Internal Training |
|--|--|
| Location: RedHat India Pvt. Ltd., Powai, Mumbai. | <ul style="list-style-type: none">• ServiceNow |
| Duration: 6 Months | <ul style="list-style-type: none">• Power Automate, Zabbix |
| Aim: To design PDF converter for RHEL in XML language. | <ul style="list-style-type: none">• GCP, AWS, Azure |
| Source : RHEL5.1, PostgreSQL, FOP.rpm | <ul style="list-style-type: none">• Togaf, ITIL v3, Six Sigma Lean |
| Knowledgebase: Studied XML, PostgreSQL deeply. | <ul style="list-style-type: none">• UiPath, BMC TSSA, BMC TSOM |

Certification:

- ServiceNow (Mainline) Certified System Administrator
- Togaf 9.2 Enterprise Architect
- Zabbix Certified Professional
- DevOPS - Jenkins, CI/CD, Microservices, Docker, Kubernetes.
- AWS Cloud Practitioner, Google Digital Cloud Leader.
- Red Hat Certified Engineer (RHCE)
- RedHat Certified Automation Specialist
- BMC Certified for TrueSight Operations Management
- BMC Certified for TrueSight Server Automation
- Six Sigma certified Lean Navigator
- ITIL Foundation
- PMI – PMP (Appearing)

Educational Qualification:

| SR.NO. | DEGREE | UNIVERSITY |
|--------|--------------------------------|---------------------------------|
| 1 | B.TECH (CSE) | Dr.B.A.M.U |
| 2 | Diploma in Computer Technology | Government Polytechnic, Nashik. |
| 3 | S.S.C | M.S.B.S.H.S.E |

Academic Projects:

- Dancing LED in the subject of Electrical Engineering.
 - In which we have designed the circuit having three different types of blinking LED's.
- Vehicle showroom Mgt. System in the subject of DBMS
 - This is sponsored project of Shivang Automobiles, Nashik for their Vehicle showroom which has been implemented successfully by us.
- HTML Editor in the subject of Visual Basic.
 - In which we have designed the GUI hyperlink web designing facility to new students which can learn HTML easily.
- Linux Embedded system:
 - Designed multiplatform internal mailing system for college students, intended computer environment virus free, tightened computer security for end users, made awareness in students about Linux and network security.

Personal Profile:

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|-------------------|---|
| ◦ Name | : KSHIRSAGAR PANKAJ RAOSAHEB. |
| ◦ Father's Name | : KSHIRSAGAR RAOSAHEB KASHINATH. |
| ◦ Date of Birth | : 23 rd April 1986. |
| ◦ Nationality | : Indian. |
| ◦ Passport No. | : S2790391 |
| ◦ Gender | : Male |
| ◦ Marital Status | : Married. |
| ◦ Languages Known | : English, Marathi & Hindi. |
| ◦ Interest | : Linux/Unix, Ansible, Python, and Shell scripting. |
| ◦ Hobbies | : Traveling. |

Information given above is true as per my knowledge. Hope that above details in my resume suits your requirement and you will give me an opportunity to prove myself.

Kshirsagar Pankaj.