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ITIL Foundation/ DevOps Fundamentals Certified.

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**Professional Summary**

Passionate, seasoned and skilled, competent and result driven ITIL certified professional with total 17+ year of experience in Application management **(AMS) & service operation (ITSM)**. Currently Involved in **production support** for critical & high and other customer priority **Incidents**, managing all aspects of application, production Support **service** **operations, deployment**  and Implementation of business for **Integrated Service** including **on premise, cloud and hybrid** environment and manages support for effective utilization of the systems, Responsible for end user satisfaction with complete accountability of meeting the defined Service Level Agreements (**SLA & OLA**).with prior experience in deployment & implementation inMS Azure**(Cloud)** , business analyst (BA), Data warehouse, software & web development. Additional **work summery** include –

* Extensive experience in **Incident/problem** management & **release & deployment** using Service Now /Remedy
* Monitor, Audit & Follow up on complete **life cycle** of all incidents and Ensure the maximum availability and minimal or no disruption to business continuity & service operation for **Integrated Service** Environment including **on premise, cloud, and hybrid**.
* Ensure that the overall **quality of issue** resolutions are delivered to our standards and customers are able to execute their business objectives through use of our application.
* **Trend analyses** of operational production data, issue categorization, Proactivelys identify potential issues and initiate **resolution / automation** strategies with other application and IT support team
* Partner with cross-functional (**engineering,test, business,** application product owners & infrastructure support) teams as needed to Diagnosis, investigation & resolve issues and drive **problem management** to RCA the issue and enforce **fix** permanently.
* Drive Application outage call and provide guidance and work with cross fuctional team in crtical & High **MIM** (Major Incident Management) recoveries and provide **executive** statu**s** update as well as post mortem follow-up
* Take ownership of **incoming actions and issues** and trouble shoot all **production** technical and functional issues to drive them to resolution.
* Operational **readiness** review and manage **release and deployment** of product & application code fix patches in multiple environments and tracking the same
* Participate in process & Services improvements
* Working knowledge on DevOps afnd SRE practices.
* Maintain a central **source** of information about the operational systems in scope and coordinate, control and monitor all changes to the environment to ensure operational stability. and **business users** are trained pre-deployment.
* Responsible to drive all production technical and functional issues towards **closure**
* Work with business forfunctionality and efficiently gathering /documenting (**FRD** n **BRD**) requirements for future **enhancements**.
* Administer and maintain (**application / web**) production environments and provide day-to-day operational technical / functional support with strong focus on **continuous** improvement and **Ops** excellence.
* Documenting and maintaining (**SOPs, Run-book &** **KB**). and share/spread **knowledge** with team members as well as internal teams (client services, service desk, development)
* Post deployment **Fish bone** analysis to find the gap in deployment issue.
* To reduced all manual effort of work arounds for repeatitive issues and monitors and implemented **automation** schedulers
* Experience in **Web/SQL/Azure Production application Support** with technologies like Azure, .net, **SQL & IIS**, Oracle, MySQL. MongoDB Experience in Troubleshoot of **SQL job, Database backup, restore & all system and user** issue across environments
* Hands on experience on any data discrepancy and database related issues.
* Experience in **Azure** SQL, Azure **VM**, Azure data factory (**ADF**), Azure Monitor, log analytics, Application Insight, Blob storage, DMS (Database Migration Services),Azure App services, Azure logic app and Azure Site recovery and Dynatrace.
* Knowledge on High availability, Cluster & NLB models.
* Working knowledge **of Control-M, Messaging Queue (MQ), BizTalk, Python, JIRA,**
* Working knowledge of **Shell** scripting & **UNIX/Linux, FileZilla, Putty.**
* Good understanding of source **control/configuration** management tools such as VSTS Microsoft TFS, GiT

**Working Experience**

* Worked for **QuessCorp India** since Dec’ 2020 to 15th Apr’21
* Worked for **Deep Engineering** Hyderabad since Oct’ 2018 to June’2020.
* Worked for **Dell International** Services Hyderabad From May 2014 to Sep;2018.
* Worked for **Tech Mahindra** Hyderabad from Dec 2007 to May 2014.
* Worked for **Solution Intg New Delhi** from Dec 2004 to Dec 2007.

**Experience Summary**

1# Working for Client **Clix Capital** As Incident Lead where I am responsible for production Service operations based in **SQL server, Oracle, Net, IIS, MySQL ,Azure SQL, ADF & Linux** ,**Mongo DB** my responsibilities includes:

* Monitor & Follow up on complete life cycle of all incidents and Ensure the maximum availability and minimal or no disruption to business continuity & service operation.
* Drive problem management to RCA the issue and enforce fix permanently.
* Redirect any issues requiring further analysis to the respective teams.
* Proactively Monitor Infrastructure and Application Components to improved customer experience.
* Deploy hot fix in production environment.
* Application performance monitoring assess Identify and propose monitoring solutions for diverse application scope.
* Trend analyses of operational production data, issue categorization, identify potential issues and proactively initiate resolution / automation strategies with other application and IT support team
* Published Ops Excellence report
* Partner with cross-functional (engineering, test, business, application product owners & infrastructure support) teams as needed to Diagnosis, investigation & resolve issues and drive problem management to RCA the issue and enforce fix permanently.
* Documenting and maintaining (SOPs, Run book & KB). and share/spread knowledge with team members as well as internal teams (client services, service desk, development)
* Connect with business to understand challeges in current enviorment and functionality and efficiently gathering /documenting (FRD n BRD) requirements for future enhancements.

2# Worked for **Deep engineering solutions**, where I am responsible for taking Ownership of the implementation and production Service operations based in **SQL server, Oracle, Net, IIS, MySQL ,MS Azure SQL, Azure VM,Azure data factory, Blob storage, Azure App service, Azure Monitor, log analytics, Application Insight &Linux** , my responsibilities includes:

* Application Code fix Deployment, monitoring, troubleshooting application, DB issues.
* work with cross fuctional team in crtical & High **MIM** (Major Incident Management) recoveries and provide **executive** statu**s** update
* Track, monitor, and resolve incidents.
* Add/modify Cloud resources as requested.
* troubleshoot cloud (**IAAS and PASS**) issues, perform root cause analysis.
* Work on SQL Job failure and DB server alert.
* Troubles shoot & support all system and user issue across environments.
* Test, validate and implement performance and resource optimization improvements in consultation with development Teams.
* Implementation and migration of Application and database from On-premises to MS Azure cloud
* Code fix Deployment, monitoring, troubleshooting application, DB issues in production environment.
* Daily maintenance, monitoring, problem resolution and internal customer for production and dev support
* Works on Server and database alert.

**3# Advisor- IT Ops, Dell Inc, Hyderabad May’ 2014 – Sep’2018**

Worked **for** **Dell**, As **Tier 2** production support for all Dell GCS & manufacturing Applications based in Microsoft **AX, .net, SQL, Oracle,MongoDB & IIS, Linux/Unix**  environment as my primary responsibility

* Support and troubleshoot Critical & High MIM (Major Incident Management) and other Customer escalated issue.
* works in continual Service Improvement
* Application Code fix Deployment, monitoring, troubleshooting application, DB issues.
* Partnering with Dev teams to resolve issues and drive problem management to RCA the issue and fix permanently
* Functionality and efficiently gathering/documenting requirements for future enhancements.
* Share/spread knowledge with team members as well as internal teams
* Published ops Excellence report to management by in-depth trend analysis.
* Proactively Identify risks and collaborate with needed stakeholders to mitigate risks.

**4# Client: Microsoft, Employer: Tech Mahindra Hyderabad Duration:** July ’2012-May 2014

Worked As member of Deployment & release team for Microsoft **HRIT**, was responsible for to migrate HR portal Role Guide, from on perm to MS Azure, Applications based in Microsoft technology i.e. .net, SQL,IIS and MS azure ( cloud),VSTS & Octopus

* Deployed & implemented Microsoft HR portal (Role guide) in MS Azure for UAT and production environment
* Installation/configuration/migration/creation of SQLserver database from on -premise to Azure
* Installation/configuration/Deployment of applications/updates/patches/hot fix as per approved design by application owner.
* Creation, monitor and troubleshooting of virtual machine
* Coordinate with Dev team, server infra support team and Test team
* Manage and assessment of risk that may affect the release scope and application as well as validate the release artifact
* maintain the release schedule for all core service and make the team are aligned
* coordinate and manage the go/no go live meeting stakeholder
* Maintain executing of plan and checklist of deployment (Document review /application dependency and deployment order and deploymentent task assignee resource detail
* Coordinate and communicate the status of deployment status during deployment

**5# Client: Microsoft, Employer: Tech Mahindra Hyderabad Duration :** Dec’2007-June’ 2012

Worked for Microsoft, As **L 3** **production support** and Deployment for Microsoft volume licensing IT (**VLIT**), Business group IT (BGIT) , Finance **IT** process Applications based in Microsoft technology i.e. .net, SQL,IIS and MS azure ( cloud) environment as my primary responsibility

* Administration and maintenance of SQL Server including Creation/Deletion of Database Objects, log clearance, giving and revoking permissions, changing the account password of the Services account.
* Trouble shoot & support all system and user issue across environments
* Monitor jobs on daily basis
* Deploy applications/DBs/updates/patches.
* Maintenance and monitoring of application.
* Hot fix Deployment for fixing Bugs of application.
* Coordinate with Dev team, server infra support team and Test team

**6# Database Executive– Employer: Solution Integrated New Delhi Dec’2004-Dec2007**

Worked for **Solution Integrated as database executive**, Technology based in SQL server,VisualBasic, Crystal Report, my primary responsibility

* Configuration and Installation of SQL server 2000 database.
* Creation and generation of web reporting.
* Maintains of database.
* Data warehouse, ETL and data mining
* Data de-dupe

**Skills**

**Primary Skills**

* IT Service Management - Change, Release, Incident and Problem Management
* Delivery Excellence – process, efficiencies, CSAT

**Secondary Skills**

* Operating System – Windows NT/2003/2005/2012/Linx/Unix
* Database – Oracle, MongoDB, SQL Server 2000/2005/2008/2012/2014/Azure, My Sql and MariaDB
* Tools – IIS, Jira, ServiceNow, Octopus
* Others – MS Azure (Cloud Computing), VB 6.0, .Net, Python

**Educational Qualification**

* M.Sc. Computer Science from MDU Rohtak University.
* B.sc. Maths from DDU Gorakhpur University.

**Certification & Achievements**

* **DevOps** Fundamentals (Certificate# DF73340)
* **ITIL Foundation** certificate in IT Service management (Certificate# 6028330.20672950)