# AMIT BHARDWAJ

**H.No. 1771, Sector-4**

**Urban estate**

**Gurgaon – 122001**

**Haryana, India .**

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Cross – Functional Experience & Cross Industry Expertise

**Total Experience: 20+ years**

**Key Skills:**

AWS, Azure and VMWare expert, HP Unix , Solaris, Linux, Windows, Active Directory Administration, Windows Site Replications in multiple domain, forest environment, Citrix , Legato, TSM, Arcserve , BackupExec , Migrations, Integrations and FC Storage Libraries with ACSLS , SL8500, SL500, TS3200 etc. (Handling around 9 countries Datacenter's Across APAC) , IT Audit , ITIL processes , complete knowledge of Remedy Tool, HPSM Tool , Compliance , SOX, Change Request processes , DR processes for DC, Alerting , Autosys , MCService Guard, VCS cluster , all backup and storage products, etc, Netapp Products , department budgeting , plans , projections, shell scripting etc.

Have done extensive solution and administration of over 50 servers in a mixed MetaFrame Xpe and Citrix Presentation Server 4.

Responsible for creating a highly automated Citrix environment ranging from automated installations, maintenance and updates of Citrix servers, ICA clients, application packaging, delivery and testing.  
Engineered high-quality solutions as per Citrix and Microsoft Best Practices and Quality Assurance.  
Performed infrastructure assessment and provided client with deliverables such as, Citrix Presentation Server Infrastructure Assessment, Logon Script Design, Windows Profile Design, Disaster Recovery Design, and Server Scalability Testing methodology documents.

Motivated IT / Business professional with progressive, client-facing technical / business skill set including, but not limited to: project management, product management, systems assurance, workflow design, technical writing, Tier I & Tier II,III 24x7 production support, testing/quality assurance, vendor management, requirement analysis, reporting, incident resolution management, architecture definition and implementation, performance monitoring.

**PROFESSIONAL EXPERIENCE**

**AON Service India Pvt. Ltd. (Feb 2018 --- Currently working as Technical Consultant) :**

Handling cloud infrastructure (IAAS) for Azure, AWS and VMWare, working as Global lead for problem management, performing analysis, solutioning for Windows, backup, storage, fileservices, VMWare and Public cloud.

Working on multiple infrastructures Globally, around 12000 servers covered including multiple DCs.

Handling USA, EMEA and APAC regions for support, design, solutioning, datacentre maintenance, problem management RCAs, Budgeting, DRs and day to day escalation and management for all above areas and skills.

AWS cloud multiple VPC ,cloudfront ,subnets ,NAT ,ELB ,AWS storage ,EC2 and security .

**Fidelity International ( 9th March 2015 – 5th Jan 2018) :**

Implemented and designed VDI solutions using Xendesktop,XenApp ,XenServer,ESXi and VCenter , used XtremIO for backend storage for high performance with integrated dedupe and compression technology .

Implementation and Designing for DC DR , Storage and Backup Infra. With NetApp FAS3210 ,isilon S210, VMAX all flash , Veritas Netbackup 7x implementation and design , DC migrations , Vendor management , Budgeting , Software defined storage solutions , Cloud Azure , Data Domain 4200 , 6800 ,6300,DD9500 AIR with DD Boost integration .

Implemented and designed site to site replication using Data Domain over netbackup. .

Netapp, Isilon and Brocades.

Software defined storage solution.

IT Management:

* IT Budgeting like Cape, Opex costing for every year .
* IT Budgeting and approvals under CTB and RTB .
* Vendor management
* Process evaluations and implementations like Audit, SLA’s etc.
* People management.
* Internal and External IT audits
* IT compliance.
* Internal business understanding and giving solutions .

**HP Global Soft Pvt. Ltd. ( 5th Nov. 2014 – 27th Feb 2015 ):**

Worked as ITO service delivery consultant **,** provide client services to US clients for Infrastructure solutions.

**( Allegis Group, Singapore - 24 February 2014 to 20 August 2014 ) :**

Was deputed at client location JP Morgan Singapore , As Part of the Implementation,Designing and Planning ASIAPAC Team currently working on Taiwan and India Backup Solution Projects , it’s a tech refresh project , migration of whole backup infra to 7.5 version with MSDP ( Disk backup and replication ) , duplication with cross site backup solution DR and Production .

**RBS Plc. Singapore (1st August 2011 – 20th Feb 2014):**

Handling/Designing/Implementing APAC Bank data Backup solutions for all DataCenters design , escalations, upgradation and integration , migrations of Avamar, Tivoli , Arcserve, Legato and Netbackup All versions , External scheduling like Autosys/ControlM , SL500/SL8500/IBM libraries , working on Incident management , taking care of all applications backups like Sharepoint, MSSQL, Oracle , Exchange , Solaris , Linux , H/W Encryption for Tape offsiting , DSSU's and DSU ( Disk Backups , deduplication ) implementations , Vaulting for China, Indonesia , Malaysia , Thailand , HKG, SIN, TOK, AUS, TWN locations .

Very Good Technical Solution and Operational Knowledge for Solaris/Linux/Windows/NAS/SAN/Network/fibre Connected backup/DR and Business Continuity.

3 times nominated for Excellence (What we value award) with 1 time wining.

Looking for more challenging role , Capable of handling any issue , any version and any solution of backup (Archiving , DB backups , Disk staging , Disk storage units , on any OS implementation for Master/Media servers, MS Exchange , external scheduler use with Netbackup , any libraries like ACSLS , StorageTek etc , any challenging position )

Looking after all new implementations, Planning, Escalations for Hongkong, Singapore, Tokyo, Sydney, Taiwan and Bit of London:

Looking after EDL with Legato

TSM Server administration

All SQL, Oracle, SAP and Lotus Notes, Exchange application backups with interactive backup agent configurations

Implemented Encryption Project for Netbackup 6.5.6 with SL500 Library Encryption

Upgraded Netbackup 6.5.3 to 6.5.6 on Sun Solaris Master/Media servers

Handling SL 500 Libraries for all regions and every region carrying 1 DR and Production DC

Implemented new media servers for all regions for the expansion of the setup

Managing Audit and implemented Tape Offsiting, Vaulting in Netbackup 6.5.6

Working on Arcserve, Legato, TSM for small backup setups for other small setup locations

**Optimum Solutions , Singapore (24 May 2010 to 31 Jul 2011):**

Worked for RBS Plc. Singapore Client for the above profile and got converted to permanent position with RBS Plc Singapore in August 2011 with same profile .

Worked with 15th June 2009 till 18th May 2010 Texas Instruments, Bangalore as L4 Netbackup for US Datacentre

Working on NBU 6.5, DSSU’s and all latest backup solutions for 6.5.x, implementation and configured the NBU jobs monitoring and DSSU threshold through SCOM (Integrated with NOM) and BMC Petrol.

All NBU Master, media servers are configured on SUN Solaris 10 with IBM3500 and L5500 STK library.

Worked with HCL Comnet, Noida as Tech Lead L 3 Netbackup handled a Team of 14 members and HP UNIX:

10th April 2006 to Jan 2009 Date HCL Comnet Ltd.

Projects Done in HCL:

**Job Description Johnson & Johnson:**

Manage Staff On-site, near shore, and off shore to ensure optimal functionality at multiple Data centers  
Manage projects involving system installation, PDU maintenances, infrastructure upgrades, DR, etc…  
Ensure SLAs are met with clarity and proficiency in a timely manner.  
Minimized financial impact for all breached SLAs  
Meet with clients on daily, weekly, and monthly bases regarding projects, operational events, resources allocation/utilization, budget, status reports, etc…  
Conduct staff meeting, attend manager’s meeting,  
Coach and mentor staff. Promote collaboration, and cooperation  
Leverage Remedy software for Incident, Work order, and Change management  
monitor overall health of Data centers- servers, storage cabinets, VTL, etc…  
Ensure completion of DR testing, create remediation list, follow-up on remediation items with action plan, and finalize reports, event log, and notes

Completed onsite transition and implementation in USA ( Atlanta and Pittsburg ) for HP Unix and Netbackup for MNC client , Installation and administration of HP Ignite-UX , PA-RISC 9000 , Itanium servers rx6600,8640 etc with11.11,11.23 OS version, HP Logical Volume Manager; HP MC/ServiceGuard with DB packages ; HP OnLine JFS; HPMirrorDisk-UX; HP GlancePlus; HP Software Distributor (including software packaging); SAN tape libraries from ADIC, StorageTek or Quantum Good exposure on advanced backup functions like Synthetic Backups, NDMP backups,Disk Staging or VTL implementation , SAN tape libraries from ADIC, StorageTek or Quantum Good exposure on advanced backup functions like Synthetic Backups, NDMP backups, Disk Staging or VTL implementation , Netbackup Master, Media installation for 4.5,5.0 and 6.0 , troubleshooting , user and system backup configuration , Vaulting administration

Etc.

* Analyze and resolve or escalated problems for Netbackup.
* HP UNIX Administration for Level 3.
* MC Service Guard Cluster and VCS ( Veritas Cluster )
* To ensure integrity of backup and recovery activities.
* Participate in the recovery of application environments where required.
* Ensure integrity of supported environment.
* Actively and emotively determine possible faults and causes by the execution of pre-determined health and operational checks.
* Manage and resolve problems identified by sys admins or monitoring software
* Analyze and resolve escalated problems within target.
* Investigate, identify and document proposals that will improve application recoverability.
* Document and implement changes to technical standards as required.
* Change and problem management targets are exceeded
* VERITAS Netbackup Performance monitoring & analysis.
* Did project like JPMC for 30 Netbackup Master, 230 Media and 2000 Clients.
* Netbackup implementation with Storage Tec and IBM libraries
* Worked on application backup and recovery solutions like Oracle DB, SAP and Archives, SQL etc.

**JPMC Project Completed through HCL Comnet in Bangalore**: The program encompasses working with all LOBs (Line of Business) to move from outdated data centres with unacceptable operational profiles into the modern, resilient data centres. These data centres are inclusive of 30,000 clients (AIX, Unix, Windows 2000, 2003 and others), 35 Media servers with two VERITAS Master Servers on Unix and 15 Storage Libraries (StorageTek ACSLS and IBM 3582, 3584 and 3590) in SSO environment parted in two Windows 2003 Active Directory Domains with Multiple DCS and Citrix Servers in all countries .All Processes are comprises of ITIL only.

* increased data storage capability
* enhanced resiliency
* reduction in infrastructure “single points of failure”
* significant additional capacity to support the firm’s merger integration
* reduction in corporate expenses

Schedule, Upgrade, and configure the setup for Datacenters forklifting and decommissioning of old servers and software’s, Also to make sure that all data is backed up , Restored properly , pre and post of forklifting all servers. Even for new project doing the transition also to make sure while executing it all necessary required technical aspects are in place , That to only possible working with all LOBs in US JPMC ( JP Morgan Chase) .

The Data Center Migration program will result in moving many business applications necessary to operate the firm’s customer and account systems. Thousands of servers that support web, application or database systems are being moved to the new Data Centres. This includes production systems, disaster recovery systems and development/test systems.

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12th Dec 2003 – July 2005 worked with LeasePlan India:

Introduction: Leading group in car leasing and also having a joint venture with Folks N Wagon and Abu Dabi group.

PROJECT COMPLETED; Windows Migration from NT to Windows 2003 with Active Directory, Citrix Metaframe Upgaradation from FR2 to FR3 and Presentation server 4.0 with Access Gateway Suit, Veritas Netbackup Upgradation from 4.5 to 5.0 GA with 11 online client servers, Installed 3582 IBM library with the Veritas master and media server, Lotus Notes Migration from R 5 to R 6.5 including clients.

Installation and troubleshooting of Veritas Netbackup 4.5 GA with 10 clients and one Master server on Windows 2000, Migration and Upgradation of Veritas Netbackup 4.5 to 5.0 GA with 110 Clients .

Users Training; Managed the day-to-day requirement for internal users training like Windows, Mailing software, Office Packages and Internal Datbases etc

**HCL INFOSYSTEMS INDIA PVT. LTD April 2003 to October** 2003

Worked as a CHANNEL CONSULTANT, the main job was to handle the FMS site’s for Technical Support and internal infrastructure Services and backup tools support like Veritas Netbackup and Arcserve for clients.

The job is to provide the support to the company’s clients, manage the escalations and support policies, SLA’s (Service level agreement).

### Projects Completed in HCL: ITC E-Chopal

Handled ITC (Client) project called E-chopal for the installation of V- SAT.

Handled a team of 15 ENGINEER’S and one Helpdesk. Managed the Team daily and weekly reporting to HO as per the terms and conditions mentioned in the SLA (Service Level Agreement) and to provide the technical SUPPORT to the clients and also into the selling and implementation of HCL networking products.

##### Progressive InfoTech India Pvt. Ltd - Noida, UP 10th October 2000 to April 2003

Progressive InfoTech India Pvt. Ltd.

The Company is into the Infrastructure Management Services for complete IT solutions for their customers,. As part of Infrastructure Management Services, The Company’s aim is to monitor and manage all networks and its related components, telecommunications, applications and systems for the clients Like Vendor Management, System Management, Server Management, Desktop Management, WAN & LAN management.

#### Client Handled through Progressive InfoTech:

**Worked with British Gas India Pvt. Ltd, Gurgaon as SITE INCHARGE.**

* Installation and maintenance of Compaq & Digital sold Desktops, notebooks & servers like Compaq Proliant 1600, ML450, ML350, Digital Priories etc. running on Windows NT 4 server for exchange & for other applications
* Handled the AMC, FMS and the IT infrastructure services for British Gas, Day to day Helpdesk operations with a Team of 4 Engineer’s and one Helpdesk
* Vendor’s Management
* Win95/98/NT clients with Windows 2000 Servers
* Installation & maintenance of Local area network including installation of Switches, Hubs, Routers etc.

**DAKSH.COM (Client through Progressive Info Tech)**

As an active part of Resident Engineers placed in Daksh.com, Gurgaon worked in 7x24 Hrs environments from Compaq, India. Key responsibility areas were:

* Installation and maintenance of Windows NT/2000 networks with Wide area networking
* Exchange Server administration, Network Management
* Installation and troubleshooting of Veritas Netbackup 3.0 GA with 10 clients and one Master server on Windows 2000
* Linux DNS server
* WAN set-up maintenance including liaison / co ordination with ISP’s, VSNL, DOT and other agencies / vendors.
* Configuring Windows NT protocols, with emphasis on TCP/IP
* Installing Windows NT networking services i.e. defining our own DHCP server
* Installation of backup devices and network printers

24th June 1999 to September 2000 PC Solution India Pvt. Ltd, New Delhi

**Customer Support Engineer**

As Customer Support Engineer provided the technical support to maintain the internal IT services like:

* Installations & Maintenance of PC’s with operating system installed Windows95, Windows98 & Windows NT
* Troubleshooting of Network Nodes and Equipments.
* Maintenance of Peripherals like DMP printers (Epson EX. LQ series & TVSE QX series), Modi Olivetti’s Pass Book printers & HP laser jet printers (LJT III, 4MP, 6MP etc.)
* Day-to-Day Backup management like Backup scheduling, Restoration and Drills using DLT, LTO with IBM Libraries.

**Client Handled:**

1. Maruti Udyog Limited, Gurgaon
2. Ranbaxy RND Centre, 18 Sector, Gurgaon

ACHIEVEMENT

Achieved the Best Engineer award (2001-2002) from Progressive InfoTech in providing the Best Technical Support & Services to British Gas (Progressive’s FMS Client).

**Certifications and Training details:**

* VCP DCV 6.5 Certified, VMWare, Datacenter Virtualization.
* Microsoft Azure Solution Architect Expert.
* VMWARE NSX CERTIFIED
* Certified in Veritas Netbackup 5.0 Specialist for Implementation and Planning (Symantec).
* Completed Netbackup 6.5 training with certificate From Symantec on Unix Plateform.
* HP Unix Certified (PA RISC and Itanium boxes)
* Windows 2000 Certified Administrator (MCP).
* Citrix 3.0 Certified Administrator (Implementation and Maintenance).
* SQL Certified in MCSD (Microsoft Certified System Developer )
* Windows Architecture Part 1 and Part 2 Certified (Part of MCSD)
* Solaris Part 1 Certified System Administrator.
* Corporate Training and Certification in Oracle 8i through Path InfoTech.
* Got the ITIL training JPMC (Change Mgmt and Remedy )
* CCNA (Cisco Certified)
* Completed PMI certified Project management Training in RBS with experience on multiple projects.

**Education:**  
  
High Secondary (10th Standard) From St. Michael’s School (India)   
  
Senior Secondary (12th Standard)   
Engineering Diploma in Computer Science (3 Yrs) , Rajasthan Vidyapeeth University  
Professional Course in Information Technology , NIIT (3Yrs)

**PERSONAL INFORMATION**

Date Of Birth 16th March 1976

Sex Male

Status Married