**SUSHEEL KADU**

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**~ PROJECT / OPERATIONS / DELIVERY MANAGEMENT ~**

*Seeking challenging assignments to leverage experience and expertise with an organization of repute*

**Career Abridgement**

Insightful, results-driven IT professional with exceptional **leadership, project management and team management skills** offering 23 **years** of extensive experience in **IT Physical/Remote Infrastructure Management, Project Management, Procurement of links, SLA Maintenance, Site Management, Vendor Management and Manpower Planning** with notable success directing a broad range of initiatives while participating in planning, analyzing, and implementing solutions in support of business objectives.

Over 7 + Years of Experience Azure Active Directory, Active Direcotry,Windows Administration. Resolved Azure AD issues relating to Office 365. Having Experience on creating and updating the Various PowerShell Scripts for Azure Deployments etc. Developed a migration approach to move workloads from **On - Premises to Azure** or AWS. Develop new cloud-ready application solutions. Designing, Configuring and maintaining **Services** on **Windows Server 2003, 2008, 2012, 2016 and 2019**. Responsible for **Servers Health Check and Performance** Monitoring for all the Window servers. Experienced in configuring Cloud platform such as Virtual Networks Multi-site, VMs, Azure AD,**Load Balancers, Azure SQL, Cloud Services**, etc. Created **monitors, alarms and notifications**for **EC2 hosts using Cloud watch**. Migrated applications to the AWS cloud. Build servers using AWS , Importing volumes, **launching EC2, RDS, creating security groups, auto-scaling**, load balancers (ELBs) in the defined virtual private connection. **IIS**:Deploying the Web Applications and Testing, User Control And troubleshooting The User Issues. Creating Clusters for **High Availability** (HA). Configured **Resource Pool, Motion, Alerts, Alarms.** Creating and Managing **Virtual Machines** and **Templates**. Performing **Snapshots, Cloning.**

Since July 22nd 2019 –October 20th 2020 **Adaan Digital Solutions Pvt. Ltd., New Delhi**

IT Lead

* Before universal lockdown Work from Home readiness for all office employees & Time Doctor implementation for employees time tracking work monitoring along with Back to Office readiness as well.
* Explain to all levels of the organization the purpose of an Information Security Management System (ISMS) and explain the processes involved in establishing , implementing, operating and monitoring , reviewing and improving an ISMS as defined in ISO 27001.
* Responsible for technical evaluation, testing and upgarading of quality systems used for organization’s ISMS initiatives.
* Websites Hosting on WPEngine best cloud based platform for wordpress websites.
* Projects implemented and managed using Wrike like HRMS Software Keka, IT Assets, IT Ticketing, In House Outbound 10 Seater Call Centre setup , Sales & Fulfilment CRM etc.
* Systems monitoring, administration and performance troubleshooting of the firm's IT infrastructure.
* Alerting the IT Service Desk to any service availability issues and providing regular updates.
* Acknowledging and responding to assigned tickets in the infrastructure queue.
* Managing and reporting on any licensing, asset or compliance requirements within scope of this role.
* Providing technical input and advice to the IT team on future and current initiatives, strategy and best practices.
* Pro-actively recommending proposals to optimise systems performance and stability across the entire IT estate.
* Supporting and aiding the Process Improvement and Software Development functions and other project teams with infrastructure services and advice.

Since April 2nd 2018 –July 18th 2019 **Damco Solutions Pvt. Ltd., Noida**

Assistant Manager – IT Support

* Systems monitoring, administration and performance troubleshooting of the firm's IT infrastructure.
* Coordinating issues and resolutions with the rest of the Infrastructure team.
* Managing Service requests raised by Developers.
* Alerting the IT Service Desk to any service availability issues and providing regular updates.
* Acknowledging and responding to assigned tickets in the infrastructure queue.
* Installing new hardware and other IT infrastructure plus software upgrades.
* Managing and reporting on any licensing, asset or compliance requirements within scope of this role.
* Providing technical input and advice within the IT team on future and current initiatives, strategy and best practices.
* Pro-actively recommending proposals to optimise systems performance and stability across the entire IT estate.
* Supporting and aiding the Process Improvement and Software Development functions and other project teams with infrastructure services and advice.
* Deployed Docker, Xampp, Wamp & security encryption in Ubuntu systems alongwith active support on client’s CRM’s.

Since September 14th 2016 –December 21st, 2017 **MMAD Apps India Pvt. Ltd., Noida**

Technical Solution Professional – Infra

* Deployed SharePoint Server for a Client with AD And DB Server
* Deployed Infrastructure for IRCTC Project
* Deployed Automation for Shutdown and Startup VM’s for IRCTC Project using Json Script file
* Deployed Bugzilla on Azure Platform for IRCTC Project using Powershell Script.
* Deployed Gitlab on Azure Platform for IRCTC Project using Powershell Script.
* Deployed SonarQube on Azure Platform for IRCTC Project using Powershell Script.
* Deployed ActiveMQ on Azure Platform for IRCTC Project using Powershell Script.
* Deployed MySQL & MongoDB on Azure Platform for IRCTC Project using Powershell Script.
* Managed & deployed IT Infrastructure on Azure for MHRD Swayam Project
* Cloud VM Maintenance Activities on Microsoft Windows Azure.
* Cloning of Azure Virtual Machines using Powershell Scripts.
* Virtual Machine Scale Set Deployments using Powershell and JSon Script.
* Configurations of SharePoint Servers
* Azure Search and other Azure Services Deployments
* Online TFS Users Management
* Managing DNS records for company’s domain names and appily.com as well as application co-ordination with Appily Team
* Managing Bebuoy.com server migration to different Azure Subscriptions

Since 1st March 2015 – September 06th, 2016 **Getit Infoservices Pvt. Ltd., Noida**

Assistant Manager Technology

* Cloud VM Maintenance Activity Microsoft Windows Azure as well AMAZON AWS
* Taking Backups and Restores
* Manage DNS as Appropriate
* Manage Microsoft Dynamics AX 2012 R3
* Setting permissions as required
* Thorough understanding of IT Infrastructure Management and Network Management, responsible for network security awareness and security risk awareness with the organization
* Mastered the art of solving the user's problem through Remote Access and possess superior records of troubleshooting application, server, system, and networking problems
* Managing askme.com DNS records as well as application co-ordination with third party vendor.

Since 1st May 2014 –February 28th, 2015 **Getit Infoservices Pvt. Ltd., Noida**

Consultant

* Azure /AWS Cloud VM Maintenance Activity
* Taking Backups and Restores
* Manage DNS records for clients as well as company’s Domain Names as Appropriate
* Setting permissions as required
* Thorough understanding of IT Infrastructure Management and Network Management, responsible for network security awareness and security risk awareness with the organization
* Mastered the art of solving the user's problem through Remote Access and possess superior records of troubleshooting application, server, system, and networking problems
* Managing askme.com DNS records as well as application co-ordination with third party vendor.

Since Feb.8th, 2007 – March 12th, 2014 **Getit Infoservices Pvt. Ltd., New Delhi**

Assistant Manager IT

* Web Administration and patch management of IIS 6 & IIS 7 for Mumbai Sify Data Centre as well as Noida Netmagic Data Centre and now moved on to Microsoft Azure Cloud for several Applications like local search engine getit.in, local classifieds Freeads.in, Freeads Voice, Callgetit application as well as all subdomains & alliances related to these applications along with US SUPERB.NETdata Centre for Applications like tradeget.com and getitgroup.in.
* Worked on Azure & Amazon AWS Cloudfront
* Maintained production logs and forwarded those to Management time to time.
* Vendor Management for all IT requirements of the company.
* Internet Connections Usage administration and Firewalls Management
* Managing Getit TMS and assigning Job responsibilities to subordinates on daily basis.
* QMail Server administration with third party Support from Sify as well as Coordination with Microsoft for Corporate office 365 mail accounts.
* Administration of audio conference bridge from Chorus Call conferencing service for all audio conferences from Getit.
* Administration of complete TEJ group’s IT Infrastructure.
* Network Administration of wired as well as wireless networks.
* Akamai URL Caching Control.
* Datacentre Alerts alarming control.
* Sonicwall Administration.
* Active Directory Single Signon Implementation.
* VPN connectivity among all Stations.
* Audio/Video Conferencing.
* Meeting configuration and release management standards for configurations and deployment for Production Releases.
* IT Service Management.
* IT Operations Management.
* Team Building Mentoring
* SQL Data Backups.
* MPLS Links Management.
* Vendor Management for all IT requirements of the company.
* Internet Connections Usage administration.
* Define roles and responsibilities of the team.
* Technical administration of Out Sourced Getitnow Call Center Services.
* QMail Server administration with third party Support from Sify as well as Coordination with Microsoft for Corporate office 365 mail accounts.
* Microsoft, Adobe Software Licenses Compliance Handling.
* Administration of audio conference bridge from airtel for all audio conferences from Getit and now migrating to Chorus for web management & auto bridge setup.

Since Nov.5th, 2003- Feb 2nd, 2007 **Rolex Hosiery (P) Ltd., New Delhi**

Manager EDP

* Administration of complete group’s IT Infrastructure comprising five Production Units located at Gurgaon, Manesar & Head office at New Delhi.
* Network Administration of wired as well as wireless networks.
* IT Operations Management.
* Define roles and responsibilities of the team.
* Data Backups.
* Purchase of all new IT requirements of the company.
* 4 DSL Internet Connections Usage administration.
* Assigning Job responsibilities to subordinates on daily basis.
* Customization of applications.
* Implementation of User Ease ERP Package.

Since June 5th, 2000 – Nov. 3rd, 2003 **Getit Infomediary Ltd., New Delhi**

System Support Executive

* Administration of network comprising computers of Windows NT and 98 machines.
* Giving support to colleagues posted at different stations all across India with Laptops, Desktops, Digital Camera’s & other computer peripherals.
* Server side programming in ASP, JavaScript & HTML for web sites <http://www.indianexportersindex.com> and <http://www.tradeget.com/>, it’s verticals <http://handicrafts.tradeget.com>, <http://textile.tradeget.com/>, <http://agriculure.tradeget.com>, <http://autocomponents.tradeget.com>, <http://industrialsupply.tradeget.com>, http://chemicals.tradeget.com and updates in http:// [www.adpai.com](http://www.adpai.com) & [www.freeads.co.in](http://www.freeads.co.in)
* Developed Web based Application for our corporate use.
* Installation & configuring our customized Catalog Entry Software.

Since Nov. 25th, 1997 – May 29th, 2000 **M/s Bhatia Plastics (P) Ltd.,** Noida

Hardware Engineer

* Administration of all computers & communication between them.
* Regular data backups.
* Purchasing of Hardware & Software’s.
* Designing & Machining in Ideas & Visi CAD/CAM software’s.

Since Aug. 8th, 1996 – . Nov.12th,1997 **M/s Manavs Pvt. Ltd., New Delhi**

Hardware Engineer Later appointed as Resident Engineer

* Attending calls from our clients like Escorts, Dabur etc.
* As resident engineer solely responsible for all computers printers and plotter given on rental basis to corporate office N.T.P.C, Noida

**Competency Matrix**

* Experience in a successful implementation of ISMS
* Project & Operations Management
* IT Remote Infrastructure Management
* Configuration Management
* Delivery Management
* Techno-Commercial Operations
* Billing Operations
* Site Management & Shift Management
* Contracts Administration & Management
* Incident/Problem/Release/Change Management
* Procurement/Documentation
* Azure & AWS Cloud Platform Management
* Project Transitioning
* Vendor Management
* DC & DR Management
* Cost &Quality Management
* Client / Customer Relationship Management
* Resource Planning & Team Management
* Recruiting & Training
* Escalation Management/Troubleshooting Ability
* Technology Leadership

**Technical Proficiency**

* Implementing Microsoft Azure Infrastructure Solutions – 70-533 - MS
* ITIL Certified.
* Completed Diploma in Linux Red Hat 7.0.
* Completed Technocrat level in Electronic Commerce.
* Completed Advanced Diploma in Electronics & Computer Maintenance LAN/WAN.

**Executive Highlights**

* Acheived Several Appreciation Letters during tenure for activities likes Datacenters Migrations etc.

**Overall Key Deliverables:**

* Initiates & owns meetings related to the Kick-offs & Review meetings
* Drives risk analysis
* Efficiently maintaining the SLA framework as per the Customer requirement
* Proficiently initiating various effective systems in place for Billing & Planning
* Successful in conceptualizing and developing formats for daily, weekly & monthly progress reports
* Establish the practice of project planning and scheduling.
* Maintaining the key factors of process as per the Incident management, conflict management is concerned
* Responsible for opening Tickets for internal change and Change request based on Customer Request
* Heading the responsibility as Team Lead for all India operations with a team comprising of 10 bright Network resources
* Coordinating with Regional Level Managers for pending issues, Engineer visit etc.
* Maintaining inventory for Core locations and remote

**Educational Credentials**

* **Implementing Microsoft Azure Infrastructure Solutions – 70-533 - MS**
* **ITIL** Foundation Certificate in IT Service Management.
* Diploma in Linux Red Hat 7.0
* Diploma in Electronics & Computer Maintenance LAN/WAN.
* **MCA** from distance education Jaipur National University, Jaipur in 2017.
* **BCA** from distance education Shobhit University in 2014.
* **12th** from U.P. Board in 1991.
* **10th**from CBSE Board in 1989.

**Personal Particulars**

Date of Birth: 16th September, 1973

Languages Known: English, Hindi, & Marathi

Permanent Address: G-1104, Neelpadamkunj, Sector-1, Vaishali, Ghaziabad, 201010, Uttar Pradesh