KISHOR SHINDE

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| IT Infrastructure Management|
| Technical & Solution Architecture|

Location Preference: Pune/ Aurangabad / Nashik

Key Skills

Strategic Planning

IT Infrastructure Management

Technical & Solution Architecture

Cloud Architecture

Server Management

Datacentre Operations

Incident, Problem & Change Management

Budgeting & Cost Control

Procurement

Project Management

Training & Knowledge Sharing

Performance Monitoring & Evaluation

Team Building & Leadership

Soft Skills

- Troubleshooter
- Collaborator
- Attention to Detail
- Team Player
- Problem Solver
- Planner

Profile Summary

- Performance-driven professional with **15 years** of rich & extensive experience in Strategic IT Infrastructure Management, Client Engagement, Technical & Solution Architecture and People Management

- **Planned, organized and controlled daily IT operations** along with implementing, operating & leading technology solutions in complex environment

- **Contributed to the business & technology vision and direction** by influencing strategies and monitoring execution of major technology initiatives

- **Strong Technical & Solution Architect** with excellence in gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels), followed by translation into functional specifications as well as provisioning of suitable solutions

- Excels in driving end-to-end technical architecture, involving client interaction, functional analysis of business requirements and development of solution strategy

- **Led productive cross-functional teams** using interactive and motivational leadership that spurs people to willingly give excellent results

- **A strategist** with recognized proficiency in spearheading business to accomplish corporate plans and goals successfully

Certifications

- Microsoft Certification: Microsoft Azure Administrator
- Microsoft Certification: MCITP: Windows Server 2008
- Microsoft Certification: MCTS: Windows Server 2008
- Microsoft Certification: MCSA: Windows server 2003
- ITIL® V3 Foundation: IT Service Management certificates

Education

- **2005: B.Sc. (Computer)** from Dr. BAM University, Aurangabad

Additional Course: ADCHN - Hardware & Networking Course from MCED Dolphins InfoTech Computer Institute, Aurangabad
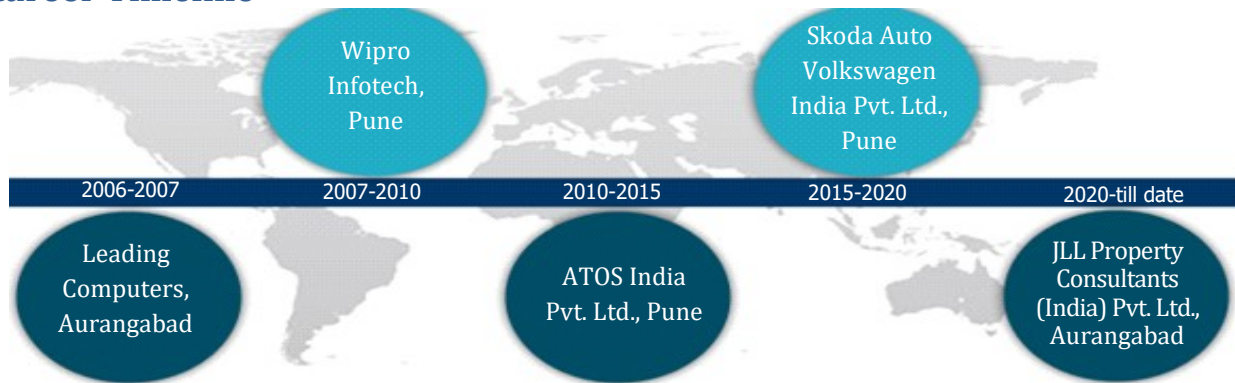
Personal Details

Date of Birth: 10th June 1983
Contact Address: 243, Trupti Building, Near Gitanjali Hospital, Samarth Nagar, Aurangabad
Languages Known: English, Hindi, and Marathi

👤 Career Timeline

2006-2007	2007-2010	2010-2015	2015-2020	2020-till date

Wipro Infotech, Pune

Skoda Auto Volkswagen India Pvt. Ltd., Pune

Leading Computers, Aurangabad

ATOS India Pvt. Ltd., Pune

JLL Property Consultants (India) Pvt. Ltd., Aurangabad

💼 Employment Details

Since Jan'20 with Jones Lang LaSalle Property Consultants (India) Pvt. Ltd., Aurangabad
Director (Role: Server Administrator)

Role:
- Configuring, deploying, and managing Windows servers in on-prem and Hybrid environments with workload distributed among legacy on-prem and Azure servers.
- Worked on Microsoft Azure (Public) Cloud to provide IaaS support to clients.
- Create Azure Virtual Machines and manage them in the network.
- Manage and Create VM scale sets, availability sets and zones.
- Managing conditional access policies and single sign-on.
- Configure Azure recovery services vault and backup policies for backup of Azure VMs
- Proven experience on managing IAM in Azure and troubleshooting Azure AD sync issues.
- Work along with other teams in collaboration for designing and configuring Azure Virtual Networks, subnets, Azure network settings, DHCP address blocks, DNS settings, security policies and routing.
- Hands-on Experience in configuration of Network architecture on cloud with Subnets, network security groups, network gateway, route table.
- Managed roles and permissions of users with the help of Azure IAM
- Work on requests to add users in groups, assign specific roles to groups through Azure AD.
- Configuring Azure AD connect on on-prem servers to ensure SSO implementation via pass-through authentication.
- **Collaborating with clients & stakeholders** while keeping them informed of progress and issues in order to manage expectations on all requirements and deliverables
- **Managing project baselines and controlling the same** with respect to cost, resource deployment, time overruns and quality compliance to ensure satisfactory execution of projects
- **Architecting, designing & developing Enterprise solutions** while maintaining scalability, performance, availability and quality of all platforms
- **Working on multi cloud platform** MS Azure, AWS and IBM
- Using Multiple tools to manages cloud platform, Such as Terraform, AWS Workspace, Azure Console and so on
- VMware ESXi Build for VCP version 5.5, 6.0, 6.5 and Migration 6.5. To 6.0, P2V's for
- **Contributing towards analyzing & checking IT infrastructure requirements** including details for capacity planning.
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Apr'15 to Jan'20 with Skoda Auto Volkswagen India Pvt. Ltd., Pune
Manager IT Infrastructure (Role: Server Administrator)

Role:
- Directed Server Infrastructure, VMware and Manage Datacenter Operations
- Created and sustained a dynamic environment that fosters the development opportunities and motivates the high performance amongst the team members
- Engaged in:
  - Building, Maintaining and Managing Server, Data Backup, VMware and Storage Infrastructure
  - Physical server Build on DELL, HPE, EMC, NetApp hardware platform
  - Virtual Desktop Infrastructure (VDI) implementation and management
  - Low Level Designs from HLD's, review and execution
  - VMware ESXi Build for VCP version 5.5, 6.0, 6.5 and Migration 6.5. To 6.0, P2V's for Physical server Hardware
  - Executing ITIL relevant processes, Incident, Problem and Change Management
- Liaised with counterparts from Skoda Auto a.s., VW Group Companies to resolve IT technical issues
- Knowledge on Microsoft Azure and Openstack Cloud infrastructure

- Ensured effective maintenance of:
  - Security patches upgrade of servers as well as clients
  - Active Directory, Group policies (system configuration and control)
- Analyzed and checked IT infrastructure requirements including details for capacity planning
- Worked on infrastructure requirements and executed relevant IT projects
- Coordinated Information exchange between Group companies
- Cooperates in IT Security audits. ISMS/ ISO requirements
- Managed infrastructure performance using PowerShell, Nagios, ANMS, ME – ELA, FAP, SDP & McAfee EPO, WSUS and SCCM tools
- Facilitated vendor management and SLA monitoring and enforcing AMC and warranty support
- Instituted disaster recovery planning and test activities

Key Projects Managed:
- Datacenter WWHE Pipeline Replacement project
- Company Merger project
- Near DR implementation for Virtual Infrastructure (SRM, VRA)
- Implementation of Separate VMware infrastructure for Dealer Application Servers
- Separate VM infrastructure with HA for Application servers
- Storage Migration - CX4 to VNX5200, HP VSA to EMC SAN
- VM Infrastructure Upgrade and VDP Appliance implementation and P2V Migrations
- Monitoring Tools implementation Nagios, Event Log Analyzer, File Audit Plus for Servers and Datacenter devices
- Helpdesk and Asset Management tool implementation
- Openstack cloud Infrastructure implementation

Accomplishments:
- Received Management Appreciations (Clever Cards) for multiple Projects
- Bagged special Appreciation for Merger Project

💼Previous Work Experience

Sep'10 to Apr'15 with ATOS India Pvt. Ltd., Pune
Windows System Administrator

Offshore project of UK Opsware, responsible for providing remote technical support Wintel/Server infrastructure
Role:
- Managed UK Clients in 24x7 environments, Onsite and from India, as & when required
- Functioned as a (Single Point of Contact) SPOC for two major UK clients. daily CAB and DSR calls with client
- Provided L2 & L3 support for 100% offshore project which includes Windows Servers, Tivoli Backups, Symantec Backups, Active Directory Services, VMware, McAfee Anti-virus. Application servers
- Liaised with customer for understanding their requirements & implementing them by creating work instructions
- Involved in Windows Patching through WSUS and Blade Logic BSA console, HP Opsware
- Engaged in configuring & maintaining Active Directory resources. DNS & DHCP Server

Accomplishments:
- Played a key role in onsite experience with Atos UK – Worked for BBC to support critical Windows Streaming Media servers, Web servers and Datacenter Operations
- Received Certificate & Excellence award in Atos for the outstanding performance

Jun'07 to Aug'10 with Wipro Infotech, Pune
System Admin and Team Lead

Growth Path:
Jun'07 to Aug'09: System Engineer and Team Lead for ROM, at **Max New York Life Insurance Co. Ltd**, Aurangabad from Wipro Infotech
Aug'09 to Aug'10: System Admin & Team Lead, at Client Site **Credit Suisse (A Global Bank) Pune**, for Wipro Technologies Pune

Accomplishments:
- Successfully completed New Branches Setup within projected time
- Ensured effective preparation of Lotus client, Applications, Basic computer knowledge presentations and process related documents as per company standard

Mar'06 to Jun'07 with Leading Computers, Aurangabad
Hardware & System Support Engineer