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| **VINAYAK PATIL** |
| **Mobile:** ​90490 15132, 87669 17537 |
| **E-Mail:** pvinayak988@gmail.com |

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**EXECUTIVE SUMMARY**

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| Over Thirteen years of extensive technical experience in the IT industry.  Good understanding of IT Operations , Service desk lead  Good understanding of DevOps tools and Cloud operation  Good understanding of AWS and Azure cloud operation |
| Highly skilled in providing support and monitoring a business’s core IT resources. |
| In-depth knowledge of providing troubleshooting services for software issues. |
| Develop and maintain system and security documentation. |
| Track record of collaboration with co-workers and other internal Teams to achieve maximum efficiency and full system functionality |
| Proficient in driving improvements in technology and Migration of systems. |

**DOMAIN SKILLS**

* DevOps tools and Python programming and Cloud operation
* Site Operation Management
* Design Data Centre
* Creation of VM ware images and installation.
* Trend Micro \ McAfee \ Symantec Antivirus Installation and Virus protection.
* Networking (Basic Troubleshooting).
* Migration of Office 365, Windows 7 to Windows 10.

**AWS DevOps**

**Cloud Platform**: AWS , Azure

**DevOps Tools**: Good understanding of Jenkins, GIT, Sonarqube, Nexus Artifactory, Docker, Ansible, Terraform, Kubernetes.

* Deploy and manage cloud environments with AWS
* Build and maintain tools for systems operations
* Good Knowledge in Automation frameworks, CI/CD process and tools (Jenkins, GitHub, Terraform, Ansible, Sonar Cube etc.)
* Strong background in systems administration
* Experience in diagnosing and troubleshooting system and application issues
* Proficient with container technologies like Docker
* Excellent Python, bash scripting fundamentals
* Good understanding of design of native Cloud applications, Cloud application design patterns and practices
* Good understanding of Git version control system

**Operating System**: Linux, Windows.

**AWS – Solution Architect (Associate)**

* Good understanding of AWS Services like EC2, S3, VPC, RDS, ALB, Cloudwatch, Cloudfront, Lambda, and Autoscaling groups etc.
* Create an EC2 instance and deployed application on the same
* Create a full application with the static website hosted on S3 with application running on EC2 with application load balance in front of it. The application was connected to a RDS MySQL data. able to perform CRUD operation on the database from the website
* Good understanding of VPC and created a VPC with public and private subnets with EC2 , application load balancer with auto scaling group
* Implementing Auto Scaling
* Creating and managing files and polices in S3 bucket (Simple Storage Service).
* Create and providing IAM access to the user
* Good understanding of Integration and Messaging services like SQS , SNS , Kinesis

**Azure Cloud Administrator (Certified Microsoft Azure Administrator)**

* Installing , Configuring and Managing Virtual machines with Windows \ Linux platform on Azure portal
* Installing , Configuring and Managing Virtual networks and implementing various network interconnectivity
* Configuration of Azure load balancer and Application gateway
* Configuration of Azure file share
* Implementing and managing Azure backup
* Managing different Azure policies including RBAC policies for the different subscriptions
* Creation of Custom image of an Azure
* Creation of storage accounts like Standard \ Premium
* Monitoring devices on Azure portal
* Configuration of Bastion host
* Configuration of Virtual machine scale set

**CAREER RECITAL**

**May 2019 to May 2022 with Persistent System Ltd, as an IT Operation Manager**

**Accountabilities:**

* To Manage the entire site end to end as a POC of IT, to see Project requirement’s and get this fulfilled from the respective Teams
* To handle and manage CxO’s and Executive’s issues
* To Manage all events Internal \ External
* To handle \ manage Asset management as well as system Compliance (AV, SCCM, etc.)
* To handle all escalations and keep tracking till the end until it gets resolved \ closed
* To handle IT Store

**Team Lead through OPENVIEW TECHNOLOGIES PVT Ltd, Jan 2018 to May 2019 with Persistent System Ltd.**

**Accountabilities:**

* Handled a Team of 18 Engineers for the 24x7 support – Service desk – PAN India and Overseas location.
* To Handle Windows, Outlook, and Antivirus & VPN Related Tickets.
* Responsible for EEPC related activities (Encryption & Decryption related issues).
* To Maintain Windows Compliance.
* Worked on Symantec, Trend Micro & McAfee encryption.
* Creation of Windows VM’s & Troubleshooting of VM-related Issues.

**Significant Highlights:**

* OS installation: - Win10, Win Server 2003, 2008, Windows 7, Linux, Ubuntu, Fedora, Suse, Mac OS.
* Working on DELL, HP, Lenovo, Desktop, and Laptop.
* Windows maintenance, dual booting, upgrade & update the windows.
* MS outlook configuration, Outlook backup & restore, and troubleshooting Manage Domain environment for two sites through remote support (Team Viewer, VNC). Internet & LAN configuration, troubleshooting.
* Installation of VMware & creation of VM images. Data Cards configure and troubleshooting
* McAfee, Symantec, TrendMicro Antivirus installation updating & virus protection. Remote desktop and remote assistance.
* Installation of EEPC Handling Encryption & Decryption related issues.

**Aug 2016 to December 2017 with TechMahindra Ltd., as L2 Engineer through OPENVIEW TECHNOLOGIES PVT.LTD.**

**Accountabilities:**

* Responsible for capturing Images & adding in WDS & MDT.
* To Handle Windows Updates & SCCM related issues.
* In charge of windows and domain migration activities, McAfee-related activities.
* Responsible for EEPC related activities (Encryption & Decryption related issues).
* Handling a team of 6 engineers. Handling Project Audits (Both Internal & External).

**Significant Highlights:**

* OS installation: - Win10, Win Server 2003, 2008, Windows 7, Linux, Ubuntu, Fedora, Suse, Mac OS
* Working on DELL, HP, Lenovo, Desktop, Laptop.
* Assembling, hardware up-gradation troubleshooting.
* Windows maintenance, dual booting, upgrade & update the windows.
* MS outlook configuration, Outlook backup & restore, and troubleshooting Manage Domain environment for two sites through remote support (Team Viewer, VNC).
* Internet & LAN configuration, troubleshooting.
* Data Cards configure and troubleshooting
* McAfee Antivirus installation updation & virus protection.
* Remote desktop and remote assistance.
* Installation of VMware & creation of VM images.
* Installation of EEPC Handling Encryption & Decryption related issues.
* Conduct Training.

**May 2016 to Aug 2016 with Rage Frameworks Ltd, as a Team Leader.**

**Accountabilities:**

* Responsible for Migration of windows 7 to windows 10.
* Implement and monitor office 365.
* In charge of windows and domain migration activities.
* Handling a team of 6 engineers.
* Responsible for installation of McAfee encryption and web sense client on laptops.

**June 2009 to April 2011 with Persistent Ltd. Pune, as Team Leader through VDA info solutions Pvt Ltd and Enhanced Software Solutions Pvt Ltd.**

* Received Best Employee Award.
* OS installation: - Win XP, Win Server 2003, 2008, Win Vista, Windows 7, Linux, Ubuntu, Fedora, Suse, Mac OS.
* Handled a team of 09 engineers.
* Worked on DELL & HP pc, laptop.
* Assembling, hardware up-gradation troubleshooting.
* Windows maintenance, dual booting, upgrade & update the windows.
* MS outlook configuration, Outlook backup & restore, and troubleshooting Manage Domain environment for two sites through remote support (Team Viewer, VNC).
* Internet & LAN configuration, troubleshooting.
* Data Cards configure and troubleshoot.
* Deskjet Printer, Dot matrix printer installation, and troubleshooting.
* Trend Micro Antivirus installation updation & virus protection.
* Scanner configuration & troubleshooting.
* Local and Network Printer configuration, troubleshooting.
* Remote desktop and remote assistance.
* SQL Server Installation and Its backup and restore.
* Installation of VMware & creation of VM images.
* Design Data Centre.
* Installation Rack-mounted servers in Data Centre.
* Installation of the checkpoint. Arrange sessions, create & give a presentation on various topics every weekend

**Sept 2006 to April 2009 with Bharat Forge Ltd as Customer Support Engineer through Zenith Computers Ltd.**

* OS installation: - Win XP, Win Server 2003, 2008, Win Vista, Windows 7.
* Worked on Zenith, DELL & HP Desktop, Laptop
* Assembling, hardware up-gradation troubleshooting
* Windows maintenance, dual booting, upgrade & update the windows
* MS outlook configuration, Outlook backup & restore, and troubleshooting
* Troubleshooting all mail related issues
* Manage Domain environment for two sites through remote support (Team Viewer, VNC)
* Data Cards configure and troubleshooting
* Lotus Notes installation & configuration
* Disk Management, partitions
* Deskjet printer, Dot matrix printer & line Printer installation and troubleshooting
* Symantec Antivirus installation, updation & virus protection
* Scanner configuration & troubleshooting
* Troubleshooting of hardware and O/S
* Basic Networking, Map drive, Data sharing
* Internet & LAN configuration, troubleshooting
* Remote desktop and remote assistance
* Wireless Networking, Networking in Domain environment
* Basic Firewall configuration
* VNC Configuration and team viewer configuration.
* SQL Server Installation and Its backup and restore.
* User Profiles Backup and Restore.
* Sharing folder, sharing device & Printer
* Provide technical solutions and troubleshooting services on a need basis Provide support to remote users Handling tickets individually.
* Inventory Management

**April 2005 to June 2006 with Indian Airlines as Customer Support Engineer through PCS Technology Ltd.**

**Significant Highlights:**

* Maintenance of Micon Server
* Handling Indian Airlines Office / Airport & his agents Hardware & Software related issues
* Basic network related issues
* Worked on BSNL Lease Lin
* Installation & Maintain Boarding pass printer, Ticket Printer

**SCHOLASTICS**

**Diploma in Computer Engineering in 2005**

**IT SKILLS**

Well-versed with Windows, SAP, Microsoft 365, Antivirus & Internet Applications.

Certified Microsoft Azure Administrator

**PERSONAL DOSSIER**

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| **Date of birth :** | 30​th​ July 1982 |
| **Linguistic Abilities :** | English, Hindi, and Marathi |
| **Present Address :** | Unnati Park ,Devachi Alandi , Pune |