Curriculum Vitae

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| **Candidate Name** | AMREESH KUMAR SHARMA | **Employee ID** | 51529722 |
| **Contact #** | +91 9811997273 | **Mail Id** | sharma.amreesh@gmail.com |
| **Passport #** | Z5604870 | **Location** | Noida |
| **DOB** | 20/07/1980 | **Marital Status** | Married |

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| **Total Experience (Months)** | 190 | **HCL Technologies Ltd. (Months)** | 24 |
| **Summary*** More than **15 years** ofExtensive experience in Managing **Office 365 Cloud services Like SharePoint Online, Skype for Business, Exchange Online, One-drive and other related services, Power Automate and Power Apps.**
* Extensive IT experience in Administrating, Deploying, Supporting and Implementation of SharePoint Server Enterprise applications and Web based applications.
* Currently Managing the **Azure AD services** for entire BC Management Infrastructure. Working on Integrated Apps to Manage Third Party Apps using Azure AD.
* Extensive experience in Service criteria, framework and governance model with service health monitoring and mitigating the risks involved across all the cloud services.
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| **Total Experience (Months)** | 190 | **British Council Management Services Ltd. Experience (Months)** | 30 |
| **Summary*** More than **15 years** ofExtensive experience in Managing **Office 365 Cloud services Like SharePoint Online, Skype for Business, Exchange Online, One-drive and other related services**.
* Extensive IT experience in Administrating, Deploying, Supporting and Implementation of SharePoint Server Enterprise applications and Web based applications.
* Currently Managing the **Azure AD services** for entire BC Management Infrastructure. Working on Integrated Apps to Manage Third Party Apps using Azure AD.
* Extensive experience in Service criteria, framework and governance model with service health monitoring and mitigating the risks involved across all the cloud services.
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| **Domain Expertise: (State NA, if Not Applicable)** |

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| **Domain** | **Specific Area in Domain** | **Experience (Months)** |
| Pharmaceuticals | HCL technologies Ltd../ Pharmaceuticals | 24 |
| Global Information Services (IT) | British Council Management Services Ltd. | 30 |
| Legal | Clifford Chance | 10 |
| Education | Government of Saudi Arabia | 18 |
| Healthcare/Pharmaceuticals | Johnson and Johnson Ltd., USA | 18 |

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| **Education** |

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| **Degree** | **Qualification** | **College / University / Institution** | **Year of Passing** |
| B. Tech | MINING Engg. | National Institute of Technology, Surathkal, Karnataka | 2005 |
| Higher Secondary | 12th Class (CBSE) | Jawahar Navodaya Vidyalaya, BHIND, (Madhya Pradesh) | 1998 |
| High School | 10th Class (CBSE) | Jawahar Navodaya Vidyalaya, BHIND, (Madhya Pradesh) | 1996 |

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| **Professional Key Skills** |

Office 365 Cloud Services Management, SharePoint Online, Skype for Business Online, Microsoft Teams, One-drive, Yammer and Microsoft PowerApps, SharePoint server 2010,2013 and 2016 (All versions).

MS Power Apps, ASP.NET, IIS, Windows Server 200X, Fast Search and Enterprise search in SharePoint Online and SharePoint Out of the box and custom workflows.

Windows PowerShell, Azure Active Directory Services, Windows 10, Network Load balancing F5 and Windows. ADFS (Active Directory Federation Services).

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| **Professional Activities, Certifications & Training attended** |

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| **Course / Certification Name** | **Institution** | **Year** | **Duration** |
| **SPS 2010 Administration- Training** | Microsoft Corporation | 2010 | 4 days |
| **SPS 2010 Administration certification** | Microsoft Corporation | 2010 |  |
| **SPS 2013 Administration certification** | Microsoft Corporation | 2013 |  |
| **MOSS 2007 Development certification (MCTS)** | Microsoft Corporation | 2008 |  |
| **ITIL certification** | Microsoft Corporation | 2011 |  |
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| **Engagement Overview** |

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| **Project Name** | Technical Delivery Manager (Cloud) | **Start Date** | 03/01/2018 |
| **Client** | British Council Management services Ltd. | **End Date** | Till Date |
| **Project Location** | Noida | **Team Size handled (If applicable)** | 5 |
| **Project Description: British Council Management Services Ltd is a Cultural organization in Noida/ Delhi. I have been working as a TDM for Managing all Office 365 cloud services for last 2 years.**  |
| **Role / Responsibilities** | * Worked on Migration Projects like On-Premise SharePoint 2007 environment to SharePoint Online.
* Managing all Office 365 cloud services like SharePoint Online, Exchange Online, Skype for Business Online, One-Drive, Yammer and other related services.
* Providing full Level 3 technical support to all stakeholders and users for all cloud services.
* Management of uses and their roles across all portals.
* Monitoring all SharePoint Online Intranets based on different regions globally.
* Database level backup and restoration activities.
* Administration and Configuration of enterprise SEARCH in SharePoint Online.
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| **Contributions:** * 1. Roll out of Office 365 Services across all regions globally.
* 2. Migration of OCS to Skype for Business online.
* 3. Complete Migration of On-premise environment to SharePoint Online environment.
* 4. Working with other teams on Microsoft teams for better collaboration and services Management.
* 5. Managing all global users and assigning the related licenses for all Office 365 (cloud) users.
* 6. Managing Azure AD services and users.
* 7. Identifying the risks involved and work on them to mitigate the risks and follow the proper criteria, governance model for making the services available for the users 24X7.
* 8. Creating the opportunities for business users by enhancing the processes using cloud services and Automation using Power – Apps and Windows PowerShell.
* 9. Working on 3 services excellence models namely, Customer Service excellence, Better than yesterday and Growth of Organization capability.
* 10. Working on all higher-level escalations and resolving them based on the severity of the incident.
* 11. Regular Monitoring health of all the cloud services and analyze them to ensure that the services are healthy, up and running for better performance.
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| **Environment:** Windows Server 2016. SQL Server 2016, 2012, Office 365 and all related services. |
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| **Operating System:** Windows server 2016, Windows 10 (Rollout across Organization) |
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| **Project Name** | SharePoint Technical Support (Level 3) | **Start Date** | 01/06/2017 |
| **Client** | Inventiv heath group (US)  | **End Date** | 30/09/2017 |
| **Project Location** | Gurgaon | **Team Size handled** (If applicable) | 10 |
| **Project Description: InVentiv heath group is a US based client. I worked as a level3 SharePoint support Consultant and the designation is Technical lead. Worked for SharePoint 2013 applications for all kind escalations and problem resolution.**  |
| **Role / Responsibilities** | Identification of all key users and their content management roles.Working on Daily Incidents (Service-Now) and their resolution. Active participation in high priority issues and escalated problems.Support all applications using the SharePoint 2013 GUI and PowerShell Commands.Management of uses and their roles across all portals.Monitoring all server farms based on the region.Webpart Maintenance and new features deployment using stsadm and PowerShell.Database level backup and restoration activities.Farm level backups and the Web application level backups using all available tools.Administration and Configuration of FAST SEARCH Server 2010.Technical support for all Sites and all maintenance and administrative activities related to MOSS Search and FAST SEARCH server 2010.All SharePoint related support and maintenance Activities. |
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| **Environment:** Windows Server2008, SharePoint Server 2013. SQL Server 2008, 2012, IIS, FAST SEARCH server 2010, Office 365 |
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| **Operating System:** Windows Server2008, 2012 |

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| **Project Name** | SharePoint Technical Support (Level 3) | **Start Date** | 16/08/2016 |
| **Client** | Clifford Chance (UK) | **End Date** | 30/05/2017 |
| **Project Location** | Gurgaon | **Team Size handled** (If applicable) | 4 |
| **Project Description:** Clifford Chance (UK) has its Software Division in India with the name "OSC Services Ltd." for Application Support and maintenance for the SharePoint Team sites and Portals in SharePoint 2010 and **Office 365 and FAST SEEACH server 2010** across all Team sites. The Server farms are divided in various categories like R1 farm (EMEA), R2 Farm (Americas), R3 Farm (ASIA/ASPAC) and R4 (Luxemburg) with multiple web application and site collections across all regions. Administration of all kind sites in Office 365 and SharePoint Online.There are pre-production and Development and Disaster recovery farms as well as per the business and technical requirement |
| **Role / Responsibilities** | * Identification of all key users and their content management roles.
* Working on Daily Incidents (Service-Now) and their resolution. Active participation in high priority issues and escalated problems.
* Support all applications using the SharePoint GUI and PowerShell Commands.
* Management of uses and their roles across all portals.
* Monitoring all server farms based on the region.
* Webpart Maintenance and new features deployment using stsadm and PowerShell.
* Database level backup and restoration activities.
* Farm level backups and the Web application level backups using all available tools.
* Administration and Configuration of FAST SEARCH Server 2010.
* Technical support for all Sites and all maintenance and administrative activities related to MOSS Search and FAST SEARCH server 2010.

All SharePoint related support and maintenance Activities. |
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| **Environment:** Windows Server2008, SharePoint Server 2010 SQL Server 2008, 2012, IIS, FAST SEARCH server 2010, Office 365 |
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| **Operating System:** Windows Server2008, 2012 |

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| **Project Name** | SharePoint Technical Support (Level 3) | **Start Date** | 30/10/2014 |
| **Client** | Johnson and Johnson Ltd. (USA) | **End Date** | 30/06/2016 |
| **Project Location** | Noida | **Team Size handled** (If applicable) | 25 |
| **Project Description:** Johnson and Johnson Ltd. (USA) has contract with HCL Technologies for Application Support and maintenance for the SharePoint Team sites and Portals in MOSS 2007 and **FAST SEEACH server 2010** and MOSS search across all Team sites and Portals. This a Very large server farm with different farm for different region line NA (North America), EMEA(European Region and ASPAC( Asia Pacific region.) with multiple web application across all farms and almost 70000 Team site and portals with the same capacity.**Migration of SharePoint 2007 On-Premise environment to SharePoint Online (Office 365)****Administration of all kind sites in Office 365 and SharePoint Online.** |
| **Role / Responsibilities** | * Identification of all key users and their content management roles.
* Support all applications using the SharePoint GUI and STSADM and PowerShell Commands.
* Management of uses and their roles across all portals.
* Webpart Maintenance and new features deployment using stsadm and PowerShell.
* Database level backup and restoration activities.
* Farm level backups and the Web application level backups using all available tools.
* Administration and Configuration of FAST SEARCH Server 2010.
* Technical support for almost 70000 Sites and all maintenance and administrative activities related to MOSS Search and FAST SEARCH server 2010.
* IP pooling and VIP configuration in F5 load balancer from Bigdata.

All SharePoint related support and maintenance Activities. |
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| **Environment:** Windows Server2003, Windows Server2008, WSS 3.0, MOSS 2007, SharePoint Designer 2007, SPS 2010 SQL Server 2005, IIS, FAST SEARCH server 2010. |
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| **Operating System:** Windows Server2003 |

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| **Employment History** |

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| **Company Name** | **Designation** | **Start date** | **End Date** |
| HCL Technologies Ltd. | Associate Consultant | 02/02/2021 | Till date |
| British Council Management Services Ltd. | Technical Delivery Manager | 03/01/2018 | 31/03/2022 |
| Incedo Technologies Ltd. | Senior Technical Lead | 01/06/2017 | 30/09/2017 |
| Clifford Chance business Services Ltd. | Sr. Application Support Analyst | 16/08/2016 | 30/05/2017 |
| HCL Technologies Ltd. | Associate Consultant | 30/10/2014 | 30/06/2016 |
| CSC India Ltd | System Engineer | 02/09/2010 | 17/10/2014 |
| GSS Infotech Ltd. | Sr. Software Engineer | 09/02/2009 | 26/08/2010 |
| Infinite Computing systems Pvt. Ltd | Software Developer  | 10/04/2008 | 31/12/2008 |
| Patni Computer Systems Ltd. | Software Engineer | 19/09/2005 | 28/02/2007 |