**Ishwar Yadav**

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Contact no: +91-7988184705

Address: #F-1401,AArcity Regency Park,Gaur City-2,Greater-Noida

Noida-201009.UP

CAREER OBJECTIVE

I look forward for a prolonged career in corporate world where I get a suitable platform to innovate and could leverage my abilities, interest and knowledge into a meaningful contribution towards attainment of personal and organizational goals.

PROFESSIONAL SUMMARY

* Technically Sophisticated Professional with experience in the areas of Infrastructure Service Division in troubleshooting, Administering and Monitoring of Windows server 2008, Windows server 2012,12R2, Windows server 2016.
* Good knowledge of VMware vSphere 6.0 .
* Good in end user support of Windows server 2008, Windows server 2012, Windows server 2016.
* Proper understanding of the process for scheduling patching and maintenance of servers.
* Good and experienced understanding in Alert monitoring, Incident management, change management.

EDUCATIONAL QUALIFICATIONS

* 10th Passed from CBSE Jul’06
* 10+2 Passed from CBSE Jul’08
* B.Tech in computer engineering. K.I.T.M College, Kurukshetra University Jul’12

SPECIAL QUALIFICATIONS

|  |  |
| --- | --- |
| **Technology Worked** | * VMware vSphere 6.0, Windows Admin, Esxi hosts. |
| **Operating System** | * Windows 2008 R2, 2012, 2012 R2, 2016 Servers, * Windows 7, Windows XP |
| **Tools** | * Deploying and troubleshooting on tools Service Now, Nimsoft,GCAR,FSR |

IT Security Operations, Vendor Management, IT Security Compliance & Audit , End User Services, Client engagement & service delivery, SLA management.

PROFESSIONAL EXPERIENCE

**TCS,India**

**Duration :** 28June2021–Till

**Role :** AssistantConsultant

**Responsibilities:**

* Installation and configuration ESXi Servers
* Miantenance of ESXi Serevrs like driver and firmware upgradtion etc.
* Troublshooting ESXi issues like PSOD,unresponsive etc.
* Performing Data store miantennece related activites.
* Taking snapshots and converting them to memory dump for root cause analysis.
* Migration of physical servers to virtual servers.
* Virtual-to Virtual Conversion(V2V)
* Managing and provisioning most of the servers which are VM,through vSphere.
* Updating VM Tools/Hardware on Virtual Machines.
* Virtual machine performance,Virtual Machine migration,Virtual machine Storage migration etc..
* Disaster recovery planning and implementation on virtual infrastructure.
* Migration of VMs inter cluster and inter datastore.
* Using VRealize for the analysis of stress of VMs and performance of virtual infrastructure.
* Logging case with HP/Dell and VMware related to Hardware and complex OS issues respectivily.
* Upgradation of VSphere environment to recent version
* Creation of Virtual appliances and machines as per given standards.
* Managing and optimizing VMware and Windows infrastructure.
* Deployment of VMs from templates and Cloning of VMs.
* Resolving day to day issues of Heartbeat failure and VM unresponsiveness.
* Resolving Issues related to Vcenter Virtual Client and Web Client.
* Administration of Windows 2003 server, Windows server 2008,windows serve 2010,Windows server 2012, Windows server 2016.
* Server Maintenance, Patch Updating,troubleshooting on BSOD error.
* Responsible of Queue monitoring.
* Provided 24 hour, on-call emergency support for multiple external customers.
* Configured monitoring agents on servers for disk, memory, cpu and other business applications and services
* Provided IT support for monitoring emails and service desk call for wintel platform servers
* Conducted security configuration validation and analysis of wintel servers
* Prepared required documentation for Changes.
* Using SNOW as work order Management Tool for solving the Customer raised requests, which includes Ticket assignment, closing, and Transferring of Tickets to respective groups as Incident management through E-mails.
* Proactively monitored customer trouble tickets.
* Ensured that all tickets and phone calls are handled within appropriate service level agreement time frames.
* Escalated tickets as needed.
* Documenting and sharing knowledge.
* Participating in conference call for high severity tickets
* VMware features Vmotion, Cloning, Template creation, Datastore, Snapshot, update manager.

**DXC Technologies, Noida**

**Duration :** July 2020—jun 2021

**Role :** Professional 1**-**Windows & Vmware Administration

**Responsibilities**

* Server Maintenance, Patch Updating,troubleshooting on BSOD error.
* Responsible of Queue monitoring.
* Provided 24 hour, on-call emergency support for multiple external customers.
* Configured monitoring agents on servers for disk, memory, cpu and other business applications and services
* Provided IT support for monitoring emails and service desk call for wintel platform servers
* Conducted security configuration validation and analysis of wintel servers
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* Using SNOW as work order Management Tool for solving the Customer raised requests, which includes Ticket assignment, closing, and Transferring of Tickets to respective groups as Incident management through E-mails.
* Proactively monitored customer trouble tickets.
* Logging to serevr through RDP,ILO/IDRAC to troublshoot performanceand hardware issues.
* Troublshooting BSOD,Blue Dump Error on Windows Servers 2k8,2112,2016
* Disaster recovery planning and implementation on physical servers infrastructure.
* Resolving day to day issues like serevr unresponsiveness,heartbeat failure and backup failure etc...
* Failover and Failback of the cluster resources.
* Patching windows server with Radmin & Opsware tools.
* Server Decommissioned
* Working on GCARS & FSR request as well for palnned activities.

**Teamlease Services Pvt Ltd., Noida**

**Duration :** August 2019– July 2020

**Role :** SeniorWindows & Vmware Administration

**Client :** DXC/FSG

**Responsibilities**

* Server Maintenance, Patch Updating,troubleshooting on BSOD error.
* Responsible of Queue monitoring.
* Provided 24 hour, on-call emergency support for multiple external customers.
* Configured monitoring agents on servers for disk, memory, cpu and other business applications and services
* Provided IT support for monitoring emails and service desk call for wintel platform servers
* Conducted security configuration validation and analysis of wintel servers
* Prepared required documentation for Changes.
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* Patching windows server with Radmin & Opsware tools.
* Server Decommissioned
* Working on GCARS & FSR request as well for palnned activities.

**HCL Technology Pvt Ltd., Noida**

**Duration :** 3 June 2016– 5 August 2019

**Role :** SeniorAnalyst

**Client :** Saint Gobain /Synchrony financial

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* Installation and configuration ESXi Servers
* Miantenance of ESXi Serevrs like driver and firmware upgradtion etc.
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* Taking snapshots and converting them to memory dump for root cause analysis.
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* Ensured that all tickets and phone calls are handled within appropriate service level agreement time frames.
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**APEE ESKKAY ENT.PVT.LTD**

**Duration** : Sep-2013 to Sep-2015

**Role** : System Administrator

**Responsibilities:**

* Provided Technical Level I/II desktop, laptop, telecommunication and network support to more than 120 end-users for this government defense/satellite contract facility. Responded to end-users' hardware, software and network connectivity issues in a Windows environment.
* Assisted in resolving client connectivity, interference, authentication, and coverage issues.
* Worked on network implementations and network designs for network engineering projects.
* Having good knowledge of basic network components like routers, switches , cable lying , RJ45 connector, CAT 65 cable, types of rack and fibre optics.
* Good experience in passive infrastructure, OFC, fibre laying, UTP, IT surveillance, network backbone designing, site survey and vendor management.i

Father’s Name : Mr. O P Yadav

Marital Status : Single

Gender : Male

Date of Birth : Sep 29, 1990

Language Known : English & Hindi

Hobbies : PlayingBadminton, Watching TV, Listening music.

**DECLARATION**

I hereby declare that all the above-mentioned information is true and correct to the best of my knowledge and belief.

***Date: 10.11.2019 Ishwar Yadav***