**ROUSHAN KHAN**

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**Synopsis:**

A creative and analytically skilled IT Professional having 5.9yrs of IT experience in Systems administration and Systems engineering. Love to take initiative and achieve goals which are aligned to organization’s roadmap.

Have hands on experience on Windows/Linux Server administration, Virtualization, Web administration, database administration, AWS Cloud, Google Cloud, scripting and automations in PowerShell, Shell Scripting and Python.

Good networking infrastructure and unified communication on protocol and infrastructure levels. Basic hands on experience in Chef, PowerShell DSC and Cloud Formation.

**Professional Profile:**

* Thorough knowledge of all Windows platform staring from Windows 2003 to Windows Server 2016.
* Good experience on Server roles viz. Directory services, DHCP, DNS, File Services, ADCS, ADFS.
* Familiar with TCP/IP, OSI layers, SSL/TLS, BGP, OSPF, IPsec and Load balancer (L3 and L7).
* Exposure to Cloud computing services in AWS cloud and Google cloud platform.
* Sound experience on configuration and administration of IIS 6, IIS7, IIS7.5, IIS8, IIS8.5.
* Have hands on experience in Failover Cluster, File and Storage services (SoFS, CSV, and SMB3.0).
* Virtualization exposure on VMware and Hyper-V installation, configuration and administration.
* Servers and Apps (Exchange/IIS) migrations using native tools and third party migration tools.
* Knowledge and experience on PowerShell scripting, automation and desired state configuration.
* Experience in Mail Server Migration over cross platform viz. O365, Exchange, Lotus Notes, IceWarp.
* Experience on MS SQL Server Installation, Configure, Administration (Backup, Jobs, TSQL, SSRS).
* Switching, Routing, Load balancer, Firewall basic troubleshooting and configuration.
* Worked on ticketing and change management tools ServiceNow, CA Service Desk.
* Worked on monitoring tools like Microsoft SCOM, Ipswich WhatsUp Gold and Tripwire.

**Professional Experience:**

1. **Amazon Development Center India Private Limited.**

**Role: Support Engineer III** (July 2017 - Present) – *SME in IAM and Infrastructure services.*

 **Active Roles:**

* Working as Operations Engineer managing Amazon’s CORP fabric support and operations.
* Managing corporate and developer services deployed locally and CROP fabric AWS cloud infrastructure.
* Owning highest support for IAM, Collaboration, DFS/DFSR, Unified communication, DNS/DHCP, Developer Tools, automated infrastructure provisioning for Windows and Linux hosts.
* Owning highest operational support for cross-platform Infrastructure and core services.
* Responsible for owning security patch management and capacity planning for Windows/Linux Infrastructure.
* Automating operational and repetitive task by developing PowerShell and Python scripts.
* Actively contributing as a mentor by delivering sessions to peers and cross team members.
1. **Dell International Service India Private Limited –North Americas and EMEA based clients.**

 **Role: IT Technical Analyst –** May 2016 to July 2017

**Active Roles:**

* Worked with Solution Architect and consultant for Datacenter migration and modernization.
* Worked as Server Migration Analyst for Cross platform Server workload migration projects.
* Responsible for cross platform server and its workload migration to Private and Public cloud.
* Used various migration tools like DoubleTake, PlateSpin, AppZero, Quest Migration tools and WSMT.
* Mail Server migration for Exchange/Notes on-premises to Exchange 2013 or Office 365.
* PowerShell Automation Projects for Infrastructure reporting and monitoring for Skype for Business.
* Automation process and workflow task using PowerShell Scripting and using PowerShell DSC.
* Microsoft Application Virtualization, OS Imaging, Application/Package deployments.
1. **IBM India Pvt. Ltd. – Client: Davis and Henderson - Canada**

 **Role: System Administrator – L2 (Wintel – Windows/VMware)** – July 2015 to May 2016

**Active Roles:**

* Responsible for Level 2 production support for Windows, VMware and Application support.
* Production support for VMware private cloud server workloads located in two datacenters.
* Microsoft IIS administration, configuration of sites and certificates and troubleshooting.
* Production build, release and deployment support using tools and automations.
* Support for tickets P2 and P1 for Windows, VMware and Middleware support.
* Worked on ticketing and change management tools CA Service Desk, ServiceNow.
* Used monitoring tools viz. SCOM, TripWire, WhatsUp Gold.
* Managed 6000 plus servers monthly security updates patching using System Center 2012 R2.

**4. Thyrocare Technologies Limited – Internal IT Infrastructure management.**

 **Role: System Administrator (L2 – Windows/VMware) -** February 2013 to June 2015.

**Active Job Roles:**

* Responsible 2nd level support for Servers, Application and end user.
* Monitoring and maintaining server infrastructure uptime as per SLA.
* Responsible for provisioning of new Servers, Applications and IT Services.
* Software licensing management and deployment in servers and workstations.
* Incident management RCA submission of report as per standards and procedures.
* IT resources and requirement planning and management and MIS submission on IT Infra.
* Leading a dedicated team for IT Infrastructure and end user support.
* Looking after Email, SMS and other unified communication services.

**Professional Projects:**

* Active member in VMware infrastructure planning, implementation project at Thyrocare Technologies Limited (Team Member) for new infrastructure and P2V migrations.
* Upgraded domain controller, DNS, and DHCP server roles from Windows Server 2003R2 to Windows Server 2008R2.
* Implemented IceWarp enterprise email server and migrated the data from Linux Qmail server to IceWarp server and team contribution to Exchange and Notes migration to office 365.
* Upgraded VMware infrastructure from V-Sphere 5.0 to V-Sphere 5.5 (ESXi hypervisor, SSO, Inventory services, Web-Client, V-Center, SRM) with minimal downtime, more than 100 plus VM infrastructure.
* Actively took part for migration IIS6 application and Websites to IIS7 and IIS7.5 during my tenure at Thyrocare and IBM also.
* Automated monthly server maintenance tasks from 9 hours Job to 4 hours using VMware PowerCLI and batch scripting for 80 plus production servers.
* Added 500 plus non-patched servers to SCCM and ensure more than 90 percent of them are complaint as a part of a project task.

**Educational Qualifications:**

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| --- | --- | --- | --- |
| **Qualification** | **Institution** | **Year** | **Percentage** |
| B. Tech | JNTU, Hyderabad | 2012 | 75 |
| XII | Jawahar Navodaya Vidyalaya | 2008 | 73 |
| X | Jawahar Navodaya Vidyalaya | 2006 | 69 |

**Personal Details:**

* Name : Roushan Ahmed Khan
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**Declaration:**

I hereby solemnly declare that the above information is true to best of my knowledge and I will be liable for any manipulation.

ROUSHAN AHMED KHAN Place: Hyderabad