

Nishant Saurabh Jha

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PROFILE SUMMARY	CORE COMPETENCIES
<ul style="list-style-type: none">• Senior Cloud Windows Administrator with 5 years of experience in Cloud Operations (Azure, AWS, OCI) and Windows Administration, and an overall experience of 6 years.• Excellent management skills, capable of leading & motivating individuals to maximize levels of productivity.• Effective support on OS level for providing high availability and stable environment.• Expertise in interacting with clients.• Strong knowledge in Azure and windows server administration (Compute, OS, Storage, Backup, Alert, Cost Analysis).	<ul style="list-style-type: none">~Cloud administration(Azure, OCI and AWS)~Windows Administration~24x7 Production Support~ Cloud Infrastructure management.~Alert Monitoring~Team Management

Highlights of IT Skills

- **5 years of experience in Cloud** (Azure, AWS and OCI) & Windows OS administration.
- Ability to **configure, patch, troubleshoot OS related issues** with incidents, change, problem, and risk.
- Deploy and manage cloud resources.
- Cost analysis and cost management of cloud resources.
- Installing, upgrading and maintaining Windows servers.
- Patching and roll back including error handling due to new patches.
- Analyzing the **vulnerabilities**, planned and implemented the steps to reduce it.
- Played a key part to **implement new features** and services in existing infra like **Update manager, Azure monitoring agent in Azure and OSMS agent in OCI**.
- Monitored all system alerts and assisted to resolve complex issues, examining Logs and determining the root cause of the issue.
- Good hands-on experience in Ticketing tool like **Service now**.
- Provided technical support for back-end system users and other teams.
- Eagerly provided **trainings and support to new members** in the team to make them acquainted to the roles and processes.
- Proactively created **SOPs** and Knowledgebase articles for reoccurring issues for the team.
- Got many **appreciations and awards** from clients and managers for continuous top performance in the team.
- Voluntarily helping out the team during high load by working off-hours.

Organizational Experience

Wipro Technologies – Pune (March, 2018 – March, 2024)

Project : National Grid US & UK (January, 2022 – March, 2024)

Role : Senior Cloud Windows Administrator

- Promoted to Senior Cloud Windows Administrator.
- Along with the activities performed in my previous role, was given added responsibilities to work dedicatedly for National Grid US & UK client.

Roles & Responsibilities:

- Performed **cost analysis and cost optimization** to save billing cost.
- Proactively planned for **windows servers' upgradation** if it is about to reach End of life.
- Planned and implemented new features and services in existing infra like **Update manager, azure monitoring agent in Azure and OSMS agent in OCI**.

- Planned multiple **Annual Disaster recovery drills** (DR Failover and fail back during DR drills) along with clients and application teams.
- Participated in **Cloud Migration** (VMware/Other Cloud platforms to Azure).
- Handled weekly and monthly review meetings with internal team and clients.
- Handled Operation calls, Problem and Change management calls.
- Provided 24x7 Production support.
- Performed trend analysis and improve proactively on Problem Management (No Repeated incidents/Mistakes, reduce escalations) by suggesting some permanent fixes in different application which results to decrease in ticket volume.
- Prepared SOP documents and Knowledge base articles.
- Provided training to newly joined team members and assisted them with BAU activities.
- Handled client escalations and ageing issues.

Project : EDOC (Shared resource for multiple (10+) accounts (April, 2019 – December, 2021)

Role : Cloud Windows Administrator

- Upskilled myself on multiple cloud platforms (Azure, OCI, AWS) and Windows server administration, working as a shared cloud infrastructure administrator for multiple international clients (10+)

Roles & Responsibilities:

- Handling a large number of servers in a shared infrastructure (10+ clients).
- Performed change activities in different environments such as OS patching, OS upgrade, VM resize, vulnerability fix, and many more similar changes.
- Provisioned servers as per the application requirements.
- Provided IaaS support to clients and performed first and second level troubleshooting on the servers, related to issues in login, network, permissions, connectivity, VM failure.
- Updated the OS of existing Windows Servers 2008r2, 2012 r2, 2016, 2019 if requested.
- Experience on cloud Infrastructure managed services for AZURE workload, Azure instances and other related AZURE Services (Compute, Storage, Backup, etc)
- Worked on patching through multiple tools and services like Jetpatch, Update Management and Update Manager.
- Worked on Azure Application Gateway, Load balance, Virtual Network and firewall in cloud environment.
- Experience on Azure automation account, Auto scaling of VMs, Enabling of ASR.
- Experience on Azure Instance backup to Recovery Service Vaults and Backup Vaults.
- Worked on creating Storage Pools for Azure Virtual Machines.
- Backup, Configure and Restore Azure Virtual Machine using Recovery vaults and Backup vault.
- Worked on multiple Annual Disaster recovery drills (DR Failover and fail back during DR drills).
- Knowledge on Cloud Migration (VMware/Other Cloud platforms to Azure).
- Handled daily incidents management based on the priority.
- Ownership of Patch deployment experience of more than thousand servers in a single cycle.
- Provided 24x7 Production support.
- Setup and monitored auto generated alerts in Azure.
- Worked on tickets and user requests, resolving them within SLA.

Project : Sealed Air and Diversey (March, 2018 to March, 2019)

Role : Support Engineer

- Started my career as a L1 desktop support engineer in user access management and monitor and troubleshoot application and system related issues.

Roles & Responsibilities:

- Maintained user accounts and access in Active Directory, SAP (Su01 transactions), O365 exchange admin console and Symantec MFA.
- Troubleshoot general Windows issues and issues with multiple applications (Office 365, SAP, Symple, VPN, Cisco Jabber, Lotus notes).
- Responsible to manage incident queue and provide resolution adhering to the SLA timeline.

Technical Skill Set

- **Cloud platforms** : Azure (Proficient), **Oracle Cloud Infrastructure** (Basic), **AWS** (Basic).
- **Operating System**: Windows 2008, 2012, 2016, 2019 (Proficient).
- **OS Patch tools** : Update Manager and Update management in Azure, Jet patch, OSMS agent (OCI).
- **Ticketing Tools** : Service Now, Summit, Remedy.

Trainings and Certifications

- Trained in **Az 305 - Designing Microsoft Azure Infrastructure Solutions**.
- Certified in **Az 104 – Microsoft Azure Administrator**.
- Certified in **Az 900 - Microsoft Certified Azure Fundamentals**.
- Trained in **Windows Server Administration**.
- Underwent basic trainings in **AWS and OCI**.
- Underwent basic **training in Red hat Linux** as part of Wipro's Catapult program (2020).

Academic Qualifications

Degree	Year	Institute, University/ Board	% /CGPA
B. Tech (ECE)	2016	Neotia Institute of Technology Management and Science, WBUT, Kolkata	6.35/10
I.S.C	2012	Mansur Habibullah Memorial School, C.I.S.C.E, Kolkata	72.71
I.C.S.E	2010	Mansur Habibullah Memorial School, C.I.S.C.E, Kolkata	82.43

Personal Qualities

- Quick learner and strong determination in completing the tasks assigned to me within the deadline.
- Technically strong at problem solving, analytical skills, and presentation skills and ability to work in a time constrained and team-oriented environment
- Good communication and interactive skills
- Precise in punctuality and good at time management.
- Thrives on challenges and works well even in worst case scenarios.
- Good in taking ownership in all the tasks coming across me.
- Team player and sharing knowledge within team

Personal Details

Date of birth : 24th April, 1993
Nationality : Indian
Gender : Male
Marital Status : Married
Languages Known : English, Hindi, Maithili, Bengali, Marathi.
Father's Name : Mr. Lalan Kumar Jha
Mother's Name : Mrs. Sudha Jha
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