**Shubhashis S Jena**

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**Career Objective**

To obtain a challenging position in **IT Infrastructure Design / Consultancy/ Project Management** with a growth-oriented organization.

**Professional Synopsis**

* A dynamic professional with over **15+ years** of experience on **Leading Team** and **Project Management &** OnWindowsServers, SCOM, SCCM, Stratosphere, Login VSI, HPSIM, Service Now & Remedy, IT Infrastructure Management/Migration and System Administration**.**

**Academic Qualifications**

B.E in Computer Science from G.H.I.T.M – Puri (Orissa).

**Organizational Experience**

**Penta Consulting: - Microsoft Jan 2023 – Aug 2023**

**Designation: Architect**

* Handled Team of 12 Members Globally for System Center Products & the Project.
* Provide Solution and deliver the requirements for Multiple Clients for SCOM, SCCM, SCORCH.
* Provide Customized Solution to the Clients after getting the Scope.
* Take session for the Customer to make them understand about the tools and their utilities.
* Send Weekly and Monthly report about the Project Progress.

**Wipro LTD**

**Designation: Architect/Project Manager (SCOM/SCCM/Stratosphere/Login VSI) Mar 2019 to Jan 2023 Responsibilities**

* + Handling a team (40 Members) of SCOM/SCCM/Stratosphere/Login VSI/Cloud/On Prem & On Prem to Cloud Migration.
	+ Trained people to work in the tools and follow the best practice.
	+ Automated multiple things in SCOM/SCCM & Stratosphere
	+ Part of hiring team to hire the best resource for the organization.
	+ Planned and reduce the ticket/alert counts from tools & User raised.
	+ Fixed multiple issues in SCOM/SCCM/ Stratosphere/SCORCH
	+ Upgraded Stratosphere to the Latest version
	+ Supported multiple other Project for SCOM & SCCM issues.
	+ Actively part in Appraisal and Provide feedback to the team employee.
	+ Driving end to end Incident, Change, Problem Management. Also make sure to close them within the SLA.
	+ Handle Customer escalation & drive it to closure.
	+ Drive all P1, P2 Outage calls till the closure & RCA.
	+ Prepared KB article and SOP & review them on the periodic basic to keep them updated.
	+ Part of the DWS (Digital Work force Service) to work collaboratively work with multiple teams to avoid escalations and early closure of the issue.
	+ Do tickets auditing to get a good CSAT score.

**Applied Materials**

**Designation: Lead Tools (SCOM/SCCM/SCORCH) Mar 2015 to Mar 2016**

* + Prepared the architecture and Upgraded SCOM 2012UR 6 to SCOM 2016 UR7.
	+ Imported al the MPs and Created lot of Custom MP to monitor Various Applications.
	+ Handling a team which use various Monitoring tools to monitor the infrastructure.
	+ Reviewing tickets and send SLA report to the stake holder.
	+ Handling Escalation and P1s.

**HCL Technologies**

**Designation: Consultant (SCOM) July 2015 to March 2019**

**Leading a Team of 14 Members for SCOM and SCCM.**

**Responsibilities**

* Prepared the Plan to Upgrade to SCOM 2016 from SCOM 2012 R2.
* Upgraded the agent from UR 9 to UR 13 by creating the SCCM task sequence and deploy them both in Test & Production.
* Upgraded SCOM 2012 R2 UR 9 to SCOM 2012 R2 UR 13.
* Prepared Plan and Upgraded the SCOM 2012 Sp1 To SCOM 2012 R2 UR6 in Production and QA for the Management Servers, Gateway Servers, Reporting and Agents.
* Fixed the badly configured for the Groups, Mps, Monitors, Rules.
* Fine-tuning the noisy alerts to avoid unnecessary alerts.
* Created Rule and Monitor as Required.
* Created Reports and Scheduled to Avoid human intervention.
* Fixed SCOM Config File issue, DB performance Issue & Boosted the DB.
* Provided KT to the team Member and train them to work on critical issue.
* Created SOP/KEDB for the Known issue and provided session to the team.
* Taken Session to control the Remedy Queue within SLA and fast reply for the E-mails.
* Created maintenance SQL agent task in SQL jobs for better DB performance.

**Microland Ltd.**

**Designation: Technical Specialist (SCOM) April 2014 to July 2015 Responsibilities**

* + Prepared the Architecture for SCOM 2012 R2 installation.
	+ Installed SCOM 2012 R2 in QA.
	+ Fine-tuning the noisy alerts to avoid unnecessary alerts.
	+ Created Rule and Monitor as Required.
	+ Created Performance Collection rule for Instances to collect the performance date.
	+ Created Rule for Event Monitoring and Service Monitoring.

**Wipro Technologies**

**Designation: Senior System Administrator (SCOM) 2013 to April 2014 Responsibilities**

* + Generating report as per customer requirement and scheduling them if required.
	+ Installed of SCOM 2012 SP1 in QA and Production.
	+ Fine-tuning the noisy alerts for the teams by creating overrides.
	+ Creating Rule and Monitor as Required.
	+ Creating Performance Collection rule for Instances to collect the performance date.
	+ Creating Rule for Event Monitoring and Service Monitoring.
	+ Implement Ping management pack to check the up and down for the system which are not supported by SCOM 2007 R2.
	+ Upgrade the SCOM 2007 R2 to CU7.
	+ Generate trending report to act proactively on the alert and fine-tune them if required.
	+ Monitoring the Log files and Websites as per requirement.
	+ Creating Custom report as per customer requirement.
	+ Providing the monthly & weekly alerts reports and System Uptime report to the Customer.

**VMOKSHA TECHNOLOGIES Pvt. Ltd**

**Designation: Senior Infrastructure Engineer & Team Leader April 2010 to June 2013**

**Responsibilities**

* + Responsible for the entire server lifecycle process from server installation to decommission,

for the entire infrastructure, with proper Infrastructure Component Qualification and decommission reports.

* + Providing remote (Through RDP, ILO, DS-View, & VI client) support and administration on Windows Servers all over the Globe.
	+ Incident management through BMC Remedy for monitoring tools (Hp SIM, SCOM & Nagios) triggered

and service request management for user triggered issues or services, within the agreed SLA and providing defect free service.

* + Standard server operational activities ensuring high availability and business continuity, with proper service pack level, patch level and PSP firmware version controlling.
	+ Creation, modification and management of DFS and file security , management of file servers, print servers and print queues, cluster administration tasks and data migration tasks between sites and administration of DHCP including creation, reservation and extension of DHCP scopes.
	+ Managing virtual infrastructure (VMware) by installations of VMs using standard templates, Tools management, Creation of VM instance, Installation and configuration of Guest OS, cloning of VMs and virtual Center management.
	+ Performance tuning of the servers and finding RCA. Working under ITIL process.
	+ Creation of standard operating procedures, working Instructions, monthly server reports and KEDB.
	+ First level antivirus support and DAT updates for MacAfee.
	+ Analysis of the server performance issues based on Event logs and Management tools.
	+ Raising RFC (Request for change for change hardware, software, operating system and application related, any kind of OS related changes) and attending CAB meeting for approvals.
	+ L2 support for backup and restoration (HP Data protector) process for file and mail boxes with the coordination of mail team.
	+ Preparing monthly work status report and updating technology specific documents
	+ Creating and deploying standard desktop build through Windows Deployment Server.
	+ Performing **PSP, TCP chimney, Enable memory dump**.
	+ Discovering servers, networking devices in **SCOM and HP SIM**
	+ **Generating report from SCOM** and analyze the issue and act proactively to fix them.
	+ Enable schedule Maintenance mode for daily, weekly and Monthly known activity to reduce unnecessary alerts and Tickets.
	+ Check servers in HP SIM to catch the hardware alert and act proactively to fix them.
	+ Fixing various **SCOM** agent issue on servers like not monitored greyed out.
	+ Import MPs and install certificates on the servers.
	+ Enable schedule report in SCOM for critical application to see the availability of the application.
	+ Configuring the threshold for different counters to avoid unnecessary alert/incidents.
	+ Proactively working on SCOM warning alerts to fix the issue.
	+ Installed **SCOM 2007 R2** with **CU6** and upgrade the gateway servers and ACS.
	+ Upgrade the **RMS, Gateway, ACS** from **SCOM 2007R2** to **SCOM 2012** and Upgrade all the agents to SCOM 2012remotely and manually.
	+ Using **PowerShell Script** and **Sql Queries** to get the data and automate small activities.

**People Management**

Apart from supporting SCOM, is ***Team manager for Global Server Support (NOC) team***, which involves:

* + Recruitment and Training. Personally train all new users about the Process.
	+ Mentoring.
	+ Performance appraisal and promotions.
	+ Handle escalations or escalate when necessary.
	+ Identification and transition of L1,L2 & L3 tasks from various support teams to ensure 24/7 support, improved reaction time and reduced cost.
	+ Process improvements, risk identification and mitigation etc.
	+ Contributed to the implementation of ITIL processes (Incident, Change, Problem & Outage Managements) .

**HMS Systems Private Limited**

**Designation: Junior System Engineer June 2008 - Apr 2010**

**Responsibilities**

* + Implementation of Microsoft Windows Deployment Server and deploying the Windows XP and Vista Operating Systems.
	+ Configured Hyper-V feature on Windows Server 2008 effectively and installed virtual servers
	+ Installing and configuring Operating Systems like Linux, Windows 2000/ 2003 and Application Software like Active Directory,
	+ Exchange along with Anti-Viruses & Hardware.