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**Amar Keshari Swain**

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**EXPERIENCE SUMMARY**

Overall 17+ years of IT experience in IT Services Delivery Operations, Infrastructure services, Data center operations, End User Computing, People & Project management, Transitions, Solution Design in Cloud and On-premises infra services. Managing Automation, Continuous Service Improvement & Support pertaining to multiple IT Infrastructure platforms for reputed customers including banking and financial services, Life sciences, Manufacturing & Logistics, Energy and utility across the global regions.

Strong Cross functional delivery and technology skills and hands on experience in server infrastructure in on premise and cloud environment in the areas of Amazon Web Services Solutions Architecture, Microsoft Azure technology Ops and administration, Messaging & Collaboration, Exchange server, Office 365, Active Directory, Azure AD, Google Apps and etc.

**TECHNICAL SKILLS**

Hands on and good understanding of Cloud Computing and Amazon Web Service Architecture (AWS), MS Azure Administration

Design, implement and maintain all AWS infrastructure and services within a managed service environment

Hands on Experience on implementing cloud solutions using various AWS services including EC2, VPC, S3, Glacier, EFS, AWS Lambda, RDS, Elastic Beanstalk, Dynamo DB Redshift etc.

Hands on experience on architecting and securing the infrastructure on AWS using IAM, KMS, API Gateway, Cloud Trail, Cloud Watch, Security Groups, NACL etc.

Experience on data/server migration from on premise environment to AWS

Hands experience on Messaging & Collaboration, Exchange Server, and Office 365

Manage Datacenter Migration - Nutanix Migration

Management of Cloud & on-Premises infrastructure and Hybrid Migration

Experience in ITSM Tools – Service Now, BMC Remedy, CBS Portal

**MANAGEMENT SKILLS**

· Service Delivery and Operations, Project Management

· ITSM – Change, Incident, Major Incident, Problem & Release Management

· Client & Vendor Management

· End to End Transition to Steady state operations & delivery

· Problem Solving & handling Conflicts

· Good interpersonal & customer relationship

· Drive Automation & Service improvement plan

**CERTIFICATIONS & TRAINING**

**AWS Certified Solutions Architect** – **Associate**

Certified EX0-101 **ITIL V3** certified

Microsoft Certified Technology Specialist – Exchange Server 2013/2010

Trainings for MS Azure Architect, ITLL 4, Scrum Master, Agile Certification, PMP

**PROFESSIONAL EXPERIENCE**

**Cognizant Technology Solutions Pvt. Ltd, Pune**, India, Dec 2009 - Present

Have been working in Cognizant Technology Solutions for 10.8 years since Dec 09 till date. Working in various projects i.e., Banking & Finance service, Life science, Manufacturing & Logistics and etc. Working in several onsite and geographical countries i.e. **USA** (2.6 years), Singapore, and Germany from the customer onsite and providing IT infrastructure services.

**Project 1: Cognizant Technology Solution US Corp. –** Apr-2017 – Oct-2019

 **Cognizant Technology Solutions India Pvt. Ltd. –** Oct-2019 – Till Date

**Duration: 3 Years (**Continuing**)**

**Client:** IT Managed Services – Manufacturing, Logistics & Energy (MLEU)

Role: **Delivery Manager - Cloud Solutions Operations**

Location: Cleveland, Ohio, USA (2 yrs.) & Pune, India (1 Year)

Roles & Responsibilities:

* Working as **Delivery Manager – Cloud Solutions Operations** for North America & Latin America countries and accountable for smooth Region delivery, Operations and customer relationship management
* Single point of contact for Service Delivery (AMER region), client escalation, vendor contact, partner and Cognizant leadership team
* Educate, train, design and build strong cloud computing teams, AWS, MS Azure
* Deliver strategy to build broad area of AWS services such as EC2, S3, Amazon RDS, Amazon DynamoDB, VPC, AWS Lambda, Elastic beanstalk etc.
* Plan, design implementation of public and private cloud on AWS
* Plan the migration activity with the team from on premise to AWS cloud
* Design and deploy scalable, highly available, secured and fault tolerant systems on AWS
* Manage the AWS infrastructure and strategic vendor relationship including development firms
* Provide direction and guidance to the AWS solutions architect team members
* Help drive effective end to end processes and continuous service improvement of AWS related activities
* Driving an End to End Project Solutions & implementation, transition & steady state operational support
* Guide team to Identify & provide the root cause analysis (RCA) for all the major incidents
* In-depth review of agreed SLA & OLA and Net Promoter score (NPS) between a service provider and the customer

**Cognizant Technology Solutions, Pune, India**

Client: Leading US based Title Insurance May – 2015 to Mar – 2017

Role: Operations Manager & Technology Tower Lead

Roles & Responsibilities:

* Managed the daily towers operations and taken care of end-to-end deliverable of the projects.
* Held responsible for primary contact for the customer and Cognizant for all types of escalations
* Worked as a Technical SME guided the team in L3 level of technical support in the areas of Messaging and Collaboration, Active Directory, Office 365, IIS, Patching and etc.
* Designed and architect the infrastructure changes, installing of new software patches, Disaster recovery process, datacenter user and server migration
* Driven weekly and bi-weekly and monthly call with client manager and Cognizant senior management
* Mentored the subordinates and design learning goals and initiated career development programs
* Participated in Change management meetings, review and approve change for the team before it goes to the CAB approval
* Held responsible for Incident management, Problem management, Release management

**Cognizant Technology Solutions** Pune, INDIA July 2013 to May – 2014

Client: Leading UK Investment Bank

Roles and Responsibilities

* Leading & Managing 16 team members for Messaging & Collaboration team
* Work on continuous improvement plan to avoid escalations and to meet deadlines as per SLAs
* Participate bi-weekly CAB meeting and provide inputs to management and guide team on implementation part.
* Work in the areas of Incident management, Change management and problem management as per client process matrix
* Managing messaging environment with Exchange Server 2010 & Blackberry servers, GOOD in various locations.
* Ensuring highest availability of mail servers, monitoring exchange message routing, database reseeding and troubleshooting.
* Maintaining Server health by checking Performance monitor logs, disk- space utilization, Events viewer reporting and taking corrective measures.

Cognizant Technology Solution, Singapore and Pune, INDIA Nov 2009 to June – 2013

Project: UK based leading Investment Bank

Role: Team Lead

Roles and Responsibilities

* Handling a team of 10 messaging team members
* Take care of the messaging BAU with 0 escalations
* Involved in to supporting the team members, guide the team and train the team to handle the customer queries and deliver support on 24/7 model
* Coordinate with the client and management for the smooth running of the support
* Involved in to the problem management and incident management and almost all the areas to improve the services and avoiding escalations.
* Creating weekly and monthly reports to present the data to client and Cognizant management
* Audit incident tickets weekly, monthly and monitor the stack to improve the process

**Technical Activities:**

* Installing exchange Server 2007/2010 Client Access Server, Mailbox Server and Hub Transport Server across geographically separated data center in Amer, Asia Pacific and Europe.
* Supporting more than 600 exchange servers with around 70000 mailboxes
* Configuring and administering of mailbox, distribution lists and public folders and etc. Configuring receive connectors and accepted domains as per client requirement.
* Performing High Availability feature tasks like DAG, SCR environment and handling cluster failover and failback using exchange command shell
* Configuring role-based permissions and message retention policies.
* Consolidated Exchange databases by performing offline defragmentation, reseeding of database for Exchange 2007/2010  Troubleshooting & Administration of Mail Routing / Mail Flow Resetting Log file sequence whenever required
* Handles incident, requests and change request
* Monitoring of system generated events comes through IBM Netcool
* Administration of Blackberry, Enterprise Vault and Instant messaging
* Restoring of mailboxes and Exchange databases
* Managing mailflow issues with the help of MailMarshall and Messagelabs, ProofPoint

Previous Employer: **Satyam Computers/Mahindra Satyam**, Hyderabad, Aug- 2008 - Dec 2009

Client: UK based leading Media & Publishing House

Roles & Responsibilities:

* Installing, Configuring, & managing MS Exchange server 2007 servers.
* Managing 50+ Exchange 2007 Servers in six data centers (Production + DR Datacenters) in three regions having total 36,000 mailboxes across the global.
* Managing public folders, assigning permissions to access public folders and managing public folder replication
* Managing 10+ Enterprise Vault servers in all the regions
* Monitoring exchange mailbox archiving tasks and other services in Enterprise vault servers using Vault server web console.
* Managing Data Backup Activity and Restoration Activity
* Upgrade the users from Exchange 2003 servers to Exchange 2007 servers

Previous Employer: **Siemens Information Systems Ltd**.

Client: Siemens Information Systems GmbH, Germany

Roles & Responsibilities:

* Provide technical support to various Siemens Telecom product, i.e. Hipath 4000, Telecom routing, VOIP
* Install expression server, MS Exchange server 2003/2007 in the native environment
* Troubleshooting and configuration of DNS, DHCP, mail flow routing
* Maintain active directory users, groups, OU, FSMO role
* Performed backup & restore of file servers, exchange servers, mailbox

Previous Employer: **24/7 Customer Pvt. Ltd.** Aug -2006 – July-2007

Role: Sr. Systems Executive

Roles & Responsibilities:

* Manage end user computing and provided hardware support
* Configure troubleshoot desktop, laptop and printer issues
* Image, deploy machines and ship the devices to end users
* Install, configure windows and exchange server
* Maintain active directory users, computers, OU, sharing permissions
* Update ticketing system and route the higher technical issues to next level

Previous Employer: **Brigade Corporation**, Hyderabad, India. Jan-2005 – July-2006

Client – US based Content searching Company

Roles & Responsibilities:

* Maintain the content database and troubleshoot the application in Windows server platform
* Back up, restore the database, maintain users records and applications
* Support messaging system, Exchange server 2003, active directory
* Troubleshoot outlook client and server related issues
* Performed Quality and audit the system logs

EDUCATION

· E-MBA Indian Institute of Business Management, Chennai, India

· Bachelor of Arts from Utkal University, Bhubaneswar, India