Shamsher Singh

Bengaluru, Karnataka 560100   91-813-992-0888

shamsher.niec@gmail.com

PROFESSIONAL SUMMARY

- Insightful Senior Technology Manager with 14 years of total experience with both large scale and small scale firms with 5 years of IT leadership experience. Well experienced in end to end Delivery , Design, Development, Implementation and Operations of the cloud platform in Azure Cloud .

SKILLS

- Microsoft Azure Cloud
- Cloud Migrations
- MS O365
- MS Powerapps
- DevOps CI-CD
- Azure Kubernetes Services
- Docker
- MS Endpoint Management
- Windows Autopilot
- Python
- Linux
- Jenkins
- IT Project Planning

- Strategic Planning
- Stakeholder Management
- Risk management
- Budgeting
- Microsoft Powerapps
- Automation and Performance Management
- Oracle PL/SQL
- CA-APM/New relic,Splunk
- Technical Consulting
- Application development and implementation
- Automation design
- Agile Delivery

WORK HISTORY

ASSISTANT VICE PRESIDENT   11/2019 to CURRENT

Intertrust Group Netherlands | Bengaluru, Karnataka

- Hands on experience with Microsoft Azure and a strong understanding of Azure capabilities and limitations.
- Produce design and architecture of Cloud security. Thorough understanding of infrastructure (firewalls, load balancers, hypervisor, storage, monitoring, security, etc.) and have experience with orchestration to develop a cloud solution.
- Experience in migrating physical or virtualized workloads to the cloud.
- Extensive hands on on Microsoft Azure cloud services such as Azure Active directory , Azure log analytics , Azure virtual network ,Azure Policies.
- Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets.
- Guided implementation of companywide enterprise security strategies for collaboration tools such as Teams, OneDrive and SharePoint online.

- Rolled out UEM platform using Intune/Autopilot and MSDATP for managing end user devices on cloud.
- Implemented high availability with Azure Classic and Azure Resource Manager deployment models.
- Collaborating with Azure solutions support teams to achieve cloud adoption using Azure, including Azure AD, Backup, Azure virtual machines and Api management.
- Provided high availability for IaaS VMs and PaaS role instances for access from other services in the VNet with Azure Internal Load Balancer.
- Expertise on Automation Framework design and CI/CD, implementation, integration, development, deployment, and operations architectural flow which includes Git, Maven, Jenkin, Puppet, Docker container & Nagios as part of CI/CD life cycle & agile methodologies and actively planned in various agile ceremonies like Scrum, Release planning, Sprint planning, product demos with Product Owner and Retrospectives.
- Hands on experience of tools like Jira, Bamboo, GitHub, Jenkins SonarQube, Confluence, uDeploy .
- Expertise in DevOps practice in Data Centre migration to Cloud, Deploying activities, mitigation plan for the unexpected risks.
- Strong exposure of Linux platform, Databases (Oracle), Middleware servers (WebSphere, IIS)

TECHNOLOGY MANAGER   *01/2017 to 10/2019*

ANZ Banking Group | Bengaluru, Karnataka

- Rolled out UEM platform using Intune for managing end user devices on cloud. POC for cloud-based applications like Desktop Analytics and Autopilot through Intune.
- Been a hands-on technical leader and work side by side with your team, Design and implementation of Endpoint user technology solutions such as MS365/Endpoint manager and SharePoint/exchange migrations solutions.
- Led the migration program to migrate legacy SharePoint platform to SharePoint online on Azure cloud, Migrated 200 + SharePoint sites. Led implementation of Office 365 and Azure Active Directory for single sign on, authentication, authorization and Azure Role-based Access Control (RBAC). Installed, configured, administered, monitored Azure, IAAS and PAAS, Azure AD .
- Responsible for providing program facilitation through planning, organizing, coordinating, and monitoring implementation(Spulnk ,Logrhythm and CA-APM) activities within the EMEA Region.
- Experience of delivering support engagements with Agile execution models such as **SCRUM**.
- **ITIL**-based Release Management and Incident Management functions across products - **Change management, problem management,** error analysis.
- Excellent knowledge of **waterfall, Agile and Dev ops** methodologies.

SYSTEMS ANALYST

08/2014 to 12/2016

ANZ Banking Group | Bengaluru, Karnataka

- Ensured constant communication of all types within the +support teams and cross-functional groups. Strong **problem solving, decision making**, and ability to analyze and make recommendations for process improvement
- Use Dev-Ops tools like JIRA, Bamboo, Atlassian, Bitbucket for automation .
- Adept on **Linux platform, application troubleshooting, Log analysis** and **analytical thinking.**
- Track record of accomplishment and effectiveness between cross-functional organizations.
- Diagnosed, troubleshot and resolved network and system problems.
- Performed system analysis, documentation, testing, implementation and user support for platform transitions.

TECHNOLOGY ANALYST

12/2007 to 08/2014

Infosys Technologies Ltd | Bengaluru, Karnataka

- Assisted with deployment issues by clarifying user questions and identifying problems, deconstructing into consumable sections and troubleshooting issues.
- Worked with Application teams and data administration staff to enhance Database and application performance.
- Oversaw technology services delivery, consulting with relevant personnel to assist with migration and troubleshooting.
- Tested modified programs to check functionality and correct adverse impacts on programs or systems operations.
- Supported technology design, testing and execution by providing research-based product and process knowledge.

SENIOR SYSTEMS ENGINEER

06/2009 to 04/2011

Infosys Technologies Ltd | Bengaluru, Karnataka

- Have managed production support for multiple business critical applications. Strong knowledge on production support operating models and roles
- Strong on Unix, C and Oracle PL/SQL, Server Architectures, Application Servers and Infrastructure.
- Participated in all phases of system development life cycle, from requirements analysis through system implementation.
- Wrote and maintained custom scripts to increase system efficiency and performance time.
- Managed installation, upgrade and deployment projects and provided on-site direction during product implementation .

SYSTEMS ENGINEER

12/2007 to 08/2009

Infosys Limited | Bengaluru, Karnataka

- Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
- Strong knowledge on production support operating models and roles Strong on Unix, C and Oracle PL/SQL, Server Architectures, Application Servers and Infrastructure.
- Participated in all phases of system development life cycle, from requirements analysis through system implementation. Wrote and maintained custom scripts to increase system efficiency and performance time.
- Managed installation, upgrade and deployment projects and provided on-site direction during product implementation

EDUCATION

Computer Science

04/2007

Uttar Pradesh Technical University, Lucknow

CERTIFICATIONS

- Professional Scrum Master.
- Splunk certified user
- Azure AZ104 -Azure system Admin.
- Certifications from Harvard Manage Mentor – Leading and Motivating.
- ITIL Foundation.