DHANANJAY KUMAR

System Administrator
Tata Consultancy Services
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Overview:

Administering and supporting **Active Directory**, **Windows/Linux Servers, VMWare ESXI, SCCM, AWS**, **Azure** related requests.

Taking care of daily administrative tasks with AD, DNS, DHCP, GPO, ADFS, DFS, AD Migration, SCCM, SCOM, WSUS which includes, Vulnerability management, Patching, OS deployments, security enhancements and vm deployments with vCenter, AWS EC2, Azure infra, ServiceNow , Automation using PowerShell scripting etc.

Supporting WSUS, SolarWinds migration, AWS migration, backup reports. Team management etc.

Professional Experience – 9.5 Years

Project Name: Suntory

Company   : Tata Consultancy Services

Client   : Suntory.com (SSH)

Roles/Responsibilities and recent achievements:

- Installation, configuration, and administration of Windows server 2008R2, 2012 R2, 2016, 2019 and 2022.

- Active Directory Role installation, configuration and management, FSMO transfer and retrieval, Group Policy creation, update and management, user, groups, OU, Domain addition/deletion, site addition, Domain controller management, DNS server management etc.

- Troubleshooting AD replication, Group policy update failures, authentication related issues.

- Active Directory Federation Services (ADFS) implementation for various applications over internet or different networks.

- Managing and troubleshooting Active Directory, DNS, DHCP, Print Servers, ADFS, DFS, Group Policy related queries.

- Installation, configuration and management of VMWare, vCenter, VM creation, template, clone, **HA**, **DR$**, **RDM**, **vMotion**, Shared storage, HCI-Nutanix installation and configurations, vROPS, Resource pool etc.

- **SCCM** Primary and secondary site server installation and configuration (Includes, Boundary groups, Boundary, Discovery methods, Client settings, Distribution points, Task Sequence, OS image creation and deployments to client machines, etc)

- SCCM **upgrades**, software distribution, application packaging, automating tasks using **PowerShell**, Windows OS **patching**, report generation etc.

- Working and managing experience in monitoring tools like, SCOM, SolarWinds, Zabbix, etc.

- Working experience on ticketing tools like, ServiceNow, OTRS etc.

- Planned /unplanned Windows/Linux server reboot and health check before and after the outages.

- Troubleshooting analyzing and providing/suggesting solutions to client on various resource issues like (**CPU**, **Memory,** and **disk** utilizations etc.)

- Creating CR(Change requests, incidents, problem tickets and SR's) using ServiceNow ticketing tool.

- VMWare ESXI installation, configuration and management via vCenter Server, template creation, VM deployments, Clustering, cloning, Patching, upgrades, and migration using vMotion. Support on HA, DRS, ESXi/vCenter upgrade and Storage migration related queries etc.

- VMware administration on VMware 6.7 & 7.0

- Providing support for AWS services like- EC2, RDS, CloudWatch, CloudTrail, Elastic IP's, Rules, IAM user management, Security Groups, disk expansion or Storage based on requirements.

- New VM creation, configuration, and administration on **ESX** via vSphere.

- PowerShell, batch script and shell script creation for **automating** various regular tasks for windows and linux.

- KB Articles or document or SOP creation for future reference.

Project Name: CIS Project dedicated

Company   : Cognizant Technology Solutions

Client   : Papajohns.com

Roles/Responsibilities and recent achievements:

Remotely implemented another PCI Project infrastructure for client as per requirements.

- Installed, configured and maintaining 4 VMware **ESXI 6.7** servers based on two different locations.

- Installed configured and mainlining **vSphere center Server** 7.0 for ESXI host's centralized management.

- Configured vMotion, FT, ISCSI, NFS shared data stores.

- Configured vSAN clusters for other projects as per requirements.

- Created Templates with customized configurations for instant VM deployments.

- Performed cloning of VM and taken snapshots before patching.

- Configured **multiple VM's** for different roles like DNS, AD, SCCM, DHCP, Backup, Alien Vault etc.

- **Windows Server 2016** Datacenter installation and configurations.

- Installed and configured Microsoft **Active Directory** and taking care of this in all aspects (like FSMO, Replication, Sites, Domain Users, Domain Computers, Group Policies, etc.

- **DHC**P Installation and configuration.

- **SCCM** Primary and secondary site server installation and configuration(Includes, Boundary groups, Boundary, Discovery methods, Client settings, Distribution points, Task Sequence, OS image creation and deployments to client machines, etc)

- **Net Backup 8.3 master server** and respective **media server** installation and configurations.

- **Alien Vault** policy server installation and configuration by connecting them to USM anywhere cloud for real time log monitoring.,

- **Windows 10** 1809 Image creation with required software's and controls and capturing same through SCCM .Wim file for OS image deployments to clients machines.

- On- prem server migrations to Azure cloud, NSG, MFA, VPN setup etc.

- Vulnerability assessment and remediation.

- Audit findings closure.

- Taking care of repartees under me, with their performances, leanings and appraisal process.

➕ Participating in company's innovation programs.

Project Name: CIS Project dedicated

Company : Cognizant Technology Solutions

Client : Saleforce.com

Roles & Responsibility:
SCCM (System Center Configuration Manager) Administration

➕ SCCM Server installation and configuration with strong working experience with various versions like 2012, 1802, 1906 and 2002.

➕ In-depth knowledge of SCCM client installation, software distribution, remote control & other SCCM issues.

➕ Expertise in SCCM Administration, deployment, packaging, network inventory, boundaries, installer and Network designing.

➕ Experience in deploying, troubleshooting, and managing Bit locker encryption on Windows devices.

➕ Strong understanding of SCCM with advanced knowledge of application deployment, patch management, operating system deployment, client and server maintenance, troubleshooting, and reporting.

➕ Experience creating advertisements, collections, packages, applications within SCCM.

➕ Experience supporting, implementing, and managing a windows workstation (desktop\laptop) deployment (Windows 7 / Windows 10.
➕ Creating and updating technical documentation as required.

Windows Server Administration

➕ Administration and maintenance of **windows server** 2008 R2 , 2012 R2 & 2016 installed at different Geographic locations as Des Moines, Budapest, Manila, Poland, Mexico, Costa Rica & Pune.

➕ Taking care of all physical devices in DC (Data Center).

➕ Active Directory administration and configuration (Backup, Users, Workstations, DC, OU's etc.)

➕ DC (Domain Controller) migration from Win2k8R2 to Win2k12R2.

➕ DHCP migration from Win2k8R2 to Win2k12R2.

- Managing & taking care of **DNS, DHCP, FSMO, GPO** & **Group policies** etc.

- Patch management through **SCCM** for approx. 510 end points/workstations installed at different Geographic locations.

- Deploying operating system like Windows 7/10 through **SCCM.**

- Resolving end user issues using remote desktop or SCCM remote control.

- **VMWare Administration**- adding/removing VM's, storage, networking, patching etc.

- Administering & maintaining Virtual Machine's created on VMW (**ESXI 6.0 & 6.5**)

- Taking care of **Websense Proxy (Linux) Servers** for various locations through FSM.

- Administering and taking care of **McAfee** Antivirus server.

- Responsible for Maintaining **SOP'**s and documentation as per requirements.

- Responsible for Asset Management and Inventory of licensed software.

- Creating and Maintaining of Directory of various system accounts

- Handling and resolving issues pertaining **Citrix, GTM, Data loader** etc.

- **LAPS** (Local Administrator Password Solution) Implementation for end points.

- **KRBTGT** (Default AD user account) password change.

- **ZABBIX** Implementation (Monitoring Tool)- Complete installation and configurations.

- Creating and implementing changes as per requirements.

- Performed entire infrastructure setup for a new project.

- Leading and managing a team of 12 members.

- **RSA Secure ID** installation and configuration for multifactor authentication.

- **Alien Vault Server** installation and configuration for log monitoring

Project Name : SaiTech

Client   : Shri Saibaba Sansthan Trust, Shirdi.

Achievement :

- Single-handedly lead & managed IT support & Printech team of approx. 20 members from different vendors.
- Took care of entire DC(Datacenter) which includes 20 Windows Server, 7 Linux Server, Router , Switches, Firewall, Backup Tool (Symantec Backup Exec) and Ticketing tool (OTRS).
- Implemented Devotee Centric applications and Other Internal Temple management applications for SSST.
- Provided 6 days 24X7 support for applications and Infrastructure support for (DC/DR) of Shri Saibaba Sansthan along with other accommodation locations.
- Single-handedly handed over the project from infrastructure point of views with proper Knowledge Transition to new vendor TCS.

Major Roles & Responsibilities:

Windows Server Administration

- Installations & configurations of Windows Server 2k8/2k12R2, Redhat 5.5, Win 7 & Win 10 etc.
- Active Directory Administration - Management of Users, groups, computers & OU (Organizational Units).
- Group Policy Management (for security, desktop, application, folder redirection etc.)
- New software, deployments using Group Policy.
- Windows DNS scope and DHCP management.
- RODC(Read Only Domain Controller), Hyper-V
- FSRM (File Server Resource Manager), VPN(Virtual Private Network)
- Windows Server Recycle bin
- Patches updates using WSUS (Windows Server Update Services).
- Managing and administrating windows based applications.
- Taking Physical Checklist all servers in Data Center (DC) and DR along with end user systems.
- TrendMicro Antivirus Server management.
- Troubleshooting problems of Linux (Redhat 5.5) server.
- Server log monitoring using sysstat & Solarwind ORION.
- SQUID Proxy and reverse proxy server management.
- Users creation in Linux squid proxy Server using cmd and gui.
- SQUID report (SARG) generation.
- Responsible for team communications and updates, planning, organization and management of the work.
- Participating in disaster recovery (DR) planning and execution in support of customer requirements
- Working/Interacting directly with customers as required to ensure their needs are met.

- Creating, maintaining & implementing detailed documentation and SOP's.
- Backup / Restore of Server, Operating System and Applications
- Daily reports monitoring, OLS, NOC SOD, Call Report, WiMAX Test Report, SLA, Shift Handover etc.
- Inventory and Asset management.

Storage and Backup Administration - Symantec Backup Exec

- We had Symantec Backup Exec 2012 SP4 & 2014 on Windows Server 2008 Platform.

- Configurations and settings – Backup exec settings, Logon account, alerts, services, audit logs, etc.

- Agent installations on servers whenever required, License information-monitoring, updates etc.

- Adding and removing servers for backup, Server groupings, restores, Backup calendar monitoring, etc.

- Scheduling Backup as per requirements (Full Backup, Daily Incremental, weekly, hourly and yearly).

- Storage configuration, storage pools monitoring, assuring LTO to be in defined slots in tape library.

- Storage inventory, importing and exporting tape information from tape library slots.

- Report Generation - completed, failed, logs, alerts, notification, customized reports.

IT - Operations and Co-ordination

Recruitment
- o Scheduling interview by filtering suitable profile.
- o Interviewing candidate as per requirements (for Helpdesk, Desktop, Application, Printer, Fiber, Network support etc.), their onboarding & knowledge transfer.

Vendor Management
- o Initial Business requirement mails to vendors like – IBM, Airtel, BSNL, Minitek, Dell, Scube, Rewaa, Daksha, PCS, and Emperor-Solutions etc.
- o Followed by further mail communications, quotation gathering, invoicing, SOW preparation, negotiation, finalization and delivery.

Documentations
- o Preparations of Sow with Vendor
- o Capacity Planning Documentation considering next 5 years
- o Project handover Documentation,
- o Knowledge Transfer Documentations for New Joinee,

Floor Management
- o Monitoring team member's activities
- o Ensuring their availability
- o Their attendance, leave, performance
- o Making sure that, things are being done on time and many more.
- o Taking weekly meeting with team members.
- o Motivating team members by providing them positive feedback on critical situations
- o Getting the things done by maintain a friendly environment.

Client Interfacing

- o Direct communications with client on issues
- o Attending all meetings with client (financial, operational etc.)
- o Convincing client and getting things done with the help of team members.

OTRS Administration – Ticketing Tool

OTRS is major and only one ticketing tool we are using for this project. Its installation and configuration parts have been done single handedly. Which includes,
- o Defining or adding Customers, Agents, Groups, Queues, Services, SLA, Ticket types (incident, request, RFC), Locations, Departments etc.
- o Automated mail notification configurations for both customer and agents.
- o New Ticket template creation and modifications if required.
- o Ticket state definition and overall ticket details template creation
- o Complete tickets report generation etc.

This tool was mainly being used for:

Change management:

- Based on requirements, preparing RFC (Standard /Emergency)
- logging tickets in OTRS
- Implementing Change and informing client
- Ticket closure.

Incident management:
- Identifying issue and creating an incident ticket based on service impact.
- Working on resolution
- Performing RCA etc.

Company   : Cognizant Technology Solutions

Project Name : KPN - BV

Client   : KPN

Roles & Responsibilities:

Change Management:
- RFC creation based on client's requirements (Normal/Emergency) on service now.

- Logging and generation a change ticket in service now.

- Gathering related documents like, Test report, run book, Green Sheet etc. and linking them with change.

- Informing and sending announcement to all concerns stakeholders about the schedule changes.

- Follow-ups for approval for change from client CAB (Change Advisory Board).

- Sending GO-LIVE announcement to stakeholder.

- Coordination with affected applications like – BOSS/Huawei, Cordys zm, KAM KPM and OMNICRM team during change, as these applications and their orders needs to be stop and start for successful change implementation.

- Upon completion and closure confirmation, closing the change in service now.

- Weekly call with client, discussing on upcoming weekly schedule changes.

Incident Management:
- Monitoring service now tools for any priority incidents.
- In case of P1/P2, informing stakeholders about the incident,
- Arranging PBA(Pre-Be-Alert) call with client and technical resources.
- Coordinating with technical team and keeping update on progress.
- Sending communications to stakeholders with the updates.
- Generating CTASK in service now for all tasks/activities performed on incident.
- On resolution closing the incident ticket and informing about same to concern stakeholders.

Problem Management:
- Creating a problem ticket in service now, based on the issue identified in an incident.
- Preparing RCA(root cause analysis) of that problem.
- Gathering and preparing prevention major for such problems in future.
- Closing the problem ticket in the tool.

Educational Qualifications

Qualification	University	Year Of Passing	Marks (%)	Class
B.TECH (EEE)	Kalasalingam University	2013	83.9	First Class with D
12th	JAC Ranchi	2008	60.00	First Class
10th	JAC Ranchi	2006	65.80	First Class

Academic project Work

- B. TECH Project (Degree Final Year)   : Grid Tie Inverter
- Mini Project (Degree Third Year)   : Leakage & Continuity tester

Personal Details

Name   : Dhananjay Kumar

Date of Birth   : 25-Jan-1992
Gender   : Male
Current Address   : Vill- Dahuri, PO- Kamta, PS+DT - Chatra, Jharkhand (825401)
Permanent Address   : Vill- Dahuri, PO- Kamta, PS+DT - Chatra, Jharkhand (825401)
Email   : dhananjay6195@gmail.com
Contact Number   : 7745052606

Languages Known : English & Hindi.

Declaration:

All the information specified above is true and to the best of my knowledge.

Dhananjay Kumar