

Shobhit Jaiswal

Senior System Engineer in IT infrastructure domain. On 189 Australia PR Visa. Seeking opportunity. +61-280-060-141

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Summary

11.5 years of experience as IT Infrastructure Engineer with hands-on technical experience and multi domain certifications in administering and implementing Windows, Active Directory, Virtualization, VMware, Citrix and Private Cloud solutions Like VCAC \ vRealize Automation, DNS and Public Cloud Skytap; Maintenance and Operation of Data Center. Strong Technical Support with customer service orientation; Technical Writing and Documentation skills; Proven ability to recommend, design and implement medium to large scale enterprise company.

Highlights of IT Skills:

- LAN/WAN/NOC Administration and Data Center Operations.
- Project Management and Vendor Management.
- Technical Support and Technical Writing.
- Systems Installation, Configuration & Upgrading, Security patch management.
- Training & Mentoring.
- Technology : Data Centre Operations, Windows Server, Active Directory, GPO, VMware vSphere - ESXi, VMware Private Cloud: vCAC\ vRA, VMware Horizon View - VDI, Azure Administration, O365 Administration, Citrix XenApp.

Note: I hold a valid Australian PR Visa which authorizes me to live and work anywhere in the ANZ region and I can start on short notice.

Contact details:

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Experience

Sr System Engineer at JDA Software

November 2013 - Present

Major Roles and Responsibilities of Sr System Engineer includes:

- Administration, Implement and troubleshoot Windows Active Directory, Windows Server and VMware VSphere VCenter and ESXi Server Build.
- Citrix XenApp 7.X for Windows Server 2008 above implementations for enterprise environments that may include complex application access scenarios.
- Configure and troubleshoot Netscaler, Storefront, DDC, Provisioning server & Citrix XenApp 7.6.
- Data-center operational management activities and Vendor Management coordination.
- Maintenance and Operation of VMware Horizon View-based Virtual Desktop Infrastructure, VMware VCAC 6.0 automation\vrA.
- Administration and Operation of SAN - EMC VNXe 5600 - LUN Provisioning and Zoning.
- Administration and Operation of Hyper-Converged Servers Solution - Nutanix - NX3000 Series.
- Administration and Operation of Public Cloud - Skytap, Azure IAAS and Azure AD.

Principal Infrastructure Engineer at Mphasis

March 2011 - November 2013 (2 years 9 months)

Mphasis is a former HP company:

Responsibility Principal Infrastructure Design Engineer includes:-

- Administration and configuration of VMware solutions, Windows, Active Directory Environment and Server Builds.
- Plan Requirement Summary for Engineering Deliverable by collecting, documenting, validating and peer review requirements for a given solution (considering business, technical, testing, security or operational requirements)
- To Design Build Phase by developing detailed technical design document (Design Proposal Summary\ Technical Design Summary\ Implementation Guide), including Bill of Materials (BOM), Setup Lab environments and execute design peer reviews.
- To Design Test phase by executing appropriate certification tests, resolve issues found in testing and post test results.
- To ensure solution delivery phase is carried out successfully by Confirming that assembled and tested engineering deliverable are completed and ready for roll out or implementation by Implementation team.
- Member of Design Engineer team with experience on multiple accounts across North America, South America, Australia and EMEA region.

Technical Support Engineer at Microsoft

June 2010 - March 2011 (10 months)

Major Roles and Responsibilities:

- Communicate with corporate customers (North America and Europe) via telephone, written correspondence, or electronic service in regard to finding solutions for technically complex problems identified in Microsoft products.
- Handled issues related with Active Directory on Windows Server 2003/2008, DNS, DHCP & network related issues.
- Troubleshoot and repair broken AD replication for common issues (Secure channel, Name resolution dependencies, etc.)
- Troubleshoot USN rollback, FRS and DFSR, Journal Wrap, Morphed Folder, Auth/Non-Auth Restore of Sysvol and System State.
- Provide technical advisory on various Microsoft server products and troubleshoot Windows Certificate Services (PKI), DFS and GPO.
- Functional Skills in basic protocol analysis and PowerShell Administration.

Server Expert Engineer at Zenith Infotech

April 2009 - April 2010 (1 year 1 month)

Zenith Infotech is one the known Manged Service Provider (MSP) ; I was a Level 3 Server Specialist. I was responsible for Change and Problem Management of Windows and VMware infrastructure. I gained deep understanding of ITIL process and standards. I worked on resolving complex environmental issues and handling escalations.

Major Roles and Responsibilities of Server Expert Engineer:

- Part of highest technical level support team. Responsible for planned changes and problem management.
- Responsible for handling customer infrastructure spread over physical servers, VMware, Windows.
- Involved in assessing and recommending improvements to customer operations for integrated hardware, software, communications and operating systems through regular brainstorming, research and customer interactions.

- As a third-line engineer, I dig into escalations and problem areas to find innovative ways in avoiding future recurrence.
- Providing in-depth analysis and RCA through active problem management.
- Provide specialist skills in supporting and troubleshooting infrastructure problems, priority calls and emergencies.
- Handling technical escalations in form of incidents from Level 2 and Level 1 engineers.
- Management of new and existing projects and meeting deadlines and project coordination.
- Monitoring server performance, activity, capacity and usage to ensure continued integrity and optimal performance and patching.

Server Support Engineer at Convergys

August 2006 - February 2009 (2 years 7 months)

Convergys India Services is a partner of Microsoft which provides professional level support to its customers. My role as a Technical Support Engineer as to provide technical support to Microsoft business customers. I was then handling escalated cases and technically assisting Microsoft customers on Microsoft products.

Major Roles and Responsibilities:

- Represent Microsoft and communicate with corporate customers (North America and Europe) via telephone, written correspondence, or electronic service in regard to finding solutions for technically complex problems identified in Microsoft products.
- Technologies supported include Windows Platform (OS) issues, Terminal Services, Print Server, WMI, Windows Core Services, Performance Issues, and Unexpected Reboot with Memory Dump Analysis \Random Reboot \No Boot issues.
- Solve highly complex level of problems, involving broad, in-depth product knowledge or in-depth product specialty; that may include support of additional product line. Frequently, these problems will not only be technically complex, but will be politically charged situations requiring the highest level of customer skill.
- Responsible for efficiently managing the relationship with the customers and thoroughly documenting their incidents.

- Collaborate on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve customer issues. Collaborate with Tech Leads and escalation resources when appropriate.

Education

Information Technology

Master of Science - MS, Information Technology

Master in Business Administration

Master of Business Administration - MBA, Project Management

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[Contact Shobhit on LinkedIn](#)