**NARAYAN**

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|  | [**NARAYAN.315831@2freemail.com**](mailto:NARAYAN.315831@2freemail.com) |

**PROFILE SUMMARY**

Four years plus of core experience in Planning, Execution/implementing and supporting Data Centre and Infrastructure services in medium to large enterprise environment. In-depth knowledge and hands-on experience of handling cross cultural customers and worked with multiple technologies.

**SKILLS HIGHLIGHTS**

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| * Windows Server Administration * Microsoft Exchange Server * Virtualization (Hyper-V, VMware) * Microsoft Clustering & HA | * Active Directory & DNS * Microsoft Exchange Server * MS SQL Server Administration * SCCM, SCOM, SCVMM | * LAN/WAN/NOC Administration * Project Management * Cloud Technologies (Azure) * Incident Management |

**PROFESSIONAL EXPERIENCES**

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| **FI-TEK PV LTD**  MAR 2017 to Present | **Role:** Infrastructure Support  Kolkata, INDIA |

Fi-Tek Pvt. Ltd is a product base company and holly subsidiary of Fi\_Tek LLC in USA who is developing and hosting mutual fund banking application in own private cloud infrastructure for over 70 large bank in USA.

***Key Contributions***

* Handling large numbers of virtual and physical Servers hosted in VMware environment in India and USA to host multi-tier applications for US Banks.
* Taking care of infrastructure services for development and production environment which include planning, migration and deploying of network and server layouts with core technologies.
* Managing and supporting in total of four Data Centres and its infrastructure support services in different geographical location.
* Planning and migration of old Windows server’s infrastructure without affecting current production and maintaining target SLA.
* Microsoft Exchange Server administration and resolving daily issues.
* Monitoring network security and vulnerability and Server patch deployment through GFI LanGuard® and WSUS.
* Supporting Citrix App and Desktop virtualization environment and troubleshooting daily basis client and server end issues.
* Configured and created alert logic through SolarWinds (NPM) Orion server for monitoring physical and virtual network component in datacentre.
* Creating WMI and PowerShell script to automate various jobs like network file transfers, alerting etc. also monitoring for successful completion.

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| **NIIT TECHNOLOGIES LTD**  SEP 2014 to Present | **Project:** AAI Establishment of AOCC  **Client:** Airports Authority of India  **Role:** Systems Engineer  Kolkata, INDIA |

***Key Contributions***

Installed Data Centre and Recovery site of Airport Operational Control Centre (AOCC) for Airport Authority of India with SITA’s next generation Airport management and integrations systems which covers followings;

**Airport Central** - central repository of all flight data (AODB), aeronautical billing calculations, management of departure sequences and use of the runway, runway and apron management.

**Airport Resource Manager** - fixed and mobile resources management (comprising of de-icing, runway capacity and passengers with reduced mobility), including staff.

**Airport Vision** - dynamic flight information display system combined with graphical, video and textual information.

**Working with the core technical areas as follows:**

* Deployment, and administration of servers, storage devices and complex firewall environments.
* Windows Server support and administration, 2012R2 and 2008R2 both.
* Windows Active Directory, DNS, DHCP deployment and administration. Maintain AD sites and replications issues, users and computers, group policies and access control.
* Virtualization through Hyper-V and VMware. Managing and administration of Virtual hosts through SCVMM 2012R2.
* Configuring and administration of failover cluster; such as Hyper-V and MS SQL clustering and ensuring high availability of services to maintain SLA.
* Responsible for DR site’s first level RDBMS administration which include troubleshooting database Connectivity & network related Issues, troubleshooting database performance issues and query tuning, monitoring Log Shipping and data backups, Database Clustering, patching SQL Server.
* Taking care of all schedule and manual backup jobs of physical and virtual hosts. Testing backups for restoration integrity and troubleshoot where needed.
* Installing and configuring SITA’s Airport resource management Software (AMS) in client PC’s; providing application support related to integration, connectivity and application tools configuration.
* Administer and support WSUS environment, including approving, testing, and deploying updates via WSUS in SCCM and troubleshooting failed updates; maintenance windows and staggered updates deployments.
* Deployment of SCCM; Administer the SCCM tool set back end to keep the system running and healthy, including changes to the core components and settings, backups, restores, software delivery, client heath, reporting, boundaries and bandwidth settings.
* Coordinate with user departments and client, identify reporting requirements and develop necessary reports delivery through SSRS and other tools.
* Increased team productivity by Writing and developing Scripts (WMI, PowerShell) to simplify and automate tedious and repetitive task.
* Working on various tickets such as monitoring, users issues and queries, alert related and provided timely resolution and achieved 100% SLA. Response to users query and train them where necessary.

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| **PCS TECHNOLOGY LTD**  APR 2013 to JUNE 2014 | **Project:** BALIC  **Client:** Bajaj Allianz Life Insurance Co. Ltd.  **Role:** FMS Engineer (IT Support)  Kolkata, INDIA |

***Key Contributions:***

* Successfully managed IT Operations and infrastructure support of 5 branches and over 120 users workstations from onsite and remotely which brought high level of client satisfaction.
* Installed, configured, and maintained the functionality of desktop/Laptop systems, together with Windows and Linux OS, hardware peripherals, business software’s, antivirus etc.
* Reconfigured and managed DHCP Server, File Server, Print Server MS SQL Server and overseeing local AD services.
* Patching and updating of local servers and user’s workstations and ensured all systems are having latest AV version and security patches.
* Efficiently resolved day-to-day IT issues related to network, user workstations (Desktop & Laptops), Printers, Barcode devices, business applications, MS Office products.
* Configured and troubleshoot users Exchange/POP mail client and their issues, fixed corrupt data files.
* Configured and troubleshoot of network, LAN/WAN, router, switches, VPN, broadband and ensured consistency of network connectivity for uninterrupted daily business operation.
* Reviewing system and server logs, and verifying completion of scheduled jobs such as SQL server backup and troubleshoots where required.
* Provided on-site and remote support, using VNC, Ammy, Team viewer etc. and resolved user’s IT issues efficiently with less possible time which brought best customer satisfaction.
* Accomplished reconfiguring/maintenance of IT infrastructure, buying required IT peripherals coordinating with vendors with minimum cost.
* Resolved and follow-up user’s incident/service request tickets till resolution/execution.
* Provided training to employee about basic computing function and Microsoft office products.
* Managed IT inventory and track records for asset distribution and relocation and report submission

**ACHIVEMENTS**

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| **NIIT Technologies** | 1. Received appreciation Letter from Employer for possible shortest time failover of AOCC operation to DR site and support until restoration of flood situation in Chennai Airport. 2. Achieved ‘ignite’ Award for inventing and implementing technical ideas to enhance customer satisfaction and better service delivery. |
| **PCS Technology** | 1. Achieved best Support Engineer reputation and appreciation from Client & IT Manager in tenure with PCS Technology Ltd in BALIC project |

**ACADEMIC QUALIFICATION**

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| 2012 - 2015 | **MASTER OF COMPUTER APPLICATION (MCA)**  SHOBHIT UNIVERSITY — UP, MEERUT-IN |
| 2008 - 2011 | **BACHELOR OF ARTS (BA)**  NETAJI SUBHAS OPEN UNIVERSITY — WB, KOLKATA-IN |
| 2006 | **HIGHER SECONDARY (HS)**  WEST BENGAL COUNCIL OF HIGHER SECONDARY EDUCATION — WB, KOLKATA-IN |

**TECHNICAL CERTIFICATION**

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| * Microsoft® Certified Solutions Expert: Cloud Platform and Infrastructure Charter Member (MCSE) * Microsoft® Certified Solutions Expert: Server Infrastructure (MCSE) * Microsoft® Certified Solutions Associate: Windows Server 2012 (MCSA) * Microsoft Certified Professional (MCP) * Diploma in Computer Hardware Maintenance (DCHM) | Microsoft Certification ID:10424702 |

**LANGUAGE PROFICIENCIES**

**Native Level Proficiency in — English, Hindi, Bengali**

**TECHNICAL SKILLS**

* Hands-on experience in implementing and Supporting Modern Datacentre and Server infrastructure using Microsoft Technologies to host business application with critical integration and large database.
* Expertise in Microsoft Server Technologies with Virtualization on Hyper-V and VMware.
* In-depth knowledge of Installation, configuration, and administration of different version of Microsoft Client/Server OS, Storage, and Network protocols.
* Having Insurance, Aviation and Airport IT domain exposure which include direct client facing activity with cross cultural and international client.
* Well versed with Microsoft enterprise Server services like AD/DS, replication, DNS, IIS, FTP etc.
* Highly skilled on implementing and managing Database management systems using different version of Microsoft SQL Servers.
* Expert knowledge in implementing database Back-up procedures, hosting Database in a Cluster environment to provide High Availability, performance and geographical disaster recovery solution.
* Skilled on SQL Server reporting tools and developing SSRS customized report as per business requirement.
* Having in-depth Knowledge of Cloud technologies using Azure IaaS implementation and administration.
* Good exposure of Supporting Business Application and testing them in pre-production environment.
* Strong written & verbal communication skill, positive attitude with good understanding of corporate ethics.
* Committed to provide best IT service for organizational and self-growth.