

# Vikram Singh

🏠 Mohali, Punjab, India

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## Skills

- Cloud Infra Management
- LAN/WAN/NOC Administration
- Project Management
- Workflow Planning
- Productivity Improvement
- Client Management
- IT Budget/Cost Management
- Technical Support
- Security Solutions
- Database Design & Management
- NOS Patches & Updates
- Training & Mentoring
- Business Trend Awareness

## Projects

- Exchange 2007 to GCP migration
- Windows 2008R2 to 2016 domain migration
- Watchguard Firewall setup
- Dropbox to Citrix Sharefile
- GDPR Implementation
- OnPrem to Azure Servers
- ISO-27701 implementation
- WSUS in-progress

*Experienced Systems Administrator with 12years of expertise in design, development and maintenance of complex software and management of server infrastructures and data center operations across operating system platforms. Highly proficient in implementing enterprise solutions for business applications in broad scale, web-delivered environments.*

*Determined to deliver best technical solutions to meet functional and business requirements. Diligent troubleshooter, with strong communication skills and the ability to interact effectively with employees and departments various IT environments. Flexible with positive work attitude focused on producing results under tight deadlines. Demonstrated understanding of the Software Development Life Cycle.*

## Work history

### **Sr. System Administrator/Solution Arch. - 2021\_03 to present**

**Tmotions Global Pvt. Ltd. Mohali, Punjab**

- Assists in providing day-to-day operational support for server, storage or network infrastructures.
- Builds, patches, tests (check for compatibility issues, conducts QA) and deploys systems and platforms meeting clients' needs and specifications.
- Managing Azure AD as well as Office365 infrastructure.
- Guide users & customers in onboarding their organizations to M365 services such as Azure, Exchange Online, SharePoint Online, Office 365 Enterprise, Teams and Tasks.
- Provide timely and effective replacement of damaged or missing products.
- Leveraged existing PowerShell/Batch scripts to add new users, disable user accounts, reset passwords, modify user groups, retrieve AD group membership details, and perform auditing of user access history.
- Ensuring the highest levels of systems and infrastructure availability
- Supporting Clients, DevOps and Sales Team for any IT concern.
- Configured and managing Endpoints through EPS Seqrite Endpoint server.

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## Cloud Technologies

- Microsoft Azure (AD, IAAS, PAAS, SAAS)
- Google Cloud (G Suite)
- Microsoft 365
- Softlayer IBM Cloud
- Dropbox
- Citrix Sharefile

## Hardware

- Servers:  
HP Proliant DL 180, ML350,  
Dell PowerEdge R515
- Security:  
Watchguard Firebox M300,  
M200, Access points(AP120),
- Network Storage:  
ReadyNAS 516,
- Network:  
Riverbed, Cisco Router,  
Catalyst 3650, 4500, Apple  
Airport, Time Capsule

### **Sr. System Administrator      2015\_11 to 2021\_03** **Acuity Professional Pvt. Ltd. Mohali, Punjab**

- Lead Systems engineer for enterprise projects: responsible for solution designs/architecture and implementation.
- Handling Softlayer(IBM) cloud servers and multiple physical servers across the UK offices.
- Responsible for IT architecture designing and deployment of latest technologies for all the sites according to their requirement.
- Working as Cloud Administrator on Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups.
- Remote login to Virtual Machines(Hyper-V & VMware) to troubleshoot, monitor and deploy applications.
- Configuration of Microsoft DevTest Labs to migrate the virtual machines from one subscription to another subscription.
- Managing day to day activity of the cloud environment, supporting development teams with their requirements.
- Executed effective process for the backup operations of Fileservers, FTP Servers, & NAS(Netgear) on multiple cloud services using GoodSync.
- Implemented Single-Sign-On Firewall login for all Domain users.
- Configured TDR(Threat Detection Response) security layer for all devices.
- Managing Admin consoles of all the necessary Business tools like Office365, G-Suite, Dropbox, Skype for Business, Google Drive and performing their backups timely.
- Handled Email migration project during multiple business acquisitions (Exchange Server to G-Suite).
- Configured and managing mail delivery, routing(using Append Footers to spread information within or outside the Organization through email signatures) and filtering to block spammers.
- Bi-weekly regular calls with the clients to sort out their queries related with their IT setup.

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## Software

- OS:  
Windows S  
+6302erver 2016, 2012,  
2008R2  
Linux Centos5, Mac OSX
- Emails:  
Microsoft Exchange 2007,  
2010, Exchange Admin  
Center, Smarter Mail
- Virtualization:  
HyperV, VMware, vSphere,  
vCentre Server
- Database:  
SQL Express, SQL Server  
2016
- Backup:  
Acronis, CrashPlan,  
LiveDrive
- Remote:  
Team Viewer, GoToMyPC,  
AnyDesk
- Monitoring:  
SysAid, Orion, Watchguard  
Fireware
- Misc:  
cPanel, CCleaner, Sage50  
Accounts, IRIS,  
Quickbooks2018, Xero,  
Caseware, AlphaTax, Mercia

- Tuning the whole Infrastructure according to the European Data Protection Regulations (GDPR).
- Managing IT billing accounts to reduce the IT Expenses & assisting Management for the budget process every year.

## **System Administrator**

**2013\_09 to 2015\_11**

**Alpha IT Consulting Services Pvt. Ltd. Mohali, Punjab**

- Manage and maintaining a VMware ESXi infrastructure 5.5 with VMware vCenter server 5.5 in multiple sites(5 ESX servers and 100 VMs).
- Deployment /deletion of virtual machines, creation of golden templates, vMotion, performance monitoring for VMs & ESXi Hosts, HA configuration, P2V migrations, virtual network management for standard and distributed virtual switches.
- Maintaining back-up of Virtual Machines and their Snapshots.
- Using Veeam to backup physical server.
- Resolved backup issues for many virtual servers because of a known bug in VMware 5.5; Networker backups failed because the used size was inaccurate according to VMware and migrating the host and datastore corrected the issue and backups were successful.
- Created documentation for the server and VMware trouble shooting procedures.
- Managed and maintain Windows 2008 Active Directory Forest.
- Active Directory Administration for Users and Computers, Site-to-Site synchronization and service accounts.
- Performed Active Directory backup/restore using NTDSUtil.
- Monitor a Windows Server Update Services 2.0 infrastructure for Microsoft Windows security patches.
- Installing IIS and configuring the web servers, applying SSL certificates.

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## Training & Certifications

- MCITP Certified in Windows Server 2008, Server Administrator: 70-646
- Azure & AWS – Self Studying
- CCNA Trained from HCL Career Development Centre, Jalandhar
- ASP.NET(.NET(C#) & Oracle) from Lally Infosys, Jalandhar
- Web Development from APTECH New Delhi.

- Performance monitoring, reporting and alerting of IT Infrastructure.
- Configured Nebero system for managing Bandwidth and Web filtering etc.
- Manage and maintaining a Trend Micro system anti-virus infrastructure and virus definition database updates.
- Using Windows Server 2008 backup & restore feature to performed day-to-day administration functions, backup and restoration.
- Log all support incidents into OS Ticket (helpdesk ticket tracking system) in addition to monitoring local office's queue and aiding fellow IT support specialists when needed.
- Providing support to IBM Sametime users, RSA Token passwords.
- Creating & handling Avaya extensions and the passwords for their Voice Messages.
- Member of 24X7 on call shift rotation for server and Virtualization environment support.
- Updated the Managers with a weekly Status reports with the status, issues and reasons for delays of the applications.

## **System Administrator** **2012\_02 to 2013\_08** **Insilico Traders Jalandhar, Punjab**

- Installed and configured vCenter Server 3.0 & 3.5, ESXi Servers and vSphere client.
- Created the datastore for storing VMs and data.
- Deployed Virtual Machines(Hyper-V & VMware) and use Clones and Snapshots.
- Maintenance and management of VMware environment.
- Responsible for e-mail system(smarter mail server 10.x) and IIS Server(Web Server).
- Administrating Apache and MySQL server by XAMPP.
- Administering and monitoring security alerts and weekly data backups using(FileZilla & Handy Backup tool) in multiple locations.

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## Awards & Honors

- Awarded as an 'Employee of the month' by receiving the heavily discount on the internet lease for UK office in 2017.
- In 2016, Awarded as 'Feather in a Cap' on client's feedback for his smooth setup of requirement.

- Monitoring health activities of the Servers through MS Baseline Security Analyzer and Orion.
- Working on Active Directory accounts, configuration of laptops and computers.
- Administration of Ticketing system.
- Outage handling and escalation in case of any network incident.
- Change Management: - By analyzing the impact, severity, and urgency of the changes and notifying the customers.
- Operating Forex as well as Stock markets using analysis tools.
- Prepare conclusion charts and reports based on the information collected.
- Coordination & to guide field Engineers in case of Network failure & replacement of faulty Hardware.
- Working on Tradestation 9.0 & 9.1 electronic trading platform.

### **IT-Specialist**

**2009\_02 to 2011\_08**

#### **Encore Capital Group, Gurgaon, Haryana**

- Administration of Domain Controller, Creating Groups, Users and applying group policies & access rights etc.
- Exchange server(2007) management of L1 tickets like creating mailboxes, deleting mailboxes , setting limits and quota for mailboxes.
- Blackberry device configurations and basic tasks for blackberry operations.
- Managing US & India site Intranet.
- Administration and Maintenance of 1000 wired and wireless end stations on the network.
- Working on Remote assist for Global users.
- Handle customer related technical issues ranging from simple PC related to Application related problems (2000/2003 Servers and XP clients).

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## Extra-Curricular Activities

- Participated in CT-Half Marathon 2007.
- House Incharge, School Discipline Committee member - 2003 to 2004
- Orchestra committee member- 2000 to 2002.
- Coordinated in School Annual Function every year.
- Member of school hockey team.

## Languages

- Punjabi
- Hindi
- English

- Managing I-series (AS400) user profiles.
- Working knowledge on Davox Dialer, Livevox and Noble Dialer.
- Configuration of new 4510 and 4960 Avaya IP Phones,
- Data Backup and Mail Server back up using Tape drive.
- Ticket monitoring and management.

### **IT-Executive**

**2008\_05 to 2009\_01**

**Ragels Computers Jalandhar, Punjab**

- Handling IT projects at Schools and Colleges (OS installation, Networking & Cabling).
- Providing Remote Desktop assistance over the phone.

### **Education**

**M.Sc. Information Technology**

**2012 to 2014**

Sikkim Manipal University (Distance)

**B.Sc. Information Technology**

**2005 to 2008**

Guru Nanak Dev University (Amritsar)