

PARMANAND RAJNARAYAN PANDEY

Career Objectives

To work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization.

Executive Summary

- **12+ Years** of total IT experience with vast exposure to IT Infrastructure Management space.
- Extensive experience managing complex large-scale projects, dedicated to improving customer satisfaction, decreasing costs, and controlling risk.
- Handling regular and critical customer escalations through gap analysis with a resolution within defined TATs. Sharing root cause analysis (RCA) and steps for process enhancement
- Having extensive subject matter expertise in Datacentre Management, IT Infrastructure Planning (Server & Network Management), IT Services Management, Methods, Processes, Strategic Technology & Developing Cost Effective Solutions to meet customer / business requirements.
- Project Management, Planning, Technology & People Management, Have very good exposure to Network, Security & System Administration (Both Linux and Windows).
- Excellent skill in helping firms setting up new offices IT Infrastructure in India and align IT with Business strategy.
- Skill to understand the business environment well enough to position the IT environment ahead of the business needs so IT can proactively react to the changing business needs.

Qualification and Certification.

Microsoft Certified Professional. MCID: 7680244
Microsoft Certified Systems Engineer. ID Number: F427-4489
Microsoft® Certified Solutions Associate: Windows Server 2012
Microsoft Certified Microsoft Azure Administrator Associate. ID Number: I020-8583
Dell EMC Associate-Information Storage and Management Candidate ID :- DELL678545
CISCO Certified Network Associate. ID Number CSC011818640
DELL EMC Isilon Solutions and Design. Candidate ID:- DELL678545
DELL EMC Unity Candidate ID :- DELL678545
VCP6 Data Centre Virtualization Candidate ID:-VMW-00591533W-00515855
ITIL Foundation Certificate in IT Services Management. Candidate ID:-
9980006393927137
B.A (Himalayan Garhwal University)

Date of Birth: 15-01-1988

Marital Status: Married

Nationality: India

Languages: Hindi, English, Marathi

Work Experience:

M/s CYGNUS Information Private Limited

Designation: TECH LEAD

Duration: Sept 2017 – Till Date

Reported directly to the CIO/Director and primarily responsible for the day to day running and management of a team of 12 IT professionals including network and infrastructure specialists ensuring tasks are completed according to time frames and in line with internal and customer expectations. Responsible for planning the providing forecasts and delivering small to medium sized IT infrastructure projects.

People Management & Task Management

Leading the CYGNUS IT Infrastructure team, consisting of 12 engineers in the following areas:

- ✓ System Administration (Windows & Linux flavours);
- ✓ Network Administration (LAN, WAN, Internet, Remote Access & VoIP);
- ✓ End User Computing & Desktop support Engineer at different locations in India. Mobility (Cisco VPN, Air Watch Mobile Device Management).
- ✓ Defining Roles & Responsibilities & KRA for all the team members.
- ✓ Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- ✓ Assisting the team and customers round the clock ensuring acknowledgement and response to the customer with resolution.
- ✓ Assigning the activities / tasks to team members and monitoring the tasks till completion within defined timelines.

Quality & Process Improvement

- Prepare and update standard operating procedure.
- Practice asset management for IT hardware, software, and equipment.
- Benchmark, analyze report on, and make recommendations for the improvement and growth of the IT infrastructure and IT systems.

Operational Management

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals across various geographical locations.
- Oversee provision of end-user services, including help desk and technical support services.
- Work with stakeholders to define business and systems requirements for new technology implementations.
- Direct research on potential technology solutions in support of procurement efforts.
- Keep current with the latest technologies.

Major Achievements:

- Building & Commissioning of a Data centre on premises.
- Migration of all critical servers from Microsoft to Linux, ensuring stability and robustness and saving recurring software licenses and CAL cost.
- Performed an IT Security Review & Audit with the help of a vendor to perform Gap Analysis based on ISO 27001:13 requirements.
- Vulnerability Assessment & Penetration Testing.
- Build 3 PB storage HPCC
- Data Centre Shifting.
- Cloud Migration.
- 500 Lustre File System Configuration.

M/s Crescent Technologies, Tardeo, Mumbai

Designation: System & Network Administrator

Duration: Aug 2016 – Sept 2017

Job Profile:

As a FMS System Administrator, at In-solution Global

- Delivery of IT Infrastructure Management services (24*7 support): Helpdesk Services, VMware ESXi, Data Centre Services, Microsoft Exchange Mail, SQL, SharePoint and IMS services, Network Management, Centralized Virus Control Services, IT Asset Management Services, Maintenance Of IT Equipment, Technical Support for Desktops and peripherals, Threat Management, providing critical services and content collaboration services to Mejoor Payment Gateway Banks.
- Designed & implemented site to site VPN between branches. Documentation – Standard Operating Procedure.

Call Centre Project (Mumbai) - ISG:

- Performed site surveys, created documentation & network layout of existing IT Infrastructure.
- Configured, and Implemented Windows 2003 Server Domain controller, & Additional Domain controller. Performed Troubleshooting end-to-end between the two sites.
- Trained customers and junior engineers on system capabilities and usage.

Major Achievements:

Call Centre Project – Air India

- Connected branches located at 4 different cities across India through point to point leased line & backup/redundant on ISDN line.
- Documentation of the entire Project.

M/s UNIQUE COMPSOL PVT. LTD.- Delhi, India

Designation: Sr. Hardware / Network Engineer

Duration: Sept 2014 – Aug 2016

Job Profile:

Active member of the large campus wide Networking Project. It involves designing network, finalizing the project schedule, looking after the each and every aspect during implementation, installation and configuration of switches, routers etc.

- Configured Cisco Switches (3524, and 2900), FXS / FXO card.
- Installation & Troubleshooting of Novell 3.12 & 4 Server (Dedicated & Non-Dedicated), Windows 2000 / 2003 Advance Server, Windows 2000 / XP Professional in Domain & Workgroup Environment. Active Directory Installation. File server ACL, Group Policy, etc in server 2000 / 2003 Server.
- Install and configure Windows 2003, Active directory Domain trees and forest and joining client computers to domain.
- Good practical knowledge of Creating & recovering of RAID-0, RAID-1 & RAID-5,

Major Achievements:

Participated as an active Team member in migration of 150 point to point site to MPLS connection across India (MPLS Project).

M/s Thukral, Mahim, Mumbai

Designation: Senior Hardware Engineer

Duration: Jan 2010 - AUG 2014

Job Profile:

Worked on field and provided hardware and software related support to home and small business users. Implemented Window Server, RedHat Workstation, Thin Client Setup.

Major Achievements:

Active member of the Project team in the implementation of **Major Installation**, around 800 nodes Installation & networking of Rajshree online lottery Maharashtra, (Dadar, Matunga, Wadala, Sion, Panvel, & Mangaon Branch).

TECHNICAL SKILLS

<ol style="list-style-type: none">1. Firewalls/IPS/UTM:<ul style="list-style-type: none">▪ Cisco ASA 55XX▪ Forti-Gate 200F▪ PfSense, Untangle▪ SonicWall, Nokia Check Point2. VoIP & Conference:<ul style="list-style-type: none">▪ Asterisk▪ WebEX, GoToMeeting▪ Cisco & other vendors3. Routers & Switches:<ul style="list-style-type: none">▪ Cisco Router 1700, 2600, 3700 Series▪ Cisco Switch 2900 Series▪ 3com Series 5000, 3000 Series▪ Nortel Routers and Switches▪ IOS Backup and Restore4. Network & Log Monitoring:<ul style="list-style-type: none">▪ MRTG, PRTG▪ RSyslog, Splunk5. Leased Line<ul style="list-style-type: none">▪ Dedicated Internet Leased Line.▪ MPLS, Point to Point▪ ISDN PRI, BRI6. Servers:<ul style="list-style-type: none">▪ IBM X-Series 360,225; IBM H-Series Blade Center HS23/HS22▪ DELL SERVER R530/R730 / R9107. Storage:<ul style="list-style-type: none">▪ NetApp E2800,E5600, AFF A300▪ DELL EMC Unity/ME/VxRAIL/SC8. Hosting & Domain Names Management:<ul style="list-style-type: none">▪ Shared website hosting management on GoDaddy/HostGator/1and1▪ Dedicated hosting on Amazon EC2, CDN. Elastic IP▪ Domain Registration & Renewal9. Cloud Application:<ul style="list-style-type: none">▪ Office 365/Google Workspace.	<ol style="list-style-type: none">1. Server OS/Platform:<ul style="list-style-type: none">▪ Windows server 2003,2012R2▪ CentOS, Red hat2. Red Hat/CentOS Ent. (to v7), Ubuntu, Slackware & SuSE Linux<ul style="list-style-type: none">▪ Proxy (Squid) install / optimization▪ Apache, Tomcat Web Server▪ RAID; SMTP; FTP; TCP/IP; SSH; RSYNC; VPN; IPSec; SSL; DNS (BIND & Variants), DHCP (ISC), MySQL▪ Qmail, Sendmail, Postfix, BGP▪ MySQL, PHP, Samba, LDAP, NFS▪ Basic Shell and Perl Scripting3. Open Source Solution :<ul style="list-style-type: none">▪ Bandwidth Management▪ CMS Portal (Wordpress, Joomla, Drupal etc), Jabber Chat Server▪ Blogs, NAS, iSCSI Storage▪ Knowledge Management System4. Client OS/Platform:<ul style="list-style-type: none">▪ Windows 3.x to latest version5. Windows Standard 2012 R2<ul style="list-style-type: none">▪ MS Active Directory▪ Group Policy, Patch Management, Local WSUS, Remote / Unattended Installs▪ MS DHCP, DNS & WINS Servers▪ Microsoft IIS / ISA Server (to v2007)/ Exchange Server6. Virtualization:<ul style="list-style-type: none">▪ VMware Workstation, Server, vSphere▪ Microsoft Hyper-V7. DevOps:<ul style="list-style-type: none">▪ Git/GitHub, Jenkins, Maven▪ Chef, Ansible, Docker, Kubernetes, Puppet▪ Nagios, CloudWatch
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Reference: Available on Request.

I always assure you of my best.

Thanking You.

Yours faithfully,

Parmanand R. Pandey.