

TUSHAR PATEL – IT Infrastructure Head, SAP Project Leader

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JOB OBJECTIVE

Seeking Senior Level Assignments in Project Management / Infrastructure Management with an organization of repute.

Profile Summary

Over 25 Years' experience and 16 Years System Administration and Maintenance of various systems on AIX 5.3 → 7.2, HP UX 11i v3 (B.11.31) in Data Center with HA Cluster environment and Windows (Infrastructure Support), VMWare environment, Network Management, Hardware Installation and Technical Support, SAP Implementation and DR site Buildup.

Comprehensive understanding of project management life cycle including designing & execution of Project Framework, Scope Management and Time & Cost Management

Distinguished competence in strategic management of technical matters with distinction of launching and driving new IT initiatives and re-designing IT infrastructure.

Ability to oversee multiple complex projects concurrently with knowledge and experience of diverse technologies. Expertise in ramping up projects with competent cross-functional skills and on time execution.

Strong communicator with the ability to ensure execution of the time-bound deliverables

AREAS OF EXPERTISE

Project Management

- ❖ Monitoring / tracking projects with respect to budgeted cost, demand forecasts, time over-runs to ensure timely execution of projects.
- ❖ Managing the design and deployment of highly complex infrastructure projects including all aspects of environmental, hardware and software components.
- ❖ Defining and implementing all infrastructure requirements. Managing all internal and outsourced projects within approved budgets.
- ❖ Managing overall operations for executing projects involving scoping, design & architecture & sourcing.
- ❖ Addressing all the important issues & defining best practices for project support and documentation.

Systems Administration

- ❖ Supervising the provisioning of new servers, installation and maintenance.
- ❖ Leading new deployments from infrastructure perspective by coordinating with vendors and internal resources.
- ❖ Performing systems backups and restore procedures; modifying basic scripts to resolve performance problems.
- ❖ Providing extensive support on anti-virus management process on servers and clients.
- ❖ Checking for exception report on the daily operational activities to ensure that all services and actions are carried out properly and authorized to minimize faults.
- ❖ Managing the new disaster recovery of IBM Server p5 Model 595 including its expansion unit administration on AIX OS; checking and monitoring p5 Model 595 Server & IBM DS 8300 Storage Events from Service Focal Point (SFP) through HMC.
- ❖ Supervising the installation of Service Pack / Security Patch in Old DR + Location Servers with proper authorization and process (Online Call Logging & OCR).
- ❖ Undertaking the restoration of Production Servers Backup in Old DR Server and sending it back to the Media.
- ❖ Preparing Capacity Monitoring Report for Old DR Servers and sending for Online Update Database.

Technical Support

- ❖ Providing extensive technical support in order to ensure a high degree of Customer Satisfaction through SLA & Process Compliance.
- ❖ Logging H/W Calls in IBM Smart Center and following up for the parts up to the level of closing the complaint.
- ❖ Checking the Event Log on all Servers; handling Disk Cleanup/De-fragmentation of old DR + Location Servers.
- ❖ Monitoring SAP R3 Production Archive Logs and moving from remote site to local DR Destination; applying the Archive Logs to DRS Servers.
- ❖ Performing advanced troubleshooting and resolution of desktop, server & application issues.
- ❖ Troubleshooting problems pertaining to Performance Tuning, Network Administration and System Bugs.

- ❖ Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of hardware / software.

People Management

- ❖ Managing team functions viz. manpower planning, recruitment, performance appraisal, etc.
- ❖ Leading, mentoring & monitoring the performance of team members to ensure higher productivity & efficiency in process operations and meeting of individual & group targets.

TECHNICAL SKILLS

Hardware Platforms	: INTEL Pentium base Products, Intel Base Servers, IBM p-Series p595, HMC- Hardware Management, Console 7315-CR3 (Rack Model), DS 8300 External Storage With Expansion, HP EVA6400 Series Storage, Desktops, Laptops
Operation Systems	: IBM AIX 5.3, HP UX 11.31, MS Windows 2003 Enter Edition, MS Windows 2000 Advanced Server, MS Windows NT 4.0, Microsoft Windows 2K Prof / XP / 98 / 95
Networking	: LAN/WAN using L3 & L2 Ethernet Switches, Hubs, Routers, UTP CAT5, CAT6, VSAT, Modems
Networking Protocols	: TCP/IP, NetBEUI, IPX/SPX, NIM, NFS, implementation of services like DHCP, WINS, DNS, RAS, Routers, etc
Messaging/Mailing	: Lotus Domino Server & Lotus Notes Client, MS-Outlook, Outlook Express
Office Automation	: Lotus SmartSuite 9.6 Millennium, Microsoft Office 2013/2000/XP
Other Software	: Citrix MetaFrame XP and Terminal Server - Trend Micro OfficeScan Enterprise 6.5, Server Protect 5.58, ScanMail for Lotus Domino Mail Server
Hardware	: IBM NetFinity and xSeries 255, 235, 250 & 255 Servers
IT Security	: OS Hardening, IBM GSD311 Security for WIN2K, Lotus Domino Mail Server

CERTIFICATIONS

- ✓ OCI Certified Cloud Operations Associate (Oracle Testing ID: OC2018409)
- ✓ OCI Certified Architect Professional (Oracle Testing ID: OC2018409)
- ✓ OCI Certified Architect Associate (Oracle Testing ID: OC2018409)
- ✓ OCI Certified Foundation 2020 Associate (Oracle Testing ID: OC2018409)
- ✓ Google Associate Cloud Engineer Online course completed from Udemy
- ✓ Scrum Fundamentals Certified from Scrum Study (Cert. ID: 791823)
- ✓ Utilizing Big Data course completed from The International Information System Security Certification Consortium, or (ISC)²
- ✓ Appeared in IBM System p Administrator Exam Series 223 (Exam ID: SR3216155).
- ✓ Appeared in IBM p5 and pSeries Enterprise Technical Support AIX 5L V5.3 Exam Series 180 (Exam ID: SR3216155).
- ✓ Appeared in HP- UX 11iv3 System Administration Exam Series HP - P20 (Exam ID: SR3216155).
- ✓ Microsoft Certified System Engineer (MCSE).
- ✓ Cisco Certified Network Associate (CCNA) (Exam ID: CSC010235370).
- ✓ Microsoft Certified Professional (070-270) (Exam ID: SR2783578).

CAREER RECORD

Since October'16 onwards with VarniTech Solutions Pvt. Ltd.

As an IT Infrastructure Head cum SAP Project Leader

- SAP Support, DB Migration as a Brownfield Project, IT Infra Support New Implementation of SAP as a Greenfield Project
- Successfully completed
 - SAP + Infra Project of Precision Bearing (SAP EHP7) ,
 - Infocost Solution - Mumbai (SAP S4H 1610 Technical, Basis Support),
 - Sarjen System - Ahmedabad (SAP S4H 1610 Greenfield),
 - Siyaram Textile Mills - Mumbai (GST Implementation),
 - VBSof India Pvt. Ltd. (Ahmedabad), Project # IUT (Central Government Delhi) - SAP Enterprise Portal (EP) Module Implementation backend MS SQL Database
 - Manpasand Beverages Ltd. - Vadodara (SAP S4H 1709 Greenfield Project # Technical + Functional)
 - Gujarat Gas Ltd. - Gandhinagar (OSDB Migration, IBM AIX Post Go-Live Support)

October'12 – September'16 with HP India Pvt. Ltd.

As a Service Delivery Consultant, UNIX Administrator, Onsite in Charge

Client: Welspun Corp.

- Day-to-day administration of HP-UX and Unix and VMware environment
- Problem resolution & troubleshooting and provide L2 support.
- Participation in SAP Server Restoration and troubleshooting and doing Root Cause Analysis.
- Proactive identify Areas of Improvement and suggest solutions / workarounds.

- Participation in implementations, migrations & changes.
- Manage Service Requests / change orders with complete to process.
- Mentoring L1 team.
- Participation in scheduling the activity and prepare POA and RFC.
- Ensure timely communication with respective SPOC's(internal / external)
- Monitor Daily backup checklist.
- Send Weekly and Monthly backup, storage and server monthly reports.
- Handle processes such as Backup Management, Patch Management as well as activity documentation.
- Exposure on backup/restore using enterprise backup management tool.
- Knowledge of ITSM & ITIL processes.
- Handle and support of 65 servers in current job.
- Documentation knowledge, Creating Incident Reports, Root Cause Analysis etc.
- Working Knowledge of VMotion migration, High Availability feature, DRS feature.

August'11 – October'12 with Silver Touch Technologies Ltd. As a Senior Project Executive

Client: Gujarat State Fertilizer Corporation (GSFC)

- Responsible for the STTL Data Center and fulfill requirement of Team which support to end user customer, need to create new VM as per demanded internal software development Team.
- New Project of SAP Implementation with VMware configuration in IBM xServer 3850 x5 Series along with IBM System Storage EXP520, IBM Tape Library 3310 at GSFC Vadodara
- Providing remote support to Field Support Engineer at different sites Shalby, UGSIP, E+L
- Domain / Web Site registration in cPanel as per scheme.

May'11 – August'11 with Technosource Solutions (ECS InfoTech) Ahmedabad as a Project Manager - IT

- Providing support to customer who is looking for IT Infrastructure Solutions, Data Center Services, Data and Disaster Recovery, RIM Management Service, Cloud Computing, Virtualization.
- Successfully delivery of VPS in Citrix XenCenter as a Requirement of Customer
- Fulfill Vendor Organization Business Prospective including Xen Tools are installed, Nagios, PRTG, MRTG, and Web Self Service are ready with appropriate credentials and configured perfectly.

Dec'08 – May'11 with Mphasis (An HP Company), Pune as Lead Infrastructure Engineer

Client: General Motors

- Working at General Motors; overseeing System Administration in Data Center having HP rx4640 Server with EMC Clarrion Storage; handling IBM System Storage TS3310 Tape Library as a Backup Device through Veritas NetBackup; also supporting GEPICS System which is based on JAVA Platform on HP UX Operation System.

Significant Contributions

- ❖ Successfully carried out the maintenance of Veritas NetBackup Software for all Data Center Servers Backup Schedule like Oracle Database Backup, Windows AD, Radia and F&P Server.
- ❖ Undertook regular monitoring and health checkup of HP UNIX Server.
- ❖ Managed the entire gamut of Data Center operations, UPS Room and DC Infrastructure Management.
- ❖ Managed media to send OUT Site Location and IN Site Scratch Medias.
- ❖ Created Team Member Attendance Report thereby enabling on ONLINE Portal MARS.
- ❖ Ensured proper Tape Cartridge for the IBM info printer Line Printer 6950.
- ❖ Replaced Clarrion Logic Board with the help of Tata Elexi Engineer.

Aug'08 – Dec'08 with Mundra Port & Special Economic Zone Ltd. (Adani Group) as Senior Officer – IT

Significant Contributions

- ❖ Successfully handled the complete System Administration in the Data Center having IBM Blade Center (JS 21 & HS 21) with DS 4700 IBM Total Storage and IBM TS 3200 Tape Library as a Backup Device & Sun Fire X4150 Intel based Server with Sun StorageTek 6140.
- ❖ Supported HP KClass 9000 Server with HP – UX OS for the Oracle Finance Payroll System.
- ❖ Handled the maintenance of NetVault Backup Software for Data Center Servers Backup Schedule like Navis, IPMS, AIX DB, File Server, Lotus Domino Server, etc.
- ❖ Monitored the performance of IBM Blade Server and AIX FS; also handled the maintenance and administration of HP KClass 9000 Server OS.
- ❖ Ignited the restoration for the OS Corrupted HP KClass 9000 Series Server.
- ❖ Enabled duplexing Printer Feature for less paper usage.
- ❖ Rebuilt the Cluster Environment in IBM AIX p-series Blade Server with the help of IBM ITS Engineer; received appreciation from IT-Head Mr. Ashvin Oza.

Previous Experience

OneAPPS Enterprise Technologies Pvt. Ltd.	AIX Administrator	Nov'06 – Aug'08
iCubix Infotech Ltd.	Server Engineer	Apr'06 - Nov'06
CMS Computers Limited	Sr. FMS Engineer	Jun'01 – Apr'06
HEXA Computer Pvt.Ltd.	Customer Support Engineer	Mar'00 – Jun'01
PACE Computer Consultants Pvt. Ltd	Customer Support Engineer	Jun'98 – Mar'00
Dynamic Computers Systems	Customer Support Engineer	Mar'97 – Jun'98
Wifran Inc.	Customer Support Engineer	Mar'96 – Mar'97

SCHOLASTICS

- ❖ **Diploma in Computer Engineering** from Government Polytechnic, Gandhinagar in 1996.

TRAININGS ATTENDED

- ❖ Windows NT Server 4.0, Networking for Windows NT 4.0 Server & Workstation, TCP/IP, Networking, IIS, etc. at ACT - Ambawadi, Ahmedabad.
- ❖ Cisco Certification (CCNA 2.0) at Infobit, Ahmedabad.
- ❖ Lotus Notes Domino Server R5 / R6.5 at CMS Computers Limited, Pune.
- ❖ GEPICS Key User Training Course @ GM Halol from Jeffrey Mocnik (EDS Canada).

PERSONAL DOSSIER

Date of Birth : 3rd November 1975
Address : 93, Paraskunj Society, Part 1, Near UmiyaVijay Society, Satellite Road, Ambawadi,
Ahmedabad – 380 015, Gujarat
Languages Known : English, Hindi and Gujarati