

PINKU SHARMA

Application Engineering Services | Hybrid Datacenter | Public Cloud | Infrastructure Management

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Professional Experience

Principal Engineer - IT Systems Engineering Mar 2024 - Till Date

Aptia Group India

- Technical Strategy:** Develop and implement technical strategies aligned with the organization's business goals.
- Innovation:** Drive technological innovation, exploring new technologies and methodologies to enhance system performance and efficiency.
- Oversee the development, deployment, and maintenance of IT systems and applications.
- Monitor system performance and implement enhancements to optimize efficiency and reliability.
- Lead the resolution of critical incidents, ensuring minimal downtime and disruption to business operations.
- Mentorship:** Provide guidance and mentorship to junior engineers and other team members, fostering a culture of continuous learning and improvement.
- Collaboration:** Collaborate with cross-functional teams, including product management, operations, and business units, to achieve project objectives.
- Ensure Aptia's business applications systems comply with security standards and best practices, protecting data integrity and confidentiality.
- Ensure Aptia's business application landscape meets regulatory and compliance requirements relevant to the industry and organization.
- Maintain comprehensive documentation of system architectures, processes, and procedures.

Principal Engineer

Mar 2022 - Feb 2024

Marsh McLennan

- Orchestrated the deployment, administration, support, and maintenance of middleware applications, enabling seamless communication between insurance and financial applications across diverse platforms and interfaces.
- Assessed and identified necessary changes, providing recommendations for implementation to enhance system performance and efficiency.
- Planned, prepared, and executed maintenance fixes and upgrades for Apache Web, Tomcat, and JBOSS, ensuring optimal functionality and security.
- Collaborated with the application support team, offering high-level problem program debugging expertise through heap and thread dump analysis.
- Demonstrated proficiency in IIS installation, administration, and configuration, ensuring smooth operation of web services.
- Implemented clustered and highly available middleware platforms, enhancing system reliability and scalability.
- Collaborated closely with QA and Dev teams, contributing to the development and testing of insurance products, ensuring high-quality deliverables.
- Maintained clear and concise documentation, facilitating knowledge transfer and ensuring seamless collaboration among team members.

Asst. System Administrator

May 2020 - Mar 2022

ESDS Software Solutions

- Provisioned cloud SaaS services and compute infrastructure on Hypervisors for new and existing customers, ensuring seamless onboarding and optimal performance.
- Proactively managed events and incidents through the Kayako Customer Service Portal, swiftly resolving issues and minimizing downtime.
- Scheduled and executed maintenance tasks, ensuring the smooth operation and reliability of customer servers.
- Monitored and optimized server performance, maintaining a high level of availability and peak performance for customer environments.
- Participated in the on-call rotation, providing timely support and resolution for critical issues.
- Provided second-level support to customers via phone and email, effectively addressing their technical inquiries and concerns.

Summary

System Administrator with 10 years of hands-on and multitasking experience in IT Infrastructure & Operations

Management Projects. Highly familiar with multiple system operations, including installation, upgrade, configuration, administration, and maintenance of Windows systems & servers.

- Diversified background in IT operations and management; distinguished for an entrepreneurial mindset and creative problem-solving.
- Offers innovative solutions to operational challenges and leverages decisiveness to implement solutions while minimizing risk and maximizing performance.
- Passport Availability: Yes
- Passport Validity: 18/Oct/2025
- Passport Number: N3468399
- Place of Issue: New Delhi

Core Competencies

- Customer Service
- Ability to work under pressure
- Disaster Planning
- Troubleshooting Skills
- Hunger to learn
- Transition / Change Management
- Continuous Improvement
- Servers Planning
- Group Discussion

Certifications

Certificate in Business Development Associate from Bharti Walmart Learning Center

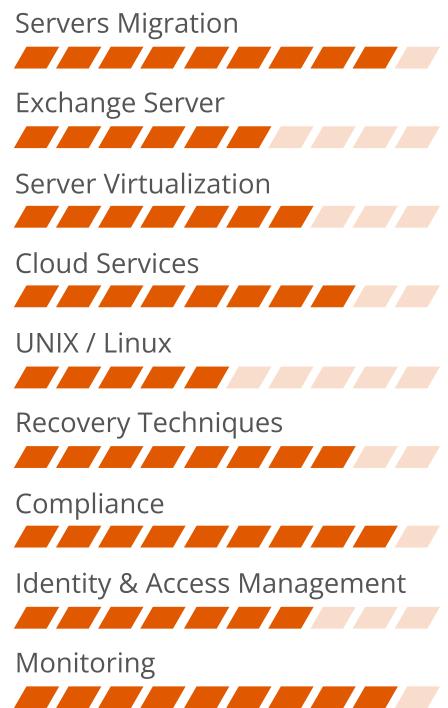
Online Certification in Data Privacy Law - Asian School of Cyber Law

Skills

Windows Servers



- Managed Windows Servers, IIS, MSSQL, and MySQL databases on Windows, ensuring seamless integration with applications and databases.
- Supported developers in the deployment and maintenance of IIS-hosted applications, ensuring their smooth operation and performance.
- Administered Hyper-V clusters and standalone environments, handling tasks such as administration, deployment, and migration.
- Successfully migrated applications, servers, databases, and platforms, ensuring minimal disruption and seamless transitions.
- Demonstrated proficiency in hosting platforms like Plesk, Cpanel, and CWP, effectively managing and maintaining customer environments.
- Implemented application performance management strategies using Windows Native Performance Counters and Manage Engine Application Monitor, ensuring optimal performance and identifying areas for improvement.
- Implemented compliance safeguards such as PCI-DSS and ISO, ensuring adherence to industry standards and regulations.
- Conducted vulnerability assessments and implemented fixes using tools like Nessus and OpenVAS, ensuring the security and integrity of customer environments.
- Managed server backups using Commvault and Veeam Backup & Replication, ensuring reliable and efficient data protection and disaster recovery.
- Restored VMs from Veeam Backup console, minimizing downtime and ensuring business continuity.
- Configured site-to-site VPN and point-to-site (SSL VPN) connections on major cloud platforms like Azure and AWS, enabling secure and seamless connectivity.
- Implemented layers of security on servers and network devices, deploying solutions such as RADIUS, 2FA, OTP, and MFA using Cisco Duo, Accops MFA, and other Identity and Access Management Solutions.



Program Analyst
EXL Service Inc.

Sept. 2019 - May 2020

L2 Systems Administrator - Internet Data Center
Cyfuture India

- Configured and managed Windows server operating systems, ensuring the smooth operation and integrity of network components.
- Participated in teams to analyze and design large-scale Windows operating systems, contributing to the development of new systems and modifications to existing ones.
- Deployed, configured, and administered applications on Internet Information Services, optimizing performance and ensuring seamless functionality.
- Managed and troubleshooted SQL Servers, ensuring their efficient operation and resolving any issues that arose.
- Implemented and maintained backups using Agent-less Backup Systems, such as Asigra, to safeguard data and ensure business continuity.
- Planned, deployed, and administered Exchange Server and Active Directory, ensuring smooth communication and efficient user management.
- Handled Exchange On-Line and On-Premises, managing email delivery and resolving any issues related to bounce backs, fails, and undelivered emails.
- Commissioned physical servers from various manufacturers, including HP, Dell, IBM, and Super-micro, ensuring their proper configuration and functionality.
- Utilized Veeam Backup & Replication Tools for server migration, ensuring seamless transitions and minimal downtime.
- Prepared implementation, back-out, and test plans for change records, performing risk and impact analysis to ensure smooth change management.
- Conducted routine performance analysis, capacity analysis, and security audit analysis, generating reports to identify areas for improvement and ensure system integrity.
- Created and maintained standard operating procedures for the team, ensuring consistency and efficiency in operations.
- Fixed vulnerabilities using OpenVAS, QualysGuard, and Nessus Scanner, ensuring the security and stability of systems.
- Extracted reports using Vulnerability Assessment Tools, providing insights into system vulnerabilities and recommending appropriate actions.
- Resolved BSOD error codes through thorough research and utilizing resources such as Microsoft Forums, Blogs, and Knowledge bases.
- Monitored the health of all hosts and VM objects in Vcenter, ensuring their optimal performance and addressing any issues that arose.
- Managed tasks, events, and alarms on Vcenter, ensuring timely response and resolution of any issues.
- Managed users, groups, and roles on Vcenter, ensuring proper access control and user management.

- Provisioned new virtual machines and migrated compute and storage resources, ensuring efficient resource allocation and utilization.
- Utilized snapshots for point-in-time recovery, providing a reliable backup and recovery solution for virtual machines.

Freelancer System Administrator
[Technology Next](#)

June 2016 - May 2017

Project: DRDO-SASE (Sea & Avalanche Studies Establishment), Chandigarh

- Windows server deployed for ERP Application and Database
- Installation of Oracle database 11g EE for an ERP Application on Windows based servers.
- Deployed Apache Web Server and hosting java based ERP Application on Windows Server.
- Database import and integrate Apache Tomcat based applications.

Project: Vidya Gyan School, Sitapur, Lucknow

- Setting up Windows Deployment Services for installation of 300 End user computing nodes.
- Applied OS Updates & Patches using WSUS Servers.
- Enforcing policies for Students and teachers using Group Policy Management.
- Deployed Force point Triton AP-Web Gateway and secured the Internet environment of School especially for students Labs.
- Extension of Wi-Fi into whole campus through Multiple Access points and Controllers.

Project: Smart Book Secure, Fort Lauderdale, Florida, United States

- Planning to setup High availability Infrastructure on Cloud based premises.
- Reviewed Amazon Web Services EC2 Compute, Google Compute Engine, Microsoft Azure, IBM Soft-layer etc. for extension of Healthcare IT Infrastructure.
- Enforce HIPAA Compliance for Healthcare applications Servers.
- Procuring IT Infrastructure to make Highly Resilient Environment.
- Worked with IBM Softlayer and BLuemix Cloud consulting team for covering Technical safeguards, Physical Safeguards and Administrative Safeguards of HIPAA Compliance for Application Servers.
- Integrate the application with servers for encryption and decryption (AES 128 & 256 bit) of Electronic Health Information Data (ePHI).
- Deployed Hardware Firewall and Load Balancer for Dedicated Server in Cloud based premises.
- Setup a backup strategy for Application specific sensitive healthcare data under HIPAA Compliance.

Systems & Network Administrator
[One Internet Pvt. Ltd.](#)

Sept. 2015 - April 2016

- Successfully commissioned leased lines for newly setup branches, ensuring seamless connectivity and efficient communication.
- Deployed access points throughout the office areas, optimizing network coverage and improving connectivity for all employees.
- Administered and configured web servers into cloud hosting, including MySQL databases administration, ensuring smooth and reliable website performance.
- Provided support for security devices such as IP cameras and biometric devices, ensuring the safety and security of the office premises.
- Configured Office 365 and Google Apps for work mail, facilitating efficient communication and collaboration among employees.
- Implemented open-source firewalls such as Untangle Firewall, IP Fire, and Endian Firewall, enhancing network security and protecting against potential threats.
- Managed and configured Panasonic IP-PBX and other telecom products, ensuring seamless communication within the organization.
- Conducted IT assets inventory on a quarterly basis, ensuring accurate records and efficient asset management.

- Procured IT equipment through reputed vendors and negotiated prices for cost-saving, optimizing budget allocation.
- Created, changed, and deleted elevated permission accounts per approved requests, ensuring proper access control and security.
- Created firewall policies in Mikrotik routers, enhancing network security and protecting against unauthorized access.

Datacenter Engineer

April 2015 - July. 2015

[Future Focus Infotech Pvt. Ltd.](#)

- Installed, grounded, labeled, and migrated equipment, ensuring efficient and organized data center operations.
- Conducted cable installation, mining, identification, labeling, and testing, ensuring proper connectivity and minimizing downtime.
- Coordinated with ISP vendors for MPLS and ILL in the event of incidents, ensuring timely resolution and minimal disruption to operations.
- Analyzed server logs to identify potential issues and determine root causes, proactively addressing them to maintain optimal performance.
- Conducted spare parts replacements and upgrades for IBM and HP servers, ensuring smooth and uninterrupted operations.
- Monitored daily backup operations using IBM Tivoli Storage Manager (TSM), ensuring the successful and secure backup of all data.
- Ensured the data center infrastructure was up and running by utilizing monitoring tools such as What's Up Gold and Manage Engine Op Manager.
- Analyzed UNIX endpoints using performance and monitoring commands, identifying and resolving any issues to maintain system stability.
- Monitored data center AC temperatures, fire suppression systems, and UPS systems on a daily basis, ensuring optimal conditions for equipment.
- Regularly performed physical verification of network, servers, storage, and SAN racks using light path diagnostics, ensuring proper functioning and identifying any potential issues.

IT Support Engineer

May 2013 - Dec. 2014

[CI Infotech Pvt. Ltd.](#)

- Installed and configured computer hardware, operating systems, and applications, ensuring smooth and efficient system performance.
- Monitored and maintained computer systems and networks, promptly identifying and resolving any issues to minimize downtime and maximize productivity.
- Provided technical support to staff and employees, guiding them through troubleshooting steps and resolving system-related problems either in person or over the phone.
- Diagnosed and solved hardware and software faults, troubleshooting system and network problems to ensure optimal functionality.
- Replaced faulty parts as required, ensuring the seamless operation of computer systems.
- Followed diagrams and written instructions to repair faults and set up systems, adhering to established guidelines and procedures.
- Supported the roll-out of new applications, assisting with installation and configuration to facilitate smooth adoption by users.
- Set up new users' accounts and profiles, addressing password issues and ensuring secure access to systems.
- Tested and evaluated new technology, providing valuable insights and recommendations for implementation.
- Provided support to employees in international locations, assisting with VPN connections and Citrix access gateways.
- Conducted routine maintenance of desktops and laptops on a quarterly basis, ensuring optimal performance and longevity of equipment.

Trainee Engineer	Sept. 2012 - March 2013
PCS Technology Ltd.	
Client Site: Oil and Natural Gas Corporation Ltd.	
Internship - Infrastructure Support	Mar. 2012 - Aug. 2012
PCS Technology Ltd.	

Education

Masters of Computer Application	Jan. 2018 - Dec. 2019
Suresh Gyan Vihar University	
Directorate of Distance Learning Jaipur	
Bachelors of Science in Information Technology	Jan. 2013 - Nov. 2015
Mahatma Gandhi University, Meghalaya, India	
Center of Excellence Information Technology	Aug. 2010 - Aug. 2012
Industrial Training Institute Jail Road, Delhi	
Senior Secondary School Certificate	May - 2010
Veer Udhampur Singh Rajkiya Sarvodaya Bal Vidyalaya, Delhi	
CBSE	
Secondary School Certificate	May - 2008
Veer Udhampur Singh Rajkiya Sarvodaya Bal Vidyalaya, Delhi	
CBSE	

