

NIK (NISHANT) PATIL
(AUS - PERMANENT RESIDENT)

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IT PROFESSIONAL WITH STRONG TECHNICAL SKILLS

~AMAZON WEB SERVICES (AWS)~AZURE~CITRIX~WINDOWS~VMWARE ESXI~O365~ITIL V3~

Summary

Experienced Information Technology Professional with demonstrated expertise in the installation, configuration, and administration of Windows servers for more than 11+ years of experience. Works closely and effectively with all levels of management to satisfy project and productivity requirements, Offers logical, forthright thinking and able to provide effective solutions to solve difficult problems.

Experience

Company	Designation	Duration
Viatek Technology Pty Ltd, Melbourne.	System Engineer	Mar 2017 - Till
Jav IT (Clarius Group), Sydney.	Sr. Systems Engineer \ Team Lead (Contract)	Aug 2016 – Dec 2016
Sureworks Infotech Pvt Ltd – India. (Client: Malaysia - Maybank & Australia & NZ → OTIS, Carrier, Goodrich, CHUBB)	Sr. Professional : Systems Administrator	Nov 2010 – July 2016
CIBERSites India Pvt Ltd., Bangalore	Consultant	Dec 2008 – Aug 2010
Microland Ltd., Bangalore.	Associate Engineer (Remote Support)	Sept 2006 – Dec 2008.
Network Solutions Pvt. Ltd. [An IBM Company], Bangalore.	Member – Managed Services → Desktop Engineer	June 2005 – Sept 2006

TECHNICAL CERTIFICATION:

Microsoft Azure	Implementing Microsoft Azure Infrastructure Solutions
AWS - Amazon Web Services Certified	Amazon Web Services Certified Solution Architect -Associate
Microsoft O365	Managing Office 365 Identities and Requirements
Citrix Certified Administrator	Citrix XenApp 5.0 for Microsoft Windows 2008
Microsoft Certified Solution Associate	Windows server 2008
Microsoft Certified Technology Specialist	Microsoft Windows 7; Configuration Windows Server 2008 Applications Infrastructure; Configuration Windows Server 2008 Network Infrastructure; Configuration Windows Server 2008 Active Directory,

PROJECT PROFILES

1	System Engineer
Company	Viatek Technology Pty Ltd, Melbourne. --- Mar 2017 - Till
Environment (with skill versions)	O386, Backup, Xen App 5.5 & 6.5, XenDesktop, Active Directory, Windows Server 2008 & 2012, Desktop Win7-10

Roles & Responsibilities:

- Provide level 2 and level 3 desktop, network and server support for systems and infrastructure related issues.
- Coordinate the service desk including providing accurate and timely logging of problems and resolution for problems in the database.
- Administration and maintenance of current and new Cloud services such as O365, Exchange Online, OneDrive.
- Proactively monitoring the servers. Resolve the serviced desk tickets in timely manner and Update the tickets regularly.
- Troubleshoot VMware and Citrix issues, including VPN.
- Maintain the Active Directory using office 365 admin portal including user account creation/deletion and performing clean ups on a monthly basis.
- Install, troubleshoot and upgrade hardware and software, including monitoring and testing fixes.
- Assist with the planning and maintenance of the systems by performing file backups and restorations and configuring systems and applications, including Windows desktop operating systems, Office365 and core business applications.
- Support Desktop hardware and minor LAN/WAN issues.
- Administration of SCCM and image/application deployment.
- Create and maintain appropriate documents to improve high standard IT services.
- Provide end user training in response to service requests as appropriate.

2	Sr. Systems Engineer \ Team Lead (Contract)
Company	Jav IT (Clarius Group), Sydney NSW. --- Aug 2016 – Dec 2016

Roles & Responsibilities:

- Mix of project work and BAU (level 3 support)
- Came on board to stabilize, optimize and improve existing Citrix environments (Presentation Server 4.5, XenApp 5, 6.5; XenDesktop 5.6, Provisioning Services, Access Gateway, Web Interface, StoreFront) with 2500-3000 user base (1000+ concurrent connections)
- Performed Citrix farms expansion, maintained existing virtual (VMware) and physical (Dell, HP) Citrix servers
- Troubleshoot numerous incidents with Citrix Profiles, Printing and XenApp/XenDesktop Sessions
- Implemented patch schedules and configured reboot schedules of Farm Servers
- Utilized SCOM and Citrix Edgesight for troubleshooting and monitoring, configured SNMP (SolarWinds) monitoring across all Citrix servers
- Deployed Citrix and AD Group Policies
- Performed applications migration and applications streaming
- Developed and updated existing documentation, policies

PROJECT PROFILES

2	Sr. Systems (Desktop) Engineer (Level 2 & 3)
Company	Sureworks Pvt Ltd., Bangalore. -- Nov 2010 – July 2016

Roles & Responsibilities:

- Provide technical support and troubleshoot issues for client networks within Managed Services environment.
- Remote support within Service Level Agreements (SLAs) to resolve client incidents, perform root cause analysis and adhere to any related processes such as change Management.
- Manage Own and co-ordinate technical resolution for incidents / client's IT issues.
- Guide on-site engineers to do the related troubleshooting.
- For critical network related incidents engage all stakeholders and keep them updated on the issue
- Maintain strong relationship with the vendor to ensure problem resolution where needed.
- Maintain and update case within ITSM.
- Follow ITIL framework within the workplace.
- Continuously improve technical and business skills through professional training and self-study.
- Write and share knowledge-based documents.

PROJECT PROFILES

Role	Consultant / Technical Operations Engineering (Level 2 & 3)
Organization	CiberSites India Pvt Ltd. (Dec 2008 – Aug 2010.) Client: Wallenius Wilhelmsen Logistics; Norway.
Environment (with skill versions)	VMWARE ESXI 3.5 & 4.0, Citrix presentation server 4.5, Windows server 2003 & 2008.

Roles & Responsibilities:

- Worked for project Go-live towards project time line and completed this from operations front without deviating any process and violations and also well before the time period.
- Managing the team of 10 members as a Shift Lead.
- Providing L2 & L3 support on Citrix Presentation server 4.5 and Xenapp 5.0.
- Working on daily tickets and implementing changes on the Citrix servers.
- Installing and configuring Citrix Presentation server 4.5/Xenapp5.0 environment.
- Working with Incident, change and Problem Management.
- Testing IM packages, deployment and troubleshooting.
- Upgrading the servers to global environment.
- Upgrading existing Citrix down level versions to latest version.
- Testing windows, Citrix patches in DEV environment.
- Provide L2 & L3 Technical support in Windows 2003 enterprise servers.
- Create, Configure, Managing & Provisioning of VMware Servers
- Reset\Power Off-On\Snapshot and Migration of VM machines to different ESX host

ACADEMIC QUALIFICATION:

Degree	University	Years
Diploma in Electronics and Telecommunication	M.N. Technical Institute, KG Halli, Bangalore.	3 Years (2002-2005)

Strengths:

- 1) Strong planning and analytical skills.
- 2) Very good communication skills with ability to communicate at all levels.
- 3) Have excellent written, verbal and presentation skills.
- 4) A well-rounded person with the ability to be part of a team and capable of working with the team through projects.

Declaration:

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

Place: **Australia**

(Nishant Y Patil)