

**SONU KUMAR Mobile: +919711997917**

**Sonu.garg@gmail.com**



***Career Objectives***

To provide consultation on Server Hardware, OS, SAN, Virtualization, Cloud and ITIL etc., which gives me an opportunity to demonstrate my skills & in turn be a source of skill development for the organization that involves cutting edge modern era technologies, IT Service Delivery, Implementation, People Management and Development of Procedures and Processes.

***Executive Summary***

I am Result-oriented professional with 13 years of experience in the IT Service Industry backed by Telecom, Software, Banking and BPO. In this journey of learning, I have contributed to organizations in different roles engineer, system administration, service delivery manager and consultant etc.

***Core Competencies***

* *Virtualization technologies*
* *Private Cloud implementation*
* *SAN*
* *Backup and DR*
* *Linux and Unix Administration*
* *Corporate training*
* *Service Delivery Management*
* *IT Infrastructure Management*
* *Vendor/Contract Management*

***Professional Certification***

|  |  |  |  |
| --- | --- | --- | --- |
| **Certificate Name** | **issuer** | **Registration No.** | **Effective from** |
| *Huawei Certified System Instructor (HCNA, HCNP)-STORAGE* | *Huawei* |  | *May 2015* |
| *ITIL® v3 Foundation Certificate* | *Exin* | *5178089.20326994* | *Oct 2014* |
| *Sun Certified System Administrator (SCSA)* | *SUN* | *N8BSYD521D* | *June 2006* |
| *O level* | *DOEACC* | *NA* | *Sep 2003* |

***Professional Trainings***

|  |  |  |  |
| --- | --- | --- | --- |
| **Course Name** | **Trainer** | **Contents** | **Course Duration** |
| *Project Management Professional* | *Cognitel* | *PMP* | *Sep-Oct 2015* |
| *Global Networking Professional* | *IIHT* | *SCSA, RHCE, MCSE, CCNA, A-Plus* | *2005-06* |

***Hands on Technical Skills***

|  |  |
| --- | --- |
| *Hardware* | *Servers – SUN, IBM, HP, DELL, HUAWEI*  *Storage – Huawei, SUN, IBM.* |
| *Server OS / Platforms* | *Solaris, Linux, Windows.* |
| *Virtualization* | *Huawei Fusion Compute, Microsoft Hyper-V, Citrix Xenserver, xen/KVM, VMWARE ESXi.* |
| *Cloud Platforms* | *Huawei Fusion Sphere, Microsoft 2012 Cloud.* |
| *Webapps* | *Citrix Xenapp, Microsoft Remoteapp.* |

***Work Experience***

***Cognitel Training Services Pvt Ltd. (February 2015 Onwards)***

*Profile:* ***Corporate Trainer – Server and Storage***

***Trainings Delivered: 15 Number of Participants: 150 +***

***Training Hours: 750 Delivery Platform: online and on premises.***

* Participants from: TATA, Aircel, Wipro, CMS, Accenture and Many other Huawei Support Partners
* 1st Person from India to become Qualified and Certified Instructor for Huawei Storage products.
* Contribute in Courseware Development and mock Quiz.
* Guide Participants for right Flow of study and doubt clearance until the targeted exam is passed.
* Preparing E-Lab environment, Monitoring system and Provide to participants.

***Huawei Telecommunication (February 2015 Onwards)***

*Profile:* ***Technical Consultant – SAN and Cloud.***

* Deployed Multiple Host Huawei Fusion Cloud Hypervisor.
* Integrated with Other Hypervisor like VMware, Citrix Xen, Centos xen, Microsoft Hyper-V.
* Virtualized Storage and network devices.
* Deployed Zoning on Brocade SAN Switch, VLAN on Huawei Ethernet switch.
* Attached Storage over FC SAN and IP SAN.
* Integration with Microsoft Active Directory, Remoteapp, Xenapp for remote access.
* Secure individual connectivity to E-lab over Internet to each participant.

***TATA Communication Limited (December 2015 Onwards)***

*Profile:* ***Technical Consultant – SAN and Cloud.***

* Deployed Huawei High Density Servers and storage onsite.
* Connectivity and commissioning for Huawei Fusion Sphere Cloud.

***Confidential (November 2015 Onwards)***

*Profile:* ***Technical Consultant – backup.***

***Project: Central User backup (50+).***

* Development Application**©** in C#.net for customized requirement from client.
* Application include Silent FULL backup, Incremental backup.
* Automatic metadata recording for next data backup.
* Restoration facility to multiple points.
* Deployed samba server with customized requirements (bash scripting).

***Huawei Telecommunication Co, India Pvt. Ltd. (February 2009 – February 2015)***

*Profile:* ***Manager- IT Infra Services***

***Reporting Team Size: 10 Install base: 5000+ IT Equipment***

***Hardware: SUN, IBM, HP, DELL and Huawei OS: Solaris, Linux, Windows, Citrix***

***Customers: TATA, Reliance, BSNL, Airtel, Idea, Vodafone, MTS, Videocon, Aircel, MTNL etc.***

***Products: AAA & CG, Wireless OSS, Transmission NMS, BSC/MSC applications, IN, LI, RAS.***

***Responsibilities:-***

* Leading a L1/L2 remote support team supporting customers issue related to Hardware/ OS/Anti-virus/ Third party Software/ Infrastructure Products. Making sure all customer cases are handled by team are adherence to process, SLA, and quality KPI.
* Lead the IT Infrastructure team allocating the work with advice, enhance the expertise and set work objectives and manage performance of the team.
* Continuous communication with stakeholders for review, updates, feedback to understand pain areas and continuous service improvement.
* Developing process flow, SOP and customer presentations. Ensuring publishing of RCA, CAPA, Critical/ incident Handling report, Learning Report and case study.
* Management of third party vendors through contracts related to Services, Manpower, Software, Hardware AMC etc. Designing Scope, contract terms, SLA terms, RFP, RFQ etc. Acceptance of work completion, Procurement requests and renewals, payment etc.
* Provide forecast of services cost to finance management for annual budget. Optimize cost of deliverable implementing different service strategy and present quarterly to management for review.
* Supported products and technologies: Solaris, RHEL, SUSE Linux, Windows, VCS, VXVM, SVM, LVM, RHEL KVM and Citrix Xenserver.
* Successfully deployed Remote access Servers as per DoT guidelines on Citrix. Hold knowledge for Services like IIS, Apache, FTP Server, File Server, Terminal Server, DNS, DHCP, Samba, NFS etc

***FISERV India Pvt. Ltd. (August 2008 – February 2009)***

*Profile:* ***Sr. System Administrator (Project: FR P&I)***

***Responsibilities:-***

* Providing System Admin support to client, Banks in United States for Data Centre with 250 Server located in Pittsburgh (USA).
* Remote support Using SSH, RDP, VNC, PCAnyWhere, LogmeIn, DRAC and Citrix.
* Monitoring Tool Big Brother Implementation and threshold configuration.
* Resolving system errors and crashes, disk space problems, huge file sizes, file system full errors on Solaris, VMWARE Linux and RHEL.
* VERITAS Foundation Suite with Storage: locally attached, SAN and NAS.
* Windows- Administration and trouble shooting on Disks & File Systems, Users & Groups.
* Interaction with OS, Application & Hardware vendors i.e. SUN, REDHAT, ORACLE, IBM.
* Issue analysis and research providing RCA.

***Roamware India Pvt. Ltd. (March 2007 – August 2008)***

*Profile:* ***System Administrator***

***Responsibilities:-***

* Sun Server Administration on Sparc and X 86 servers with Solaris or Linux.
* Windows domain controllers, Exchange Servers, web proxy server, DHCP server and DNS Caching server.
* LAN and WAN Administration.
* Backup and restoration jobs automation and administration on HP ULTRIUM TAPE Drive GEN III.
* Oracle Installation, Database creation and basic troubleshooting on Multi-OS Based Oracle 8i,9i,10g,11i.
* CISCO PIX and CISCO Router Configuration.
* VPN, VSAT & Wireless connectivity.
* Local & Network Printers Installation and configuration.
* Virtual OS installation using VMWARE & MS Virtual PC.
* Video conferencing and EPABX System installation and troubleshooting.
* Dealing with Hardware & software Vendors (warranty, AMC & purchase).

***Progression Infonet Pvt. Ltd. (March 2006 –February 2007)***

***On pay Role of Team Lease Services Pvt. Ltd. From 1 March 2006-31 July 2006***

*Profile:*  ***Customer Support Engineer*** *(FMS, Project: Aspen communication, International BPO)*

***Responsibilities:-***

* Server Deployment and Configuration on Linux and Windows Servers.
* Windows 2003 Server Active Directory and MS Exchange 2003 System Administration.
* Team lead for technical helpdesk cum Desktop/Laptop Support of 5 Engineers following ITSM.
* Antivirus & firewall installation, server updating, PGP Mail decryption/ Encryption & security patches.
* Maintenance of Hardware and software licenses Assets inventory Keeping track warranty and AMC.
* Administration of Security Devices CCTV, Finger Print Server room control, Access card Controller.

***NIHO CONSTRUCTION Ltd. (June 2005 –February 2006)***

Profile: ***Desktop Engineer.***

***Responsibilities:-***

* Setup Included windows & Linux servers, >50 Desktops, 5 Laptops, 2 switches.
* Installation & Configuration of OS & Software.
* Computer Hardware installation, maintenance & LAN Troubleshooting.

***Academic Qualification***

* **B.Sc.** from Bikaner University, Bikaner, Rajasthan (2002 - 2005) – 65%.
* **10+2** from Rajasthan Education Board, Ajmer in 2002 – 68%
* **10th** from Rajasthan Education Board, Ajmer in 2000 – 65%

***Rewards and recognitions***

* Received **Long Service** Award from Huawei Telecommunication in year **2014**
* Global **Shining Star** award from Huawei Telecommunication in year **2013**.
* Received **Employee of the Month** from Progression Infonet Pvt. Ltd. For **3 months**.
* Was promoted to **Team Lead** from CSE in Six Months’ time by Progression Infonet Pvt Ltd.

### Personal Details

**Nationality :** Indian

**Date of Birth :** 23rd August 1985

**Marital Status :** Married.

**Hobbies :** Music, Poetry, Long Drives.

**Address :** #F2680, Holi Ground, Street No. 4, Ward no. 29,  
 Laxman Vihar PH II, Gurgaon.

### Passport Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Given name | Passport Number | Date of Issue | Expiry Date | Place of Issue |
| Sonu Kumar | G7440367 | 16-JUL-2008 | 15-JUL-2018 | Jaipur |

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Sonu Kumar)