

# **Niraj Patel**

## **IT Infrastructure Manager**

### **Summary**

Highly skilled IT Infrastructure Manager with 12+ years of experience in Microsoft Dynamics 365 Product Environment. Expert in Microsoft Azure administration and proficient in managing complex ERP systems. Demonstrated success in application performance tuning, service fabric cluster maintenance, and ERP version upgrades. Strong background in computer science with a proven track record of implementing efficient IT solutions.

### **Key Responsibilities as IT Infrastructure Manager:**

#### **- System Administration and Maintenance**

- Manage and optimize Microsoft Dynamics 365 for Finance and Operations environments
- Perform regular system health checks and proactive maintenance
- Manage Lifecycle Services (LCS) for streamlined operations across environments

#### **- Performance Optimization**

- Monitor and tune database and application performance
- Identify and resolve performance bottlenecks
- Implement best practices for system optimization

#### **- Security Management**

- Administer user accounts and security roles within ERP and CRM systems
- Implement and maintain robust security policies
- Conduct regular security audits and address vulnerabilities
- Ensure compliance with data protection regulations

#### **- Database Administration**

- Manage SQL Server databases for ERP and CRM systems
- Perform database backups, restores, and recovery operations
- Manage data migration between environments (Dev, Test, UAT, Production)

#### **- Cloud Infrastructure Management**

- Administer and optimize Azure cloud infrastructure
- Manage cloud resources to ensure cost-effectiveness and performance
- Implement disaster recovery and business continuity solutions
- Monitor and optimize cloud spending

#### **- Upgrade and Patch Management**

- Plan and execute ERP and CRM system upgrades
- Apply regular patches and updates to maintain system security and functionality
- Conduct thorough testing of upgrades and patches before deployment

## - User Support and Training

- Provide technical support for ERP and CRM users
- Develop user guides and documentation for system processes

## - Vendor Management

- Liaise with Microsoft and other vendors for product support and issue resolution
- Manage software licenses and ensure compliance
- Evaluate and implement third-party add-ons to enhance system functionality

## Certifications:

- Microsoft Certified: Azure Fundamentals
- Microsoft 365 Certified: Fundamentals

## Project Experience

### Project 1: Large-Scale ERP Migration and Upgrade

**Objective:** Migrate from on-premises Microsoft Dynamics NAV to cloud-based Dynamics 365 Business Central.

#### Key Responsibilities:

- Led the technical aspects of migrating a complex ERP system from on-premises to cloud.
- Designed and implemented the new Azure infrastructure to support the cloud-based ERP.
- Managed data migration, ensuring data integrity and minimal business disruption.
- Coordinated with various departments to ensure all business processes were correctly mapped in the new system.
- Implemented new security models and user access controls in the cloud environment.

#### Outcomes:

- Successfully migrated 5TB of data.
- Eliminated system downtime.
- Improved overall system performance by 60%, resulting in faster transaction processing.
- Achieved 30% cost savings in IT infrastructure maintenance.

### Project 2: Multi-Environment LCS Management and Automation

**Objective:** Streamline the management of multiple Dynamics 365 environments (Dev, Test, UAT, Production) using Lifecycle Services (LCS).

#### Key Responsibilities:

- Designed and implemented a comprehensive LCS strategy for managing multiple environments.
- Developed automated scripts for environment provisioning, reducing manual effort and human error.

- Created a robust process for managing code movement and data synchronization between environments.
- Implemented automated testing frameworks to ensure system stability post-updates.
- Designed and enforced strict access control policies across all environments.

**Outcomes:**

- Reduced environment setup time from 2 days to 26 hours.
- Improved development team productivity by 30% through streamlined environment management.
- Achieved 100% compliance with security and access control policies.

### **Project 3: Business Central On-Premises to Cloud Migration**

**Objective:** Migrate an on-premises Microsoft Dynamics BC system to cloud-based Business Central.

**Key Responsibilities:**

- Assessed the existing BC infrastructure and data for migration readiness
- Developed a comprehensive migration strategy and timeline
- Set up the cloud environment in Microsoft Azure for Business Central
- Managed data migration, including document management and validation
- Configured and tested integrations with other business systems
- Trained staff on the new cloud-based system

**Outcomes:**

- Successfully migrated 80GB of data.
- Reduced system maintenance costs by 40%
- Improved system accessibility and reliability, with 99.99% uptime
- Enabled remote work capabilities, increasing workforce flexibility

### **Project 4: IT Infrastructure Modernization**

**Objective:** Upgrade and modernize the company's IT infrastructure to improve performance, security, and scalability.

**Key Responsibilities:**

- Conducted a comprehensive audit of existing IT infrastructure
- Designed a new infrastructure architecture incorporating cloud services
- Implemented a hybrid cloud solution using Microsoft Azure
- Upgraded on-premise servers and networking equipment
- Established new backup and disaster recovery procedures
- Implemented enhanced security measures, including multi-factor authentication

**Outcomes:**

- Reduced IT infrastructure costs by 30% through efficient resource allocation
- Improved overall system performance by 50%
- Enhanced data security, achieving compliance with industry standards
- Reduced recovery time objective (RTO) from 24 hours to 4 hours

**Project 5: Company-wide VoIP Telephony System Implementation**

**Objective:** Replace traditional PBX system with a modern VoIP solution to improve communication and reduce costs.

**Key Responsibilities:**

- Evaluated and selected an appropriate VoIP solution
- Planned and executed the phased rollout across multiple office locations
- Configured call routing, voicemail, and integration with existing systems
- Ensured adequate bandwidth and QoS settings for optimal voice quality
- Trained employees on the new system features

**Outcomes:**

- Reduced telephony costs by 60% compared to the previous system
- Improved inter-office communication with unified communications features
- Enabled seamless remote work capabilities for all employees
- Increased customer satisfaction through improved call handling and routing

**Project 6: Implementation of IT Service Management (ITSM) System**

**Objective:** Implement an ITSM system to streamline IT support processes and improve service delivery.

**Key Responsibilities:**

- Evaluated and selected an appropriate ITSM solution
- Configured the system to match the organization's IT processes
- Set up automated ticketing, asset management, and knowledge base
- Integrated the ITSM system with existing monitoring tools
- Trained IT staff on the new system and processes

**Outcomes:**

- Reduced average ticket resolution time by 40%
- Improved first-call resolution rate by 30%
- Enhanced visibility into IT assets and their lifecycle
- Increased user satisfaction with IT support by 50% based on surveys

## **Project 7: Network Security Enhancement**

**Objective:** Strengthen the organization's network security posture to protect against evolving cyber threats.

### **Key Responsibilities:**

- Conducted a comprehensive security audit of the existing network
- Implemented next-generation firewalls and intrusion detection/prevention systems
- Set up a security information and event management (SIEM) system
- Established a formal patch management process
- Conducted security awareness training for all employees

### **Outcomes:**

- Reduced security incidents by 70% within the first six months
- Achieved compliance with industry-specific security standards
- Improved detection and response time for potential security threats by 60%
- Increased employee awareness of cybersecurity best practices