



# JIGNESH G. PATEL

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## Technical Lead (Project)

*Proven Success in Systems Optimization and Strategic IT Solutions*

**Accomplished systems administrator with good professional experience** managing server infrastructures across multiple platforms. Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.

**Proven ability to create and deliver solutions tied to business growth**, organizational development, and systems/network optimization. Skilled problem identifier and troubleshoot comfortable by managing systems, IT infrastructure, and teams in a range of IT environments.

## HIGHLIGHTS OF IT SKILLS

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- Hands-on experience on virtualization technologies. VMware, Hyper-V, Azure Cloud.
- Hands-on experience on vSphere, VRA, VRO, VLI & PSC.
- Hands-on experience on SCCM suites. (SCCM, DPM, SCO, SCVMM, SCSM)
- Providing L3,L4 Technical Support.
- Windows Patch maintenance using SCCM, BMC or PowerShell automation.
- Knowledge of IaaS/PaaS infra.
- Project Management-Systems Installation, Application Configuration & Upgrading-System Center Operation Manager (SCOM) maintenance, Monitoring & Reporting
- Windows & SQL technical assessment for next technology reediness.
- Configure and identify Security Solutions (Network & OS).
- Hands on experience. PowerShell 2.0 & 4.0
- Intermediate experience in health care domain.
- Hands on experience on Cisco product ( Network & UCS Servers)
- Hands on Experience on Storage Technology ( NAS, DAS, SAN)
- Hands On Experience on SQL up gradation and implementation (2008,2012 R2,2014,2016)
- Strong problem solving and solution identifying skill using years of experience.
- Almost 2 to 3 years experience of people management/mentoring/team lead.

## PROFESSIONAL EXPERIENCE

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**Civica Resource Pvt Ltd (Vadodara)** — Vadodara, Guj, 15<sup>th</sup> April 2019 to present

**Sr. Project Engineer (Security)**

### Key Contributions: -

- Investigation, Analysis & Planning
- Maintain installation plans and feedback regular progress reports to key stakeholders and Project Managers.
- Documenting, building and configuring of hosted infrastructure in Civica's Private and Public Cloud
- Test and release planning



- Early Life Support of new Technologies and the transfer of documentation into the Service Centre Support teams and the Technology Centre Operations team
- Facilitating continuous improvement through the review of existing cyber security processes, feeding back to internal groups and management
- Ensuring all prerequisites are available for the successful and timely completion of scheduled tasks.
- Following approved procedures and security policies including Technology Centre change control procedures
- Updating technical documentation and contributing to knowledge transfer (generation and delivery of information into Civica's knowledge management system)
- Provide knowledge transfer/technical training across teams as required
- Any other activities deemed reasonable by the Head of Projects/Security Team Lead

**Atos Global It Solution & Services Ltd. (Vadodara)** — Vadodara, Guj, 16<sup>th</sup> Oct. 2017 to 12<sup>th</sup> April 2019  
**Sr. System Analyst (Technical Lead)**

**Key Contributions: -**

- Manage, mentor and support the staff within the IT Operations team
- Owning of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required
- Assist in the development, implementation and testing of IT disaster recovery plan.
- Ensures automated monitoring and alerting is effective and continually refined to meet the needs of the IT Team
- Provide input into the infrastructure strategy and roadmap.
- Providing L3/L4 support for various Microsoft technologies. Like SCCM, SQL, Citrix, Office 365, AD, DHCP, Exchange.
- Working with Problem management to mitigate and create RCA for any issue related to windows OS or application.
- Provide L3/L4 support for VMWare vSphere and Virtual Machine (Storage/Network/VMs/SRM/vROPS).
- Working closely to Network team/Wintel team/Citrix team for Certificate & configuration issues.
- Upgradation/renewal on Prod Servers/network device like Cisco/F5 load balancer.
- Providing support and troubleshooting guidance to Storage team for Data store connectivity/Backup failed/Network issue.
- Providing application support to client (HanseOrga, ReadFax, eFlow)
- Supporting and providing troubleshooting for Paymetrics system.

**Sutherland Healthcare Solution Ltd. (Allscripts).** — Vadodara, Guj, 24<sup>th</sup> Nov. 2016 to 12<sup>th</sup> October 2017  
**Sr. Implementation Engineer**

**Key Contributions:**

- installing and maintaining Applications in Windows clustered and non-clustered environments.
- Performing application installation, upgrades, service packs, hot fixing and product advisories.
- Installation, configuration and administration of windows 2008/2012 servers.



- Provide the first point of escalation for team members, other support leaders, service delivery managers and other competency managers to effect seamless handover of information and customer calls.
- Participate in the planning/implementation process for scheduled downtime to minimize impact and maximize the allotted time.
- Assist the Product Development team in diagnostic and troubleshooting activities to expedite service restoration for any Production outage.
- SQL database optimization. Performance tuning for SQL database.
- Maintaining SQL backup jobs and store procedure if it required tuning or editing.

**SFW INDIA PVT. LTD.** — Vadodara, Guj, 18<sup>th</sup> August 2014 to 19<sup>th</sup> November 2016

### **Infrastructure Engineer**

Hired as a full time Infrastructure Engineer. Provide Windows administration, LAN/WAN/VPN administration, Hyper-V administration, and System Center Operation (SCO) monitoring. Also manage FTP servers, AD/DNS, Design and implement highly available (HA) and disaster recovery (DR) solutions for employer. Design and implement Automation technology using System Center Orchestrator 2012.

#### **Key Contributions:**

- Monitor server uptime using tools such as Microsoft SCOM.
- Perform routine AD task, (user creation, password reset, user unlock, etc...).
- Perform
- Resolve problems within the allocated SLA time.
- Monitor & troubleshoot backups of internal and client servers using tool like Symantec Backup Exec and System Center DPM.
- Maintain, monitored & troubleshoot the UPS when required both UK and Baroda.
- Support to create break free solution by creating Runbook automation using System Center Orchestrator.
- Providing L2 and L3 line infrastructure support against agreed service levels including the implementation of fixes.
- Use technologies to fix desktop related calls using SCCM and Skye for Business 2015.
- Ensuring support calls are picked up and tracked within SLA.
- Build, configure and maintain Desktop for internal users (Baroda & UK).
- Monitor, maintaining & troubleshoot AV status using Symantec End Point Protection management server.
- Monitor and maintain patches using Microsoft SCCM, and keep all desktops up to date using patch management processes.

### **ADDITIONAL IT EXPERIENCE**

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*Excelled in early IT career, advancing through increasingly responsible roles including:*

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| MERIDIAN INFOTECH LTD. VADODARA, GUJ         | <b>System Administrator</b> , 2 <sup>nd</sup> May 2013 to 18 <sup>th</sup> August 2014   |
| SIRIUS INFORMATICS INDIA LTD. Vadodara, Guj. | <b>System Administrator</b> , 26 <sup>th</sup> July 2009 to 1 <sup>st</sup> May 2013     |
| PCS TECHNOLOGY LTD. Vadodara, Guj.           | <b>Junior Engineer (FMS)</b> , 31 <sup>st</sup> March 2008 to 25 <sup>th</sup> July 2009 |
| SIRIUS INFORMATICS INDIA LTD. Vadodara, Guj  | <b>System Administrator</b> , 25 <sup>th</sup> March 2004 to 30 <sup>th</sup> March 2007 |

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## EDUCATION & TRAINING

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J.P. ARTS & SCIENCE, Bharuch, GUJ.

**Bachelor of Science in Electornics and Telecommunication , 2002**

**MBA ( I.T) , EILM University. 2012**

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### Professional Certification

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| Cisco CCNP Data Center           | (300-175) (DCUCI) Implementing Cisco Data Center Unified Computing |
| Microsoft Certified Professional | (70-336) Core Solutions of Microsoft Lync Server 2013              |
| Microsoft Certified Professional | (70-533) Implementing Microsoft Azure Infrastructure Solutions     |
| Microsoft Certified Professional | (70-346) Managing Office 365 Identities and Requirements           |

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