**CURRICULAM VITAE**



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 YOGESH JANGID

 Data Center Operator

 Bachelor Engineer (IT)

 UAE Driving License: Yes

 **Career Objective**

**I am a highly skilled IT Support professional with a total of 08 years of experience in the Banking, Port & Terminals and Software Development industries requiring initiative and self-motivation with a wide range of skills like Data Center Support, Application Support, and Desktop Support. I aim to fully utilize my skills and have a satisfactory growth, I am always keen to learn new and advanced technology while maintaining a good relationship with my team and employees.**

 **Key Skills**

* **Operating Server:** Mac OS X, CentOS Linux Server, VMWARE, Windows Server 2012,2016, Exchange Server 2016, Azure Cloud Server, File Server,
* **Software:** TEMENOS T24, Oracle FLEXCUBE, FinCulez, ICBA, FileZilla, ESXi VSphere Client, Websense, SolarWinds, Symantec Bkp, MasterCard FE, Safe-Q printer, AD Administrative Center.
* **Office infrastructure:** Data Center, UPS, CCTV, Firewall, Switch, Server Mounting, Cable Labeling.
* **Web Software:** Manage Engine,Marval, MasterCard Connect, WHM Cpanel, Parallels Panel.
* **Databases:** My SQL 2008,MS SQL, Oracle 9i, Oracle 10g.
* **Languages:** PHP, Linux CLI - **Web Designing:** HTML, CSS.

 **Work Experience – IT Support (DC) Desk | Org - Port and Terminals**

**EMPLOYEEMENT: DP World, Dubai. From May 2019**

Responsible for providing all DP World, JAFZA, DUBAI-TRADE, DT-World Users on various IT Support activities.

* Troubleshooting end user issue Outlook, O365, Network Printer, Citrix HDI/VDI.
* Managing VMWARE and vCenter client for multiple OS installation as per business requirement.
* Create workflow for IT department, DP World HO, JAFZA, P&O, Dubai Trade Users and other third parties, and complete/route workflow requests generated for applications request and accounts creation.
* Monitor Port Application Systems and Application Servers usage and functionality for PROMIS, T&A, Zodiac, OPUS, BI, HRMS Maximo, Gate Automation.
* Managing Azure O365 cloud service with our on-premises AD server.
* Managing File server and backup solution.
* Provide trend analysis report and AD audit reports for management review and decision making.
* Coordinate resolution of issues within the scope of service level agreements with all the parties concerned including other departments, ITC, Imdaad, Telecommunication and external parties.
* Coordinate with higher management for Downtime activity.
* Managing AD user accounts and create new user based on workflow.
* Managing SCCM and install patch update for multiple servers via WSUS.
* Good understanding in DHCP and DNS services.
* Resolve requests directly and provide first level support, maintain a log of all requests, track and monitor user satisfaction & proactively look for root causes. Provide status information to users ensuring the resolution status captured in Status Tracking System e.g., Marvel tracking system.
* Escalate and follow up on cases with assigned request to 2nd & 3rd levels support which could not be resolved directly by the first level support; on failures of access points, Data Centers Temperatures, GPS issues etc...
* Administer DP World User Domain by creating/modifying/validating user accounts, password resets, account lock/unlock and access revocation.
* Administer Desktop Background to all PC Users, broadcast to all users and take approvals for downtime from the Business Application owners.
* Obtain security approvals for USB access, VPN access, file transfers, temporary internet access, accounts extensions, installation of licenses for 3rd party software's and its usage and other related requirements.

**Work Experience - IT Support Engineer | Org - Banking & Financial**

**EMPLOYEEMENT: First Abu Dhabi Bank, AUH. From Nov 2018 to March 2019**

Responsible for providing L1/L2 IT support to all Users/Clients and supporting both System Administrator and Network Administrator on various IT Support activities & Help desk log resolution.

* Providing EUC support & application support to business users.
* Troubleshooting end user issue for EID Machine, Cheque Scanner, IP Printer, Avaya Phone, Outlook issue.
* Installation and configuration of T24 (Temenos) banking application.
* Installation and configuration core banking application software’s like T24, ICCS, CMS etc.
* Customer Ticket system (Q-Matic) Machine Installation and configuration.
* Monitor severs room and maintain asset checklist.

 **Work Experience – Data Center Operator | Org - Banking & Financial**

**EMPLOYEEMENT: Mawarid Finance PJSC, Dubai. From Nov 2015 to Nov 2018**

* Monitoring Data Center Environment, escalation of system alerts/events and following up with relevant support team until the issue gets resolved.
* Supporting Hardware replacement, Rack mounting of devices, Cabling, Labelling, Asset Inventory.
* Supporting System Admin, Network Admin on various IT Support activities & help desk logs resolution.
* Monitoring Symantec Backup jobs and Schedule daily and Weekly backup jobs and monitor Email force point tool.
* Managing/Scheduled Backup tapes in Data Center (Manually and Robotic).
* Provide Watch-net user access for Door Access, Data Centre, CCTV and maintain monthly logs for auditing.
* Internet Issues Monitoring the internet connectivity and raise the ticket with Etisalat or DU, Monitoring V-LAN connectivity between DC and branches.
* Coordinating with vendors support if any DC AC/Fire/Power alert triggered.
* Run Script by provided by vendors in core banking applications for Flexcube, CRM, FinCulez, Nswitch.
* Run SOD/EOD activities for Core banking system (Flexcube), ZAG Traders and Credit Card Payment Service.
* Visiting Data Center for DR of Mawarid and IT subsidiaries for Server activities.
* Monitoring Database health checks for IBM Storage V7000.
* Upgrade software licenses for reconciling available licenses with used licenses.
* Executing Deployments/Release/Change requests by coordinating with respective application team.
* Manage File Server, Configure new user in AD, Group policy in OU.
* FlexCube, ERP, CRM application, SharePoint Application support (User creation, role assign to users etc.)
* Monitoring application network traffic in SolarWinds application.
* Providing Desktop support, Printer configuration, Cheque Scanner and resolving printer related issues for users.
* Maintain IT Service desk ticket logs and resolve with in time frame SLA.
* MasterCard and Mercury Card File Integration for day -1 for settlement.
* ATM / POS Chargeback with MasterCard and Mercury Card.
* MasterCard and Mercury Card embossing file integration in CMS for Credit Card/ Payroll Card for exchange like Sharaf Exchange, Orient Exchange, Al Ansari, Al Rostamani, Al Ghurair, Redha Al Ansari.

 **Work Experience – System Administrator | Org - Software Developing**

**EMPLOYEEMENT: SYNC Technologies, Nadiad. From June 2013 to July 2015 [2yr]**

Responsible for System Administrator/Configure Linux Server, Windows Server and Web Host Manager cPanel in IT solution-based services.

* Managing webhosting environment in Linux Server, Windows Azure Portal and Windows servers.
* Installation and configuration of Web Server Apache, IIS, MySQL and MS SQL.
* Deploying websites in local server, Web server and configuring database to make it Live.
* Installation and configuration of various Web Hosting control panels such as WHM/Cpanel, Plesk, Webmin.
* Configure and updating MX record for any new mail server.
* Basic software and package installation in local and Web Server for developers.
* Strong understanding of DNS, Networking concepts and application protocols (SMTP,HTTP,FTP,IMAP,POP3)
* Domain administrator and SSL Certificate configure for Web Domain.
* Backup administrator responsibilities for Web Hosting clients.
* Installation and configure opensource theme integration i.e. Magento, Prestashop, Wordpress and Joomla.
* Client 1st Level support like debug software issue, website issue.

 **Academic Credentials**

* **B.Eng. Information Technology** |Vadodara Institute of Engineering | GTU, with CGPA 6.63/10 in 2013.
* **10+2 - Science Stream** | New English School, Nadiad - Gujarat| G.S.H.E.B with 61.38 % in 2009.

 **Learning Activities**

* Visiting Data Centers BSNL DC, Etisalat DC and Gulf Data Hub.
* BICSI Education certification for Data Center infrastructure design and Management.
* BICSI Education certification for IP Security for the Data Center.
* Completed LinkedIn Microsoft Azure assessment test.
* On Going AZ-104 - Microsoft Azure Administrator training.

 **Personal Details**

* **Permanent Address:** Mahemadabad, Kheda 387130 (Gujarat- INDIA)
* **Date of Birth:** 26th Sep 1990
* **Language: English, Hindi.**