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SUMMARY

- 17+ years of experience creating innovative solutions leveraging industry experience in the fields of Virtualization and IT transformation
- Planning, developing, installing, configuring, maintaining, supporting, and optimizing all network software and communication links.
- Self-motivated Technocrat; possess over 15+ years of rich & qualitative experience.
- Server Consolidation, Active Directory Management, vSphere 5 Enterprise Plus, Desktop Authority, Citrix Operations, Systems Management and Application Virtualization
- Implemented a Hybrid application strategy of locally hosted and IAAS applications to support the rapid business growth and regulatory requirements.
- Handles incident management for all incidents reported and develops management information for incidents.
- Developed Service Level Agreement (SLA) and Key Performance Index (KPI).
- Solid skills in Microsoft Server operating systems 2008 R2, 2012 R2 & 2019
- Proficiency in implementing effective utilization of ITIL best practices for IT operations; well versed with ITIL Processes - Change Management, Incident Management, Configuration Management, and Problem Management.
- Adept at mapping client's requirements, custom designing solutions and troubleshooting for complex information systems management, acting as an escalation gate to resolve critical issues for team members.
- Excellent communication and interpersonal skills with proven abilities in resolving complex issues.
- Experienced in Installing and Configuring VMware vSphere 5.5, P2V, V2V, migration, vMotion template designing
- Experienced in installing, building and administration of Windows 2019, 2016, 2012, 2008, 2003 Server Build outs, vSphere Kick Starts, Backup and Disaster Recovery Planning
- Successfully developed and delivered on-premises Exchange platforms to Office 365.
- Strong expertise in Configuring HP ML, DL, MSL and BL series, IBM Blades, DELL Power vault Power edge Server class Hardware

CORE COMPETENCIES & CERTIFICATIONS

- Bachelor of Computer Application - University of Madras
- VMware Certified Professional 6 – Data Center Virtualization (VCP6 - DCV)
- MCP Microsoft Certified Professional
- MCSE Microsoft Certified Systems Engineer
- MCSA Microsoft Certified Systems Administrator
- Enterprise Data Center Engineering
- Infrastructure-as-a-Service / Software-as-a-Service
- EMC Information Storage and Management
- VMware vCloud® Automation Center
- VMware vCloud Suite /VMware Horizon View
- Microsoft Windows 2008 Server
- VMware vSphere Certified Professional - VCP 6.0-Cloud
- VMware Certified Professional – Desktop – VCP-DT

- VMware Certified Associate- VCA- DCV
- VMware Certified Professional 6 – Data Center Virtualization (VCP6 - DCV)
- VMware Certified Associate - VCA-Cloud
- Microsoft Certified Azure Solutions Architect

EXPERIENCE SUMMARY:

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|--|-----------------------|
| ▪ Syscons Corporation USA | Mar 2016 to Till Date |
| ▪ Bank of America, Hyderabad, India | Jan 2011 to Mar 2016 |
| ▪ Tata Consulting Services, Hyderabad, India | Aug 2010 to Jan 2011 |
| ▪ Wipro Technologies, Hyderabad, India | Mar 2008 to Aug2010 |
| ▪ OSI Consulting Pvt Ltd, Hyderabad, India | Sep 2005 to Feb 2008 |

TECHNICAL SKILLS

- **Cloud:** AZURE, AWS, Office 365, IAAS, PAAS, SAAS
- **Operating Systems:** VMware, Windows 2019, 2016, 2012, 2008 R2, 2008, 2003, Linux
- **Hardware:** Assembling, CMOS Configuration, Partitioning, Software Installation, Troubleshooting
- **Networking:** Setting up Windows Networking LAN/WAN Maintenance for windows 2008 R2 & 2012 R2, Software deployment, DOMAIN Modules, Administration, Group policy, System Policy, Backup and Recovery Disk management, Configuration client profile, Servers Troubleshooting, remote installation server (RIS), Installation of LINUX
- **Packages:** MS-Office 2016, Puppet ADManager, ADAudit Plus AD Self-Serv Plus
- **Scripting:** Microsoft PowerShell, VMware PowerCLI

System Planning

- Planning and documenting IT needs and solutions
- Mentoring new packs to adapt to every changing IT needs and demands
- Performing root cause analysis of failures and downtrends

COMPETENCIES & KNOWLEDGE DOMAIN

- Windows Administration, Group policies, DNS, Data Center Operations, Automation, Incident/Problem Management
- Technology & Virtualization (VMware) 6.0, 5.X all the versions
- Experience in designing and deploying Server Virtualization solutions for Enterprise environments with VMware ESX/vSphere 6.x, ESX/vSphere 5.x, 4.x, Virtual Infrastructure,
- Extensive experience in Installation, building and administration of Windows 2019, 2016, 2012, 2008, 2003 Server Buildouts, vSphere Kick Starts
- Exposed to rich corporate and heterogeneous platform environments including Windows 2019/2016.

PROFESSIONAL EXPERIENCE:

Syscons Corporation

March 2016 - Present

Client: Department Of Labor USA (March 2016 – Present)

Project: Windows Operations and project team

Designation: Windows and VMware Engineer

About the project:

As a member of Windows Operations Server group, providing support to the VMware ESXI, Windows servers, Citrix VDI, File level permissions & restore, with understanding the business needs and providing the technical solutions.

Responsibilities

- Planning, developing, installing, configuring, maintaining, supporting, and optimizing all network software and communication links.
- Windows 2019/2016 server support in production /Dev/testing environments.
- Designed and implemented VMware vCenter 7.0 / 6.5 upgrade.
- Designed and Implemented Citrix Xen-app and Xen-server 6.15 / 7.15 Upgradation.
- Responsible for installation and configuration of Azure services
- Manage resource groups in Azure.
- Manage role-based access control.
- Deploy configuring and manage virtual machines (Create and configure VMs for Windows)
- Integrate on-premises network with Azure virtual network.
- Validating the communication between a remote site and a central site
- Configuring server services (e.g.: - file, print, DHCP, DNS services) on new build servers
- Creating windows 10, windows 2016 and windows 2019 custom image builds for new deployments.
- Creating packages for new applications and security patches.
- Creating collection for application deployments across the enterprise.
- Day-to-day operational support for the enterprise server infrastructure based on solar winds, big fix, SCOM and Splunk reports.
- Performing database, application support along with daily checks on active directory services.
- Upgrading current windows 7/8 desktops to windows 10 and windows 2008 to window 2012.
- Working on Remedy for day-to-day administration and incidents.
- Hardware upgrades on HP, DELL and Cisco servers and storage allocations for new/existing servers from VNX and NETAPP.
- Working with Networking and security teams for application deployments, latency issues and firewall ports.
- Generating daily reports and preparing a dashboard
- Create training material(s) to provide to the customer on all solutions implemented.
- Auditing the vulnerabilities and fixist the errors and identifying the violations.
- Managing real-time, web-based Windows Active Directory change, audits, tracks and reports on Windows (Active Directory, workstations logon/logoff, file servers and servers), most-needed security, audit and compliance demands.
- Windows Active Directory Management and Reporting Solution that helps AD Administrators and Help Desk Technicians with their day-to-day activities.

Client: CVS Health (November 2016- Feb 2017)

Project: Windows 2003 complaints and remediation

Designation: Senior System Engineer

Responsibilities

- As a senior system administrator participated in the design, implementation and support of the existing datacenter and performed day-day administration tasks. Worked closely with storage, network, and back up teams to ensure that no services are affected by developing issues or risks.
- Document process and changes in the environment on a day-to-day basis.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. following standards and project/operational requirements.
- Develop and maintain installation and configuration procedures.
- Contribute to and maintain system standards.
- Delivering and managing IAAS based private cloud with multi-tenancy and self-service with vCloud Director Suite.
- Design of vSphere as a foundation for vCloud infrastructure
- Research and recommend innovative, and where possible automated approaches for system administration tasks.
- Perform daily system monitoring, verifying the integrity and availability of all virtual and hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Repair and recover from hardware and software failures. Coordinate and communicate with impacted constituencies.
- Responsible for creating AD Users and Groups and assigning permissions. Edited GPO for Windows Update schedules. Created file shares and quotas.
- Communicate effectively with colleagues and managers during status update briefings and troubleshooting; make suggestions for how to improve operations as necessary.
- Work out of a systems trouble ticket queue and provide excellent customer service to end users.
- Participate in 24/7 on-call rotation and perform responsibilities which sometimes require working evenings and weekends, sometimes with little advanced notice.

Environment Details: VMware vCenter Server 6.0, VMware vCenter Server 5.5, VMware vCenter Server 4.0, vSphere ESXi 6.0, vSphere ESXi 5.5, vSphere ESXi 5.0, vSphere ESXi 4.0, VMWARE vSAN 6.5, Windows 2012 R2, Windows 2008 R2, AD, DNS, DHCP, Office365, BMC Remedy, CA ITS

Client: Catholic Health Initiatives (CHI) (April 2016 – November 2016)

Project: Server Migration and Server Refreshment

Designation: Senior System Engineer

Responsibilities

- Building, configuring, maintaining and troubleshooting the physical hosts and virtual machines.
- Install, Configure and maintain Operations of Virtual VMware environment.
- Upgrading the windows 2003 servers to 2008 and 2012R2.
- Migrate customer's 10,000+ Exchange 2003 mailboxes to Microsoft Office 365.
- Work closely with customer's Tier 3 & 4 support teams to ensure mailbox migration readiness to office365.
- Implemented IAAS and SAAS cloud technologies to support the rapid growth and dynamic business environment.
- Installing and configuring vCenter, VMware vSphere, ESX/ESXi Server, Virtual Machines and vSphere Client.
- Upgrading the ESXi hosts from ESX 4.0 to ESXi 5.5, upgrading firmware using Update manager and manually.
- Managing and configuring the HP physical servers through HP Administrator and CISCO physical servers through CISCO UCS.
- Responsible for networking tasks such as assigning IPs to the servers, configuring vSwitch and DV Switches on vCenter server.
- Cloning the virtual machines, performing the vMotion and storage vMotion.

- Migrate the VMs from one data center to another data center.
- Troubleshooting the threat management issues on the production servers.
- Generating Reports with health analyzer for continues monitoring of virtual environment.
- Using SCCM to automate the patching processes.
- Using the Remedy for ticketing and changes in the organization's environment.
- Providing data center support 24/7.
- Working on two projects: Server Migrations and Server Refreshment (Virtualization Team)
- Managing and working on a team of 9 consultants responsible for datacenter installations, migrations, engineering and virtualization implementations
- Subject Matter Expert for virtualization and datacenter
- Monitor ticket queue alerts

Description:

- Working towards Physical Server Consolidation and Planning towards Green IT through VMWARE ESXi / vSphere Implementation.
- Lead Role with Project planning, Systems Monitoring, Patch Management, and Software
- Established best practices, methodologies and procedures for all technologies and businesses.
- Migrating server P2V and V2V
- Upgrading VM to latest hardware

Environment Details: VMware vCenter Server 6.0, VMware vCenter Server 5.5, VMware vCenter Server 4.0, vSphere ESXi 6.0, vSphere ESXi 5.5, vSphere ESXi 5.0, vSphere ESXi 4.0, VMWARE vSAN 6.5, Windows 2012 R2, Windows 2008 R2, Office 365, AD, DNS, DHCP, Microsoft AZURE, BMC Remedy, CA ITS

Bank of America

January 2011 – March 2016

Designation: Senior System Administrator, Team Leader

About the project:

Team Leader for the Design and Build, L3 Operations, and GWIM (Virtualization) Teams, Patching and remediation support. preparation of process documents and member of Automation team.

Responsibilities:

- Received an appreciation JDI (Just Do It) award for process improvement 7 automation.
- Built a new server as per User Requirements and bank standard.
- Upgraded ESX Host and Migrating Virtual Servers based on requirements.
- Handled Incident Management, Problem management and handling Escalations and RCA
- Successfully responded to and resolved Nexus (Bank Standard Work Request tool) requests pertaining to installation of patches that missed the usual patching windows, adding users and editing group memberships, work on clearing space on drives and managing SAN Storages.
- Conducted post build QA on close to 6000 Virtual Servers as a part of CFC and Merrill Lynch merger with Bank.
- Served as a Patching Coordinator for close to 6000 Servers and responsibilities include identifying Outage Windows, Segregating the Servers as per their environment (Production, Dev, Test, Contingency)
- Efficiently troubleshoot non-responsive VM Servers by logging into Virtual Center and migrate the VM Servers using vMotion feature to avoid bottle neck state on Host Machines in VMware Virtual Infrastructure Environment
- Led the teams for setting up data centers with cost-effective solutions for data replication, enterprise security, backup and infrastructure management.
- Designed and deployed server virtualization solutions for enterprise environments with VMware ESX/vSphere 4.x/5.x, Virtual Infrastructure 4.X/5.X
- Received a second JDI Award for completing the Successful Automation project.

- Participated in streamlining processes: Created and implemented a common repository for server inventory and owners (team contacts)
- Managed patching for 2000 Windows Servers per month on a weekly basis.

Project: HL & I Remediation (Home Loan & Insurance)

The team handles 10,000+ servers. IT aim to keep the server up to date, with all monthly patches and critical patches with are released by Microsoft and the application team. The Team also maintains server configuration info, server owner info, server application owner info.

- Responsibilities as the Remediation Coordinator were to troubleshoot and fix issues on the servers.
- Obtained downtime approval and downtime window, coordinating between the server owner and application owner to deploy monthly and critical patches.
- Created a list of patches to be deployed on the servers.
- Scheduled RFC (Request for Change) and attended CAB meetings to obtain approval.

Environment Details: VMware vCenter Server 6.0, VMware vCenter Server 5.5, VMware vCenter Server 4.0, vSphere ESXi 6.0, vSphere ESXi 5.5, vSphere ESXi 5.0, vSphere ESXi 4.0, Windows 2012 R2, Windows 2008 R2, DNS, DHCP, Office 365, BMC Remedy, Internal ITRS

Tata Consultancy Services

August 2010 – January 2011

Project: Microsoft Operation Center (MOC)

Client: Microsoft.

Designation: Windows System Administrator, Subject Matter Expert

The project aimed at providing GFS Service - Operations Center Incident Resolution Team (OCIR) comprehensive incident resolution for multiple business groups across Microsoft, including business facing (Business Online Services (BOS)), consumer facing such as (MSN.com, Hotmail, Live, Office online), Support applications (BLUE, Storage, Passport, MSN) and infrastructure support (WINS, DNS, DHCP, Storage, Active Directory).

- Instrumental in providing Level 2 technical support for the MSN properties supported by TCS including responding to incident escalations from Tier 1.
- Troubleshoot
- “failed reboot servers” through ILO (Integrated Lights Out v1 & v2)
- servers for any DHCP, WINS DNS, Active Directory, Hardware, SQL, IIS issues, keeping the servers in healthy condition and making sure all SQL jobs are running fine on servers without having any revenue loss to Microsoft.
- Implemented training programs for the ‘Team Players’ on the operations floor with Technical based training.

Environment Details: Windows 2012 R2, Windows 2008 R2, Windows 2003, AD, DNS, DHCP, IIS 6.0, SCOM, BMC Remedy

Wipro Technologies

March 2008 - August 2010

Project: Windows Live Infrastructure (WLX) Client: Microsoft

Designation: Senior Project Engineer (Windows System Administrator)

This project aimed at supporting Windows live infrastructure supporting website www.MSN.com and www.Hotmail.com in Live Environment involving around 10,000 Utility servers, WEB Servers and SQL servers.

Project: Microsoft Operation Center Incident Management (OCIM)

Client: Microsoft - Redmond, WA

This project aimed at supporting website www.MSN.com and www.Hotmail.com in Live Environment including around 185000 Utility servers, WEB Servers and SQL servers. It involved:

- Triage Team – Analyzing and determining the impact of the issue or alarm which comes into the queue and assigning it severity. And informing fellow colleagues about the same
- Servers for any Hardware/SQL/IIS issues, keeping the servers in healthy condition and making sure all SQL jobs are running fine on servers without having any revenue loss to Microsoft.
- Production servers from MOM and SCOM. Configuring and deploying the management packs using MOM and SCOM
- TNI (Training Need Identification) and VRI (Volume Reduction Initiative)
- Received Thanks a Zillion Award for excellent resolutions for high Impacting issues being taken care of with the help of FTEs.
- Provided First Level of Technical Support to Blackberry customers.

Environment Details: Windows 2012 R2, Windows 2008 R2, Windows 2003, AD, DNS, DHCP, IIS 6.0, SCOM, BMC Remedy

OSI Consulting Pvt. Ltd

September 2005 – February 2008

System Administrator

- Managed the setting up Win2003 Domain
- Conducted configuration of Active Directories and worked on group policies, user policies, system policies for creating user accounts.
- Maintained Exchange User Accounts, Testing Server, Application Server & Development Server
- Worked on DHCP, DNS Active Directory Services

Accomplishments

- Distinction of receiving the Best Employee Award and the Best Support Team Lead Award

HONORS AND AWARDS

- Received best employee of the year award at OSI Consulting in 2007
- Best Supporting Team Member award at OSI Consulting in 2008
- Best Performer Award for resolving critical issue at Wipro Technology in 2009
- Automation and setup roaming profile for 100+ users at Wipro Technology in 2010
- 4 best Automation Awards for Best JDI (Just Do It) projects at Bank of America in 2014
- Filed a **Trade secret for VMSEARCH Tool (#6524)** through Bank of America in 2015