

VMware VDI- Virtualization, Windows; Cybersecurity; IT Application Support Engineer; IT Infrastructure; L3

Name: Manikandan. V

Mobile: +91 93606 41931

Availability: Immediate joiner

Email: mani641407@gmail.com

Summary:

- Diligent and motivated **United Arab Emirates** attested professional with **10 years** of work experience with global / multinational organizations:
 - o Incident Management: L1, L2 & L3 technically with escalating incidents and requests
 - o As **3000+** VDI's desktop support and its integration with VMware- Virtual Desktop Interface Technologies
 - o As Citrix administrator deploying and managing the applications in cluster PROD environment
- Technical Skills: IT operation support, VDI administration and Windows & Linux Administration, Installing OS, Monitoring and Troubleshooting of network and hardware equipment's technical knowledge & proficiency in Open Virtualization Manager, Citrix administration, IT Infrastructure Administration

Expertise

- VMware Horizon View 7.0/8.8.1. VMware vSphere 7.0 & Citrix Administrator
- Windows 11, 10, 8.1, 8, 7 x86 and x64 bit architectures, XP
- Ubuntu Linux 21.04 amd64, Ubuntu Budgie; Ubuntu LTS ARM64 & MAC 12 Monterey
- **IT Ticking tools:** SNOW(ServiceNow), Jira, HubSpot CRM, ERP, Remedy ITSM
- Citrix StoreFront: Citrix Studio, Design Manager, OSM, LMS, Power BI Desktop, Kiosk, Kiosk NAMS, etc.
- VDI, VMware, Cloud AWS Technologies Putty Commands and tools: oVirt, Nexus, VPN, VHUI64 Virtual Here Client
- Computer systems maintenance, configuration, and reliable operation monitoring, Virtualization manager
- IT Tickets handling 24X7; OS Install; Networking Infra Support; Hardware system; Printers troubleshooting support

Professional Experience

Project Assignments

Feb, 2023 –Till now| IT Analyst- VDI & Citrix Engineer at TCS- TATA Consultancy Services, Coimbatore, India

Client- Florida Power Lighting Inc, USA; Payroll – Crown Solution India Pvt Ltd

- L3 level - Troubleshooting and resolving vSphere and Horizon View issues related to VM availability, Horizon View connectivity, etc.
- Setup and configuring automated dynamic and persistence static Dedicated VDI Desktop pools
- Migrating and managing the 3000+ Virtual machines from 7.0 to 8.8 version infrastructure
- Monitoring ESXI, UAG, IDM, Connection Servers and alerts and take appropriate actions
- Migrating the Virtual Machines from one data center to another data center technique
- Configuring Resource Pool, Alerts, and Alarms (Nutanix, VXrail, etc)
- Increasing VM Disk Space to meet client Requirements
- Migrating VM's from one pool to another pool
- New users adding/deleting in VDI entitlement groups, VDI re-assignment and VDI decommissioning & Adding users in AD (Active Directory) Group with respective VDI groups
- Installing VMware horizon agent, VMware tools upgrading & patches
- Citrix servers & apps health checking and day to day activities supporting change request

Nov, 2022 – Jan,2023| IT/VDI Workspace Engineer at Boubyan Bank KUWAIT, Payroll - NextGen Technology, Kuwait

- Assisting the team: migration and redesign of a new VMware VDI implementation as needed
- Helping customers determine the best endpoints for their VDI deployment
- vCenter and Hosts for Production and DR environment deployment and republishing images
- Creation of Desktop Golden images for VMware Horizon View Composer and Instant Clone
- Recompose Pools or Desktops as need it through maintenance schedule

- Monitor multiple environments containing customer VM's and manage building, testing, deployment, and user access, work independently and receive minimal guidance on work assignments
- Troubleshooting and resolves problems and monitors system performance while simultaneously support staff engaged in similar efforts
- MDM AirWatch back end L2 level supporter, VPN tunneling, Boxer mail app, Teams, Web app troubleshooter
- Log analysis, Re-pushing app, changing user permission, enrolling new devices, adding organization group

June, 2022 – Oct, 2022 | Technical Support Engineer at DataMi Inc, Payroll – TalentHunt Consulting LLP, Bangalore, (India)

- Oracle WebLogic Admin: Deploying applications format of JAR WAR in clustered environment
- Troubleshooting the issues in the production environment
- Regular systems health check in Grafana platform for analysis
- Configuring Instance: AWS Host, EC2, S3, Cloud watch, Cloud formation
- Communicate effectively with internal teams and clients using tools such as Jira, CRM HubSpot
- Glue crawler tool: work with the team to provide adequate Technical Support cover
- Collaborate with colleagues to troubleshoot both internal hardware/software issues
- Assisting to the project manager and provide training to junior staff members

May, 2018 – June, 2022 | IT Coordinator VDI Systems Engineer at Selva Gold Covering Pvt Ltd Coimbatore, (India)

- Support requests and developing, Automated Software manual testing new version of ERP program
- Supporting the end users of the infrastructure and developing monitoring systems
- Linux Shell scripting, configurations and troubleshooting of Quick Heal End point security Firewall technologies, Network analyzing Application tools – Advanced IP scanner, Wireshark
- Manual, Functional software tester as per user requirements and deploying it to the end users, familiar with RHEL Linux & Windows admin, VPN configuration in Linux environment computers
- Supporting VDI (OVirt 4.3) users and cover over through telephone (Technical Supporting through Virtual Remote desktop tools, TightVNC, Anydesk, moVirt 2.1)
- **IT Infrastructure Lead** - Seven office branches
 - Coimbatore (HQ), Chennai, Salem, Madurai, Chidambaram, Kollam, Trichy
- Configuring Open Virtualization Manager to manage volume group, logical and new physical partition volumes, EUC – End user computing analyst, Windows 10 migrations
- Cloning VMs and migrations of the VMs on VMware administration, testing speed- ERP programs performance in Cloud, supporting delivery teams for designing, developing & validating trends
- Performing networking works of rack mounting, CISCO switch, CAT6 Ethernet cable RJ45 jack griming
- Creating VM Portal, Console users Disk memory, RAM allocation & monitoring 250 VDI users
- Coordinate training events & ERP basics to 250+ VDI Thin Client Users & Cluster Hosts- (login procedures, navigation, menuhierarchy etc.)
- Network configuration knowledge Static and Dynamic ISP IP/TCP, DNS, DHCP, LAN, UDP, Port forwarding, NAT, FTP, Sharing printer, network printer configurations
- QA Processing and analyzing Retail, Wholesale 25 lakhs of products of data electronically in ERP Software

April 2017 – April, 2018 | Desktop Support Engineer (VMware) at Cybo Technologies Pvt Ltd (India)

- Handled various tasks like configuration, OS installation, internet browsers and software package for various applications, programs, data network and server management
- Antivirus research and identify solutions to software and hardware issues, diagnose and troubleshoot technical issues, Troubleshooting Switches, Routers, Port Forwarding, Network Printers
- VMware workstation specialist. Interact with staff on desktop problems and their resolution
- Evaluated, tested and created implementation plans for all new technologies, hardware, software and processes to be implemented within the organization, troubleshooting network connectivity issues LAN/WAN and WIFI
- Tracking computer system issues and provide resolution within agreed time
- Properly escalate unresolved issues to appropriate internal teams (Software Developers)
- Monitoring systems and updated assigned support service requests
- Install all internal resources and analyze all software to ensure smooth working

August, 2014 – March, 2017 | Project Engineer at Dutco SW & Fusion Interior Design Build LLC (United Arab Emirates)

- Prepared cost breakdown and quantities for variation works
- Assessment of the quantity of work for the preparation of progress reports
- Client relationship:
 - Coordinated with client representative/engineer for preliminary design
 - Present site updates and progress reports, implication of the variations of work scope onsite
 - Approving variation works, with additional cost and time required
 - Coordinating with the Client representative for the perfect work condition and progress onsite
- Generating snag list and dilapidation reporter, keeping grip time management of sub-contractor workers
- Reviewing, recording and coordination of all the incoming and outgoing documents
- Coordination of all technical activities for assigned projects
- Reporting to the Operational Manager for effective execution of all assignments
- Checking technical designs and drawings to ensure that they are followed correctly
- Ensuring projects meet agreed specifications, budgets or timescales

January 2014 – July 2014 | Senior Executive (Data Analyst) at Mobius Knowledge Services Pvt Ltd (India)

- Provided training on analytical web researcher data processing Excel methods to junior team co-workers
- Analyzed and researched on websites for bid related information
- Received around 15000URL's from the client Fortune (USA, Canada) which has to be tracked daily for any bidding updates relate directly/indirectly to the requirement process

Involved in researching webpage and have grouped it to 4 processes:

- Manual- Sites to be checked manually (based on date of posting, posting order, with the aid of screenshot)
- Automatic - Some sites are in structured hence can be tracked and data can be extracted using software
- Semi-Automatic-Using Tool (Website Watcher) most of the URL's were being tracked Word Process Bids
- Wrote PRS for every individual site and based on the structure of the site information was available either in Excel/Word format. Tracked the Copernic Tracker, researched and checked for the feeds available for bidding to start the production

Achievements:

- Promoted to Senior Officer from the level of Junior Officer in short span of time in the IT company

Education

Undergraduate Studies: 2009-2013 | Anna University Chennai | India

- BE - Bachelors of Engineering, a university degree program with Electronics and Communication Engineering

Professional Certification(s)

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| Professional Certification BULATS – Business Language Testing Service Certification ID: 610EN301090107610050 Certified at University of Cambridge | Date Certified June 2010 |
| Entrepreneurship Awareness Camp Government of Tamil Nadu, Chennai Certified at Entrepreneurship Development Institute | December 2012 |

Languages

English – Absolute fluency | Tamil – Native language
