

BALA MURALI KRISHNA NARLA

Infrastructure Engineer

**SOCIAL MEDIA**



To apply my technical skills to various project environments, enabling effective contribution and thus establish myself as a capable professional with an overall experience of 14 Years in IT Domain. Gained expertise in Cloud computing, Configuration management, Infrastructure Testing, Vulnerability management, Patch management and Automation

**CONTACTS**

**SUMMARY**

**RESUME OBJECTIVE**

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* Significant experience in Agile/DevOps methodologies and Applications
* Development of Windows/Linux Audit compliance scripts using Chef Inspec, Configuration management scripts using Ansible
* Development of Windows patching automation scripts to run in Jenkins Pipeline from GitHub
* Vulnerability Scanning and Remediation using Qualys.
* Experience on Private cloud infrastructure testing
* Significant experience in Design, Build and application migration projects.
* Significant experience on core Infrastructure technologies(Platform, Storage & Backup, Networking.. etc) with HA and DR management
* Significant experience in server consolidation and virtualization (VMware and Cisco UCS)
* Experience in Infrastructure test planning, execution and defect management
* Fair knowledge in effort estimation, resource management and utilization, Project/Work allocation, status reporting, team skill development
* Handled QA activities for two enterprise level datacenter migration projects
* Handled build and implementation of one small scale data center.

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**PROFESSIONAL EXPERIENCE**

Jenkins, GitHub, Ansible, Chef Inspec, Ruby, Qualys, VMware VSphere, Jira, IaaS (Openstack), Windows and Linux.

* Ansible Fundamentals
* Certificate in Cloud Computing from TCS Business Domain Academy
* VMware Certified Associate - Data Center Virtualization (VCA-DCV)
* ITIL v3 Foundation
* Server Virtualization(VSP-SV)
* Cloud Provider (VSP - CP)

**CERTIFICATIONS**

Bachelors of Science (Maths, Electronics and Computer science) Andhra University - 2002

**EDUCATION**

**SKILLS SET**

**Organization: Wells Fargo Duration: April ’17 to Till date**

Project: SDLC Tooling Infrastructure / Feb '19 to Till date / Hyderabad, India/ Designation: Infrastructure Engineer

Roles and Responsibilities:

* Development of Windows patching automation scripts , audit compliance scripts for Windows and RHEL in chef Inspec
* Development of Ansible roles and playbooks Docker-Registry, Redis, Jenkins
* Vulnerability scanning and remediation through Qualys

Project: Private Cloud Enablement / Apr '17 to Jan ’19 / Hyderabad, India/ Designation: Technology Lead

Roles and Responsibilities:

* IaaS Platform specific products/code change assurance
* Layer products version change assurance
* OS Build change assurance
* Annual Open stack and Puppet upgrades assurance
* Emergency Release assurance

**Organization: Tata Consultancy Services Duration: Sep ’10 to Mar ’17**

Project: Project Services / Jan '14 to March’17 /Client: PricewaterhouseCoopers /: Hyderabad, India/ Designation: Assistant Consultant

Roles and Responsibilities:

* Participate from the requirements elicitation calls for identification of scope and effort estimation for (Small / Medium / Large) projects, Planning, Execution, Management, reporting and documentation.
* Team Management, resourcing and monthly utilization reports
* Team Learning and development activities
* Weekly and monthly status reporting
* Effectively participate in EP discussions, SCR, SOU and SOW documents.

Project: DR Datacenter Build / May '13 to Dec ' 13/ Client: PricewaterhouseCoopers / Location: Hyderabad, India

Designation: IT Analyst

Roles and Responsibilities:

* Actively involved in infrastructure test planning and execution of Datacenter technologies.
* Experience in DR Planning and test execution of Day to day applications using VMware Site Recovery Manager(SRM)
* Fair idea of HA and DR concepts between Datacenters
* Test management and status reporting

Project: Primary and DR Datacenter Build and Migrate / May '11 to April '13 / Client: PricewaterhouseCoopers / London, UK

Designation: IT Analyst

Roles and Responsibilities:

* Infrastructure test planning and coordination for Datacenter build and manage project.
* Architectural understanding of the both the Production and DR Datacenters.
* Identification of necessary tests for the changes in the architectural design of core infrastructure(Compute, Network, Storage and Backup)
* Early Migration Test Planning to ensure the complete datacenter migration work flow is followed and also ensuring the prerequisites are met to start the actual server migration.
* Coordinating for test management activities with Infrastructure build group during the build phase and Service group migration to ensure the test objectives are achieved.
* Organizing workshops with all key stake holders like Program Management Team, Infrastructure Team, Service Management Team, SG Project Managers
* Publish daily and weekly progress dash boards during the build and migration phase
* Team Management along with Training facilitation
* Involved in migration of physical servers from source DC to target DC.
* Fair knowledge of network communication between racks and patch management.

Project: Managed Desktop Services / Sep '10 to April '12 / Client: PricewaterhouseCoopers / Bangalore, India

Designation: Assistant Systems Engineer

Roles and Responsibilities:

* Involved in the Transition to take over services from the existing team
* Managing the Desktop McAfee ePolicy Orchestrator (3.5 /4.0) Antivirus & Firewall Infrastructure for XP and Vista environments
* Proposed a design for upgrade to the McAfee ePO 4.5
* Desktop/Laptop image Management.

**Organization: IBM Daksh Duration: Dec’07 to Aug’10.**

Project: Internal IT Support / Dec '09 to Aug '10 /Client: St.George Bank / Bangalore, India / Designation: Lead IT

Roles and Responsibilities:

* IT project SPOC for Ramp up/down
* Infrastructure/Application Support for End users
* Interact with the Client IT teams for Application/Network connectivity issues
* Coordinate with the Internal Support team and Business for Ramp up/down

Project: Internal IT Support / Dec '07 to Dec '09 / Client: Citibank Bank / Chennai, India / Designation: Senior Executive IT

Roles and Responsibilities:

* Windows 2003/2008 Server Installation and Maintenance
* Installation and configuration of AD, DHCP, DNS, Group Policy, File Servers
* Installation and configuration of VMware ESX Servers 3.5, 4.0
* Installation and configuration of Lotus Domino Server/Client 7.0
* Maintaining user mail databases, mail templates, ACL’s, Policies, DL’s
* Configuring Hardware/Software Raid on servers
* Maintenance of Symantec Antivirus 10 on Servers/Clients
* Configuring and maintaining Image deployment servers
* Patch management using WSUS and Bigfix
* Security Assessment tools MBSA, GFI, ISS scanner

**Organization: BRIGADE Duration: Aug’06 to Aug’07**

Project: HP/Compaq Presario Chat / Client: Hewlett-Packard (HP) / Hyderabad, India / Designation: Help Desk Assistant

Roles and Responsibilities:

* Support Windows XP Operating system and Drivers for HP laptop
* HP hardware support via mail-in service
* SLA and FTR Management for customer issue handling and Resolution
* Revenue generation by proposing the hardware and peripherals upgrade
* Ticket management for call in service and new laptop procurement.

**Organization: CMC Computers Duration: Feb’05 to Jan’06**

Project: PeopleSoft HRMS Implementation / Client: NTPC India / Visakhapatnam, India/ Designation: Help Desk Executive

Roles and Responsibilities:

* Checking Network Connectivity with the server as well as clients
* Managing the network all the Time , by taking Ping Reports
* Managing Client Systems, Configuring them to access PeopleSoft
* Managing User Roles, Transferring Data to and from PeopleSoft
* Process Owners Training, End Users Training.
* Data Maintenance
* Assistance to the employees in using the new system through Help Desks, user manual, etc.