**Sibi Chakaravarthi**

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Professional Summary

Technology and operational leader with a proven record of success in executing plans to meet company objectives. Highly skilled in developing high performing teams collaborating cross-functionality to implement business initiatives, improve workflow efficiency, and decrease operating costs. Focused on building excellent productive client relationships, working to identify their needs, quickly resolve issues, and improving customer support through rolling out new technology and associate training programs. Exceptionally precise yet comprehensive thinker; strong team builder; skillful negotiator. Able to communicate complex ideas clearly and balance multiple priorities to meet strict deadlines without compromising quality.

Skills

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| * Infrastructure and security operations * Hardware knowledge: Dell Power Edge/HP systems/ iron port/ FC Switches * Virtualization Technologies : VMWare/ Citrix - XenApp & XenDesktop * Enterprise Management Products: Automation – <PowerShell & VB Scripting>/ SolarWinds / Shavlik/ PlateSpin – DR solution, ADFS & Okta * Microsoft Exchange 2013/ o365/ MDM Solution * Process management (ITIL) * Vendor management | * Cloud Services – Oracle, Azure & AWS * GRID Systems – HP Apollo * Hyper-converged & Composable Infrastructure * Storage: HP/ DELL EMC / Data Domain / Scaleio * Backup: Avamar, NetBackup & Veeam * Security Products: McAfee/ Checkpoint firewall / eTrust Antivirus / Websense/ Tenable / Qualys/ AWN * Networking: LAN / WAN / Load Balancers /Radius / AP’s * Project management expertise |

Work History

Sr. Infrastructure Engineer, 07/2018 to Current

Stratogent Corporation – San Mateo, CA

* Hands-on IT professional, expertise in optimizing operations, improving service, and reducing costs. Partner with diverse global teams, coordinate cross-functional collaboration, and lead teams at all technical levels.
* Ran multiple projects to support the day to day operations to reduce the escalations and increase the CSAT. Quick Learning, In-depth understanding of infrastructure management, and successful implementation of Infrastructure & Security products.
* Determined and recommended the selection and application of new Infrastructure hardware and software and forecasting the scalable requirement for infrastructure and experience with large-scale, business-critical especially Windows environment and RCA expert.
* Datacenter Consolidation's\Migration's - Moved the datacenter from a rented building to a different campus, designed and built with full redundancy. The datacenter was migrated and brought back to operation before ETA. Managed the project and worked with vendors along with the global IT team for a smooth transition.
* Collaborated with business and worked with the team for hardware \ Operating system upgrades across global Datacenter’s.
* Installed, configured, and maintained hardware systems like HP, DELL EMC, and Apollo series. Experience with Hyper-converged, and composable infrastructure.
* Installation, Configuration, and administration of VMware ESXi Servers. Collaboration with the global team on Managing 600+ VM’s spread across multiple hardware platforms and P2V ‘ed 300 systems across the globe to VM during the Datacenter centralization project.
* Experience in cloud services – Oracle, Azure & AWS. Managing the account/subscription, systems deployment, storage, networking, on-premise workloads to cloud and automation
* Expertise in MS exchange (2010, 2013 & o365) – Support and managing user's mailbox and public folders along with the enterprise security gateway. User migration of 3500 + users from 2013 to O365.
* Implemented, Managed, support, and troubleshoot technical problems related to Citrix XenApp/XenDesktop infrastructure.
* Experience in Citrix XenApp 7.12 version, migration and upgrades. Publishing apps and desktops. User support issues with Citrix desktop and expertise in Net scalar
* Performs storage administration (HP, DELL EMC & Brocade) functions including storage allocation/de-allocation, utilization reporting, performance monitoring/tuning, trending, and capacity planning.
* Experience in Backup products – Veeam, MS Dpm, NetBackup, and Avamar.
* Active directory management & migration – Implementation of new AD infrastructure and its components (DHCP & DNS) with multisite. Migrated 1,000 + users and 200 + generic ids to a new environment. Also, make Sure with the yearly audit on the AD performance check through ADRAP.
* Global Server Patching – Planning, Testing, and coordinating with the application team on deploying monthly security patches for the Windows platform using Shavlik, CA DSM & SCCM.
* Active member during DR-Test, Actual DR scenarios, and having hands-on experience in managing and aligning the right team during DR scenarios.
* Monitoring – Onboarding and managing alert through SolarWinds Orion & SCOM.
* Implementation & support of firewall, load balancer & VOIP systems.
* Expertized in GxP, quality systems, and regulatory standards requirements for the biopharma industry.
* RCA expert and supporting application team services like Atom-Pam, Tableau & Hyperion.
* Collaborated with the global IT team with relevant vulnerability reports and defining the solution for all vulnerability checks to have a clear and clean Datacenter for all regions.
* Led process improvement and problem-solving efforts to create standard procedures and escalation policies for the customer support team.
* Developed then documented step-by-step application and migration procedures used for installing/deploying business-critical applications.
* Develop hardening guidelines and review security configurations related to Windows/Linux servers, cloud deployments, and common web application frameworks.
* Experienced in Service, Redmine and BMC tools.
* Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.

Datacenter Lead, 08/2013 to 07/2018

UST Global Pvt Ltd – Des Moines, IA

* Managed a team of System Administrators to support IT infrastructure across the globe with 24X7 availability. Ran multiple projects to support the day to day operations to reduce the escalations and increase the CSAT.
* Deployment of a next-generation integration platform for internal applications like Grid systems, Hyper-converged, and Oracle Cloud
* Consulted with engineering team members to determine system loads and develop improvement plans.
* Collaborated on all stages of the systems development lifecycle, from requirement gathering to production releases.
* Translated technical concepts and information into terms all parties could easily comprehend.
* Datacenter Consolidation's\Migration's - The scope of the project was to move the datacenter from a rented building to the IBM campus, designed and built with full redundancy. The datacenter was migrated and was brought back to operation before ETA. Managed the project and worked with vendors along with the global IT team for a smooth transition.
* Security – Collaborated with the global IT team for security hardening programs like penetration tests, vulnerability remediation, and deployment of threat intelligent platform.
* DR solution – Dynamic participant on driving DR-Test, Actual DR scenarios, and sharing hands-on experience in managing and aligning the right team during DR scenarios.
* Virtualization – Experience working with cross-functional team on virtualization projects; migration; end-user support for VMware and Citrix platform.
* Active Directory Migration\Consolidation's **-** Lead the Active directory migration project based on business requirements and worked with respecting country leads on implementation and migration activities at estimated ETA and also within budget. Also, make Sure with the yearly audit on the AD performance check through ADRAP.
* Analyzed problem incident issues to identify troubleshooting methods needed for quick remediation.
* Explained technical information in clear terms to non-technical individuals to promote better understanding.

Technical Lead, 01/2010 to 08/2013

CA Technologies – Hyderabad, Telangana, India

* Organized system infrastructure documentation and operating procedures, strengthening controls, and enhancing overall performance.
* Developed technical solutions to diverse operational problems.
* Oversaw a variety of projects, including budgets, milestones, and team performance.
* Oversaw installation of software programs and hardware systems to meet customer requirements.
* Global Wintel Patching Process – Collaborated with the application team to test the monthly security patches on the Windows platform. Plan, schedule, and deploy to 1800 production systems without any disturbance to Business Applications. Achieved 98% success every month
* Active Directory Migration 2003 to 2008 - Implemented 2008 AD infrastructure with 8 sites. Migrated 18,000 + users and 5,000 generic id's to new environment.
* Exchange Migration 2003 to 2010 - Implemented a new exchange 2010 environment with 2 hub sites. Migrated User's mailbox and public folders. Integrated exchange with the enterprise security gateway (Postini)
* BES Migration 5.1 - Migrated 900+ users to BES 5.1 and placing a global policy on a device level.
* Virtualization – Lead a team Managing 3000+ VM's spread across multiple hardware platforms
* Cisco UCS - Maintain & Manage Cisco UCS frame consists of 12 chassis & 40 blades in 3 hub Sites. Upgraded the firmware 1.4m to 2.0(b).
* OCS Federation - Established the federation rules to have OCS connectivity with external domains.
* Citrix Farms - Created & Managing XenApp 6.5 Citrix farm and published different applications.
* CA Arc serves R16 sp2 up-gradation - Migrated backup environment to the newer version of CA arc serves R 16 SP1. Supporting RCA for critical backup issues.
* Scripting - Automation through PowerShell 2.0 and VB Script to reduce human effort on repetitive tasks.

Engg - Facilities, 04/2008 to 01/2010

Ramco Systems – Chennai, Tamil Nadu, India

* Implemented corrective plans of action for network performance issues including availability, utilization, and latency.
* Introduced VMware and TMG to infrastructure and management tools to create and manage a virtual server computing environment.
* Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation, and comprehensive support.
* Established network specifications and analyzed workflow, access, information, and security requirements.
* Resolved issues and escalated problems with knowledgeable support and quality service.
* Installation, Configuration, and Troubleshooting of Windows Servers.
* Configuration & Troubleshooting Active Directory, DHCP, DNS. Installation of Active Directory in forest level, additional dc, and child dc.
* Maintaining FSMO roles between DC'S
* Group policy implementation
* Implementing, migrating, and support of Exchange servers
* Physical Servers RAID level Configurations & Administrations
* Installation, Configuration, and Troubleshooting of VMware ESX Servers and administration of Virtual Centre & VMware ESX Servers
* P2V and DRS on Virtualization
* Patch Management using WSUS & Third-Party Freeware Tools.
* Implementation of ISA2006 in the production environment.
* Enabling Web Hosting for servers through ISA and maintaining Regular backups for the ISA servers.
* Implementation of Websense 6.3 version in the environment.
* Maintaining and troubleshooting all blackberry server and device message services level problems.
* Tracking of emails from Blackberry device (Blackberry – Exchange-RIM server –Destination).
* Implementation of the firewall to the required team as a separate network.

Systems Administrator, 08/2006 to 03/2008

Classic Data Solutions – Chennai, Tamil Nadu, India

* Planned and implemented complex internet and intranet applications on multiple platforms.
* Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
* Installing, configuring, and troubleshooting Operating systems (Win2003 & Workstation,).
* Attending hardware breakdown calls.
* Installing Active Directory Services
* Implemented child domain.
* Implemented Exchange 2003 Messaging System.
* Tested & implemented the FortiGate Firewall for secured internet access & VPN tunnel to the Head office.
* LAN and WAN Connectivity Issues.
* Software installation through CA DSM
* Finding RCA on windows servers (NT and 2003)

Education

Master of Science: Information Technology and Management, Expected in 04/2021

Grand Canyon University - Phoenix, AZ

Bachelor of Engineering Technology: Electronics and Communications Engineering, 11/2006

Magna College of Engineering - Chennai, India

Certifications

* Project Management Professional (PMP)
* Certified Information Security Manager (CISM)
* Certified Agile Scrum Master
* ITIL
* EMC - Information Storage and Management V3
* Microsoft Certified - (MCSA) (Office 365) & (Azure)
* Cisco Certified Network Associate (CCNA)