**Imthiyaz Farook**

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**Assistant Manager -Cloud Engineer**

Experienced IT professional with a total of 9 years of experience, including 4 years of experience as a Cloud Engineer. Skilled in designing, deploying, and managing cloud-based solutions using AWS and Azure. Proven Experience in XenApp, XenDesktop, VMware vSphere & windows Servers. Excellent problem-solving skills and ability to work in a fast-paced environment.

**Technical Skills:**

* Cloud Platform – AWS & Azure
* Cloud Technologies: EC2, S3, RDS, VPC, SNS, Route 53, CloudWatch, ACM, FSx, AWS Backup, Cloud trail, Cost Explorer, Azure VMs, Azure Storage, Kubernetes (AKS and EKS)
* Virtualization – VMware ESXI 6.0, 6.5 & 6.7 Citrix XenDesktop 7.6 & 7.15
* OS – Windows Servers 2012, 2016 & 2019
* ITIL – ServiceNow & IBM TIVOLI(TSRM).

**Company: Mylan Pharmaceuticals Private Limited, (A Viatris Company) Period: July 2021 to till date**

**Client: Pharmaceuticals Company, Global Support**

**Roles and Responsibilities:**

Designation:Assistant Manager – IT

Role : Cloud Engineer

Project : Operations, Projects, Build & Migration.

Type : Development, System & UAT support, Implementation

Platform : AWS, AZURE & Windows Servers

**Training and Certifications:**

Completed the training on **System operation on AWS.**

Completed the training on **Architecting on AWS.**

**Environment**: Viatris has 4 AWS accounts and has more than 700 AWS servers and 8 Azure Subscriptions with more than 50 azure servers and many PAAS services. Most of the AWS servers are behind Load balancer and has more than 400 websites hosted on these servers. Multiple environments are configured in AWS infrastructure like Dev, Auth, Test, Preview, Prod etc.

**Key Achievements:**

• Successfully designed and implemented AWS and Azure solutions for business resulting in cost savings and increased efficiency.

• Administered and maintained AWS and Azure infrastructure resulting in high system availability and reliability.

• Conducted security audits and implemented security best practices, ensuring clients' systems were secure and compliant with industry standards

**AWS:**

* Cognitive about designing, deploying, and operating highly available, Scalable, cost effective and fault tolerant systems using Amazon Web Services (AWS).
* Experience in Working with development teams to integrate applications with cloud infrastructure and resolve infrastructure-related issues.
* Implement and manage AWS services like EC2 Instances, S3 Buckets, RDS Instances, ELB, Auto Scaling, cloud watch, CloudTrail, VPC, IAM, Route 53 based on requirements.
* Experience in migrating the server from On-premises to AWS using SMS Service.
* Experience in Develop and implement backup using veritas Cloud Point and AWS Backup.
* Assigned and managed roles for users and groups by defining policies Via Identity access management integrated with Okta for MFA.
* Strong knowledge of networking concepts and AWS VPC features.
* Collaborate with DevOps, Networking, and Security teams to design and implement cloud infrastructure solutions.
* Creating subnets in VPC for new instances and updating Route table as per Public or Private Subnet.
* Experience in configuring Security groups for Inbound/Outbound access for EC2 Instances.
* Monitored resources and applications using AWS Cloud watch.
* Used Security groups, Network ACL’s, internet gateways and route tables to ensure a secure zone for organization in public cloud.
* Configured and managed ELB to avoid fault tolerance and avoid single point of failure of applications, providing high availability.
* Configured Launch Configuration, Launch Template & Auto scaling groups for one the major application of the organization.
* Configured S3 Buckets with life cycle policies to achieve the infrequently accessed data to storage classes based on requirement.
* Creating/Managing DNS records of Amazon Route 53.
* Documented system Configuration and AMI Build Practices.
* Monitored CloudTrail logs for better understanding the functioning of the system.
* Take control of cost management and continuously optimize spends with AWS cost Explorer.
* Ability in handling infrastructure along with knowledge of ITIL process, especially RCA preparation, incident management and change management.
* Participate in the development of infrastructure as code using tools such as CloudFormation.
* Setting up and managing Kubernetes clusters using Amazon EKS (EKSCTL tool).
* Collaborating with other teams, such as developers, DevOps, and infrastructure teams, to ensure successful delivery of applications on Amazon EKS.
* Provide technical guidance and mentoring to junior cloud engineers and team members

**Azure:**

* Pivotal in providing business client with efficient support and technical assistance in Microsoft Azure
* Designing and deploying Azure IAAS, PAAS, DBaas resources, Azure Resources management
* Planning and provisioning instances on Azure for various projects based on customer requirement such as Azure VDI, Virtual Machine (Windows and Linux), Disk / Storage, NSG, Virtual Network gateway, S2S/P2S VPN, Azure Database, VM Load balancer, Auto Backup and Disaster recovery.
* Hosting applications (.Net, Php, etc.) on Windows, Linux, Azure Web Apps and configuring Application Gateway, Front Door, WAF, Load balancer and implementing SSL certificates
* Backup azure virtual machines to Azure using azure backup service and other backup tools.
* Management of Azure subscriptions and resource groups.
* Deployment and managing virtual machines (VMs).
* Implementation and management of storage solutions.
* Deployment and managing virtual machines Scale Set (VMSS).
* Deployment and managing Recovery services vaults for Azure native backup.
* Configure policies for Azure native backup for Virtual Machine and SQL Server in Azure Machine.
* Deploying Azure database for MySQL, Azure SQL data base and Azure SQL Managed instances.
* Web application security in IaaS and PaaS using Application Gateway
* Configuration and management of virtual networks, Subnets, Routes and Virtual network Peering.
* Experience on Enabling Azure Private Endpoints for Azure Services.
* Provide access through IAM based on RBAC for resources.
* Cost Management and Cost analysis to optimize spends.
* Excels in designing and implementation of efficient applications and services for the Microsoft Azure Platform.

**Company: Crafsol Technology Solutions Pvt Ltd Period: Aug 2020 to July 2021**

**Client: Mylan Pharmaceuticals Private Limited, (A Viatris Company)**

**Roles and Responsibilities:**

Role :Technical Lead - Cloud

Project : Operations, Build & Migration.

Type : Development, System & UAT support, Implementation

Platform : AWS, AZURE & Windows Servers.

**Company: HappiestMinds Technologies Period: Apr 2019 to Aug 2020**

**Client: Pharmaceuticals Company, USA & EMEA**

**Roles and Responsibilities:**

Role :Senior Engineer

Project : Operations & Migration.

Type : Development, System & UAT support, Implementation

Platform : Vmware 6.0, 6.5, 6.7 & Citrix XenApp 6.5 & XenDesktop 7.15.

* Working as Citrix L2 migration & build engineer for a large pharmaceutical organization.

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| * Experience on provisioning AWS EC2 instances. Changing EC2 instance type, increasing disk   space, taking snapshot.  Experience in migrating the server from On-premises to AWS using SMS Service. |

* Good Experience on Remote Management Tools, HP-ILO, CISCO UCS, IBM

Blade Consoles

* Building Infra Servers and member servers as per the requirement based on location.
* Creating the Virtual Machines on the ESX Hosts.
* Adding additional hardware resources and expanding the OS partition of VMs.
* VM migration from one host to another.
* Mounting datastores to the required ESX hosts in the location.
* VM Migration from domain to domain- Parallel migration.
* Working on incidents, service requests as per SLA.
* Monitoring and troubleshooting the issues using Citrix Director and Studio and AppCenter.
* Creation of multiple delivery groups for corresponding departments within organizations.
* Experience in publishing Hosted Applications and installed Applications.
* Installing Applications on Servers and publishing them using Xen AppCenter 6.5 and Studio 7.15.
* Creating and managing the machine catalogs using Citrix Studio Console 7.15.
* Creating XenDesktop Sites, Machine Catalogs, and Desktop Groups and adding the desktops into it.
* Installing the VDA (Virtual Desktop Agent) for respective servers.
* Creating the ESX hosts on the cluster based on requirement.
* Troubleshooting the IE compatibility Related Issues for Citrix web content.
* Documenting Enterprise applications setup and solutions for complex level2.
* Working on web interface and storefront related Issues.
* Escalating the issues on timely Basis with complete analysis report.
* Managing User Profiles and locations.
* Ability in handling infrastructure along with knowledge of ITIL process, especially RCA preparation, incident management and change management.
* Working knowledge to execute the Change tasks for the Citrix configuration changes and upgrade configuration changes in multiple environments.
* Coordinate with multiple teams for resolving incident and executing change tickets.
* Monitoring the farm servers using the Vcenter.

**Company: TeamLease Services Limited Period: Mar 2018 to Apr 2019**

**Client: Pharmaceuticals Company, USA & EMEA**

**Roles and Responsibilities:**

Role : Consultant Level II

Project : Build

Type : Support

Platform : VMware 6.7, XenApp 6.5, XenDesktop 7.6 & Windows Servers,

**Microsoft Windows:**

• Installing, Configuring of Windows Servers 2012, 2016 & 2019.

• Responsible to create approved templates/Images based on company standards.

• Responsible to install Windows Roles and Features depending upon requirement.

• Monitoring all system alerts and assist to resolve complex issues in system hardware and software.

• Controlled shutdown and restart of server/services in planned maintenance activity.

• Building, configuring, patching, upgrading, and troubleshooting of virtual Windows servers.

**VMware:**

• Experience in installation, configuration, and management of VMware ESX Servers.

• Managing the VMware ESXi servers with vCenter 6.7 depending on client requirement.

• Regular BAU activities such as increasing disk size, adding additional drives, CPU and Memory increase, Cloning, NIC teaming and port group creation.

• Snapshot Management.

• Vmtools /hardware version upgrade management.

• Created and managed VMFS, NFS, FC datastores.

• Adding ESXi servers to the existing production cluster.

• Investigating, resolving, and closing user reported application issues through our ticketing system.

• Deploying Virtual Machines using existing templates in vCenter.

• Upgrading ESXi using VUM (VMware update manager).

• Worked with DELL PowerEdge, CISCO Rack/Chassis servers and CISCO UCS manager.

**Company: PrimEra Medical Technologies Period: Jan 2016 to Mar 2018**

**Client: Prime Healthcare, USA**

**Roles and Responsibilities:**

Role : System Engineer

Project : Operations

Type : Support

Platform : XenApp 6.5, XenDesktop 7.6 & Windows Servers,

* Worked as Citrix L1 & L2 engineer for Medical Coding & healthcare organization.
* Configuring and managing the Citrix XenApp 5.0,6.5 and 7.6 farms.
* Perform regular Citrix Farm Health check and take appropriate action.
* Monitoring of infra-servers in daily basis.
* Creation of Citrix Servers in VMware Environment.
* Worked on incidents, service requests as per SLA.
* Worked on change requests whenever necessary.
* Installing and publishing new applications as per the business requirement.
* Providing access to the end users as per service requests.
* VM migration from one host to another.
* Make it unregister VDI to register.
* Troubleshooting of Apps and desktops for the end users as per the SLA.

**Company: Future Focus Infotech Period: May 2014 to Dec 2015**

**Client: IBM, INDIA**

**Roles and Responsibilities:**

Role : Support Engineer

Project : Operations

Type : Support

Platform : Linux, windows operating systems.

* Install, configure and troubleshoot Wintel and windows server domain. Consistently provide remote support and manage numerous technical queries for client needs and try to resolve on time within SLA breached. Resolved customer concerns in a positive and helpful manner.
* Install configure, Troubleshoot and monitoring of windows server 2012 R2 and taking major responsibilities of all administrative system task through remotely
* Experience in creating new Domain controllers.
* Configure and maintain various Application and Services like: Web Server (IIS), Hyper V, DNS, DHCP, Print Server and File Server.
* Creating and managing user accounts and giving share & security level permissions.
* Install, configure and troubleshooting of MS OFFICE365 apps.
* Responsible for configuring & troubleshooting Microsoft outlook accounts.
* Supporting clients remotely with the help of Remote Support Tools such as Cisco WebEx, GoTo Meeting and RDC.
* Responsible for maintaining & troubleshooting network printers.
* Responsible in giving permission for users in File server.
* Proactively monitored customer trouble tickets using Ticketing tool.
* Installation and troubleshooting of IBM chat interface Sametime Connect.
* Configuring and Troubleshooting Think Vantage Wireless connection & Installation and configuration of Digital Certificate.
* Installing, Configuring and Troubleshooting VPN clients like AT&T & WECM and Lotus Mobile connect applications.
* Managing the incident tickets transferred to the next support team using IBM TIVOLI(TSRM) Tivoli Service Request manager or Smart cloud control desk (SCCD) Software tool.
* Identifying the exact problem and coordinating with respective support teams for resolution to maintain the SLA**.**
* Understanding the criticalproblem and working accordingly and making sure to resolve the issue ASAP
* Troubleshooting on the VPN login issues when user is trying to login from home, making the profile set and making user to login successfully.
* Managing the incidents which will occur in the IT infrastructure and maintaining the agreed upon SLA (service level agreement) with the customer (IBM Business Units)

**Academic Qualification:**

* Completed Diploma in Computer Engineering from NTTF, Bangalore with 75% in the year 2014.
* Completed SSLC from SRKV Jain Matric Hr. Sec School, Tirupattur with 82% in the year 2011.

**Personal Details:**

Name : Imthiyaz Farook

Date of Birth : 13th September 1995

Father Name : Mr. S. Farook (Late)

Sex : Male

Marital Status : Married

Nationality : Indian

Languages Known : English, Tamil, Hindi, and Urdu.

Hobbies : Video editing and Photography.