# BALAJI. R

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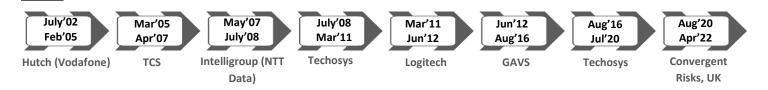
### GLOBAL INFRASTRUCTURE ENGINEERING & OPERATIONS

Result-oriented professional targeting Director or above roles which involves analytical capabilities & professional growth in Cloud Architecture, Security & Compliance, DevOps, IT Engineering, IT Operations or Product Development

#### PROFILE SUMMARY

- A high-energy technocrat with chronicled success of over 22+ years of extensive national & international (USA, Japan, Dubai, Qatar, Singapore, Germany, France, Swiss, Poland, Finland, Czech, Denmark & Sweden and so on) and have worked with multicultural people
- Developed \$40M valued large-scale E-Commerce application & implemented it in AWS cloud with (IAAS, PAAS & DBaaS) and maintained it for Dubai;
- Successfully worked on Media Compliance, Media Cloud & Content Security for Disney Global, Star India & for TPN,
- Implemented SAP ERP for Engineering company in Dubai including, vendor evaluation, setting up new datacenter, IT infrastructure and data migration.
- 1st to develop web-based Pathology product using .Net Core, MySQL, AngularJS, open slide, anaconda and created container using Docker, Kubernetes and implemented successfully in Azure & AWS cloud.
- Successfully worked as World Wide System OPS Manager as well as Country IT Manager; reduced 40% system operation operating costs by building own IT team & developed a global inventory tool
- Characterized as a visionary, strategist; consistent record of delivering results in growth, revenue, operational performance and profitability; managed global VM, cloud, DevOps, Database, storage & servers, SAP basis, SAP ABAB, support team along with providing L1, L2 & L3 24x7 IT support globally
- Perform Pre-assessment and submit a detailed report with remediations for TPN, HIPAA, ISO, NIST and MPAA
- Pioneered an industry revolution with innovative services that expanded business capability across digital fulfillment and automations while working with global stakeholders that provided multi-million-dollar opportunities
- Created a culture of innovation and continuous process improvement, drove expanded system capability and leading-edge solutions development while meeting rigorous cost constraints to maintain competitive edge in fast-moving environment experiencing organic growth & new horizons
- Proven IT Security Management skills such as Physical Security, Data Loss Prevention, Identity Management, Video Surveillance, Access Control Implementation and Audit, Security Awareness Training, Internal Audit
- Top Management professional, offering a proven history of success in leadership roles distinguished by commended performance

### CAREER TIMELINE





### Aug'20 - Apr'22: Senior Director – IT Operations & Engineering (Global) Convergent Risks, UK

#### **Key Result Areas**

- Head of IT Operations and Engineering. Handled multiple L1, L2, and L3 teams of Networking, Security, Operations, Engineering, NOC, SOC, Datacenter, Cloud, DevOps, and Development teams
- Provided technical consultation including datacenter & cloud assessment, cloud re-architecture, migration, implementation of security controls, post-migration assessments for clients across the globe
- Assessed current applications, implemented & migrated of clients' workloads to the cloud (AWS & Azure)
- Evaluated current infrastructure & migrated eligible workloads to cloud (AWS & Azure), Re-Host, Re-Platform, Re-Architect of old applications and moving to the cloud
- Assessed security on current cloud infrastructure & provided remediation based on CSA (Cloud Security Alliance)
- Assisted customers to achieve TPN & Disney Certifications by providing end-to-end support including:
- Performing pre-assessment & submitting a detailed report with remediation based on MPAA best practices
- Designing & implementing secured infrastructure including Network, Firewall, Server Security, Workstations, CCTV, Access control and so on
- Hardening the infrastructure & cloud security required for TPN, Disney, MPAA, by performing network scanning
- Creating & updating required documentation like HR Policies, ITSM Documents, NDAs and so on
- Rendered business strategies & consulting services as well as physical service in terms of various project completion like those of IT Projects, Security Certifications, Lean Management & Six Sigma Guideline Implementation
- Provided technology-based solutions to the critical business issues/ processes of client business, in line with best practices and methodologies
- Managed financial planning, attainment of P&L targets, budgeting & forecasting; all aspects of International Accounts;
   ITIL Practices; and Service Offerings
- Designed & rolled out measures for ensuring effective team engagement and motivation through creative work allocation over and beyond the Program Scope
- Facilitated executive leadership in all aspects of strategic planning, implementation, and support worldwide as an integral component of business plan

#### **Highlights**

- Implemented secured cloud-based & on-prem open source based VDI solutions to support WFH during Covid pandemic
- Performed compliance remotely & onsite audits for Disney and submitted a detailed report in the Shield Portal with findings & remediation

### Augest'16 - July'20: Entrepreneur-Technology Consultant (CTO) Techosys, Chennai

#### **Key Result Areas**

- Developed \$40M valued large-scale E-Commerce web application in LAMP, PHP Laravel, Angular, MySQL, and Mobile
  application in Android and IOS. Implemented it in AWS cloud with (IAAS, PAAS & DBaaS, EKS) and maintained it for
  Dubai
- Delivered strategic planning for clients' business & infrastructure requirements, application solutions, architecture building, technical team guidance and overall implementation of multiple projects globally
- Designed & implemented open stack infrastructure, secured infrastructure in AWS & Azure cloud services for clients
- Provided end-to-end support to IT infrastructure hardening for ISO, HIPAA, Disney Audit & TPN certification
- Developed PACS (Pathology Application) in .Net core & Python and implemented it in Azure Cloud as Docker containers as well as developed HRMS in .Net core in AWS cloud beanstalk for production and Kubernetes for development
- Assisted clients to move their email system to Office 365 & managed email access from the internet using ADFS policy
- Worked on hardening & implementation of security tools on IT infrastructure, Cloud, Applications, DBs & Containers to adhere to HIPAA and ISO compliance
- Assisted clients with ISO certification including ITSM, Project Management Process, Firewall, Network devices & Server Hardening, Applications Security and Infrastructure Security.
- Implemented shared services
  - Global NOC (Network operations center)
  - SOC (Security Operations center)
  - Helpdesk

#### **Highlights**

- Migrated clients' workloads to open stack an open-source based virtualization tool & saved huge infrastructure costs
- Implemented open source VDIs like ulteo & Open stack and replaced high-end expensive desktops with thin clients

- Migrated applications to container-based open sources like Docker & Kubernetes
- Facilitated clients to reduce more than 30% of OPEX & CAPEX budget by assessing current infrastructure, simplifying
  DR setup using AWS Cloud Solutions (Glacier & S3), migrating workloads to open source (Linux, Kubernetes, Docker,
  MySQL, .net to .net core & Angular) and CD/CI DevOps, CD/CI Automation and centralizing IT Management Team

#### June'12 - Aug'16: Senior Manager GAVS Technologies Pvt. Ltd., Chennai

#### **Highlights**

- Worked in various roles like Delivery Management, Cloud Architecture, Pre-Sales, DevOps, Automation and so on
- Appointed to provide solutions on cloud technologies like Azure, AWS & Rackspace besides working on DevOps tools like Open Shift, Docker and Kubernetes
- Implemented centralized web-based knowledge base tool to managed SOPs, Trainings, Troubleshoot documents to save resource time and energy.
- Managed shared and dedicated SOC, NOC and Service desk.
- Technical and reporting manager for L2 and L3 teams globally for:
  - Exchange Server
  - Database team
  - Windows Server
  - VM ware
  - o Datacenter
  - Networking
  - Service Desk
- Performed virtual desktop infrastructure implementation, created technical proposals for new opportunities, managed cloud technology teams & data center consolidation
- Worked as a part of ZeeYes (internally developed tickets reporting predictive analytics & device management tool
- Worked as Lead Architect for AWS & Azure cloud platforms, implemented DR using Azure ASR and moved workload from local datacenter to Azure using Hyper-V
- Migrated AWS workloads to Azure, setup site to site VPN between datacenter & Azure; provided secured client VPN with restricted access & implemented knowledge base across GAVS RIM projects
- Improved CSAT from 75% to 92% by automating processes
- Reduced desktop purchase by implementing open stack open source virtualization & ulteo VDI
- Implemented opensource based virtualization and VDI using Openstack and Ulteo , moved all development resources to Openstack and reduced operations cost to 3/4<sup>th</sup>.
- Reworked the monitoring system to find false alarms & fixed, trained engineers in 1:1 meetings and performed automation of ticket closing to reduce SLA breach of email templates

# Mar'11 - June'12: IT Manager / World Wide System OPS Manager (Dual Role)/ Country IT Manager Logitech, Chennai

#### **Highlights**

- Spearheaded local IT teams & managed network, servers, desktop, voice & help desk processes while functioning as lead for planning and designing team for all IT related projects
- Migrated around 2000 servers to Bluelock & Amazon under cloud migration project and provided hardware & software solutions based on business requirements
- Managed global VM, cloud, storage & servers support team along with providing L1, L2 & L3 24x7 IT support globally
- Worked as a part of global IT projects like virtualization, cloud computing, network revamp, as well as performed efficient & cost-effective vendor management
- Ensured 100% patch upgrades on global servers & desktops using WSUS and achieved 99% SLA by redesigning the datacenter for better provisioning
- Led & built tier2 datacenter from scratch and migrated all resources from Canada to India
  - Vendor management (BOM, Negotiation, Co-ordination and so on)
  - Installation of hardware and software
  - Migration of data
  - SPOC

July'08-Mar'11: Entrepreneur Techosys, Chennai, Dubai & Qatar

May'07-July'08: Senior System Engineer Intelligroup (NTT Data), Hyderabad, Client: Credit Susie, Role: Exchange and Windows Expert **Locations: Singapore** 

Client: Ticket Master, Role: Technical Specialist

#### Mar'05-April'07: System Engineer

TCS, Chennai,

Client: DISA, Role: Exchange and Windows Migration Expert

Locations: Germany, France, Swiss, Poland, Finland, Czech, Denmark & Sweden

Client: Goldman Sachs Role: Core Technology Team Member

Location: Tokyo

### July'02-Feb'05: System Engineer Hutch (Vodafone), Chennai



### **CERTIFICATIONS**

- AWS Certified Cloud Practitioner
- VMware Certified Associate Data Center Virtualization

# TRAININGS IMPARTED

Overview of Windows Servers, AD, ADFS,	Cloud Adaption	Private Cloud using Openstack
Troubleshooting Exchange 2003 /2007 / 2010	Cloud Economics	Data Center Management
Migrating to Exchange 2007 /2010 / Office 365	ITIL Process	Project Management
Training on Web Portal	ITIL Process	Importance of ERP / SAP
DevOps – CD/CI, Azure, AWS	NOC, SOC, Service Desk	VM Management

# TECHNICAL SKILLS

AWS, Azure, Google, Rackspace	Docker, Kubernetes, Bamboo,	VMWare, Hyper-V, Openstack virtualization and
, Private Cloud, Hybrid Cloud. GitHub, BitBucket,		Ulteo, AWS Workspaces, Azure VDI, VMware Horizon,
	Jenkins, AWS EKS, Azure	Openstack VDIs
	DevOps,	
Windows servers 2000 – 2019,	Cisco, Checkpoint, SonicWall,	.Net, .Net Core,MVC, WebAPI, RESTful,NodeJs,
Ubuntu, CentOS, Fedora,	WatchGuard, Palo alto,	Laravel PHP, LAMP, Python, Django, Angularjs
Debian, Red hat, Mac OS Fortinet, Barracuda Firewalls		
Active Directory, Azure AD, Cisco, Juniper, Netgear, TP-Link		ORACLE, MSSQL, MySQL, MongoDB, Prometheus
ADFS, Okta, One Login, LDAP Routers and Switches.		
HP, IBM, Dell ASUS, Servers and	Cloudberry, Veeam, Veritas,	Data Dog, SolarWinds, Graylog, Splunk,
NetApp, EMC, Dell, IBM, HP,	Dell Data Protection, Cohesity,	ManageEngine, McFee, Kibana, Nagios, PRTG,
Synology storages	Commvault, MS Azure Backup,	SolarWinds, DataDog, OPManager, CheckMK,
	AWS Storage Gateway	WhatsUP gold, Zabbix Monitoring and SIEM tools