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M.ARUNKUMAR ⭐ Featured 📝

M.ARUNKUMAR

Lead Administrator seeking roles in IT Infrastructure Management,Data Center Operations,Software Development,Application Programming,System Analysis,Technical Architecture,Configuration Management,Requirement Gathering,Servicenow,VMware

Current Designation: Lead Administrator

Current Company: Wipro

Current Location: Chennai

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: System Admin

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Lead Administrator,System Admin,IT Infrastructure Management,Data Center Operations,Software Development,Application Programming,System Analysis,Technical Architecture,Configuration Management,Requirement Gathering,Servicenow,VMware

Verified : 📞 **Phone Number** | **Email - id**

Total Experience: 15 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: MCA [Computers]

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

*   Possess rich experience in managing IT Infrastructure related operations encompassing implementation, administration and maintenanceoflarge&complexnetworks&systems,systemadministrationandtechnologyresourceadministration
*   Gained exposure of working on virtualization technology with expertise in Vmware Administration, Windows 2000/2003/2008/2012Servers,IBMXServers,HPProliantServers
*   Expertise in managing on-site and remote assignments for clients like Disney, AMEX, ONGCL, HSBC and CITI so on having a presence across varied industries
*   ResourcefulinconductingRootCauseAnalysisandprovidingreportsonthesame
*   Proficiency in managing Datacenter Operations and ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and workprocesses
*   Proven record of analyzing processes & workflows, assessing their efficacy, relating to business plans & goals and suggesting re-engineering / simplificationsolutions

Work Experience

◉ **Wipro** as Lead Administrator
   Jan 2021 to Till Date

◉ **Wipro** as Lead Administrator
   Oct 2016 to Oct 2020

   Client : CITI Bank
   Key Result Areas:
   *   Involved in initial BOM discussion with PM, Application manage and solution architecture to build new server.
   *   Creating SLTN and Build sheet for new project and getting approval from management and moved the STLN to Provisioning build state in Service now tool.
   *   Checked all Mandatory tools installed in the servers.
   *   Prepare server QA checklist and handover the newly build server to BAU team.
   *   Co-ordinate with Application and DBA team to setup application in the windows servers.
   *   Co-ordinate with Datacenter, Network and Storage team to setup new physical servers.
   *   Pushing software package and monthly patches through CIAP Portal.
   *   Involved in decommissioned both VM and Physical servers.
   *   Worked in Incident, change and request in Service now.
   *   Worked in Veritas enterprise administrator to create additional drive in windows.
   *   Installed and configure MS Geo cluster in windows 2012 servers.
   *   As Lead admin providing end to end support for client.

◉ **Wipro** as Lead Administrator
   Oct 2016 to Oct 2020

   Lead admin in wintel and vmware

Lead admin in wintel and vmware

- **Wipro** as Lead Administrator
  Oct 2016 to Oct 2020

- **Wipro** as Lead Administrator
  Oct 2016 to Oct 2020

  Wintel and Vmware admin with 14 years experience. Provide remote infrastructure support for various client.

- **HCL Technologies Limited** as Associate Consultant
  Apr 2012 to Mar 2016

  Key Result Areas:
  Managed the entire gamut of activities including Incident, Problem, Change and Request Management following ITIL Process for an onsite project- Disney
  Administered the installation, configuration and troubleshooting on Windows 2003, 2008 and 2012
  Worked on:
  o Disk expansion, disk deports and creation of cluster disk on VERITAS enterprise admin. tool
  o IBM X series and HP Proliant series servers and fixed hardware issues
  o ESX and virtual machine to troubleshoot performance problem
  o SIP for cluster remediation project
  o VPLEX migration project changes from IBM XIV to EMC Invista Storage
  o Patches and firmware installation on ESXi Host
  o Installation of MS Patches on Windows Servers using BigFix tool
  Troubleshot the issues in OS, hardware, network and cluster issues on Windows 2003, 2008 Servers
  Delivered RCA reports on all P1 and valid P2 incidents

  Highlights:
  Ramped up incident Service Level Agreement (SLA) adherence through daily reviews; improved recovery times for complex incidents, 99% were resolved same day
  Provided 24/7 technical support to global clients supporting a Service Level Agreement (SLA) of 99.9% (98.9%) uptime; re-designed technical infrastructure resulting in a global, high-availability environment
  Tracked infrastructure assets as well as ensured the security of infrastructure

- **Mphasis Pvt. Ltd.** as Lead Infrastructure Engineer
  Dec 2009 to Apr 2012

  Key Result Areas:
  Resolved the severity incident tickets related to OS
  Addressed the queries on shared folder & printer permission issues, quota management and file server disk expansions
  Supported and resolved the on-site project related queries for the US client
  Fixed the issues identified in Vulnerability Scan Report provided by Security Team
  Planned, created and maintained change records for project work, monthly patching & vulnerability threats
  Conducted Root Cause Analysis for severity of tickets raised as 1, 2 & 3
  Managed on IMAC tasks for creation of shared folder and print queue

Education

UG: **B.Sc (Computer Science)** from **Dr. G. R. Damodaran College of Science Coimbatore** in **1997**

PG: **MCA (Computers)** from **Madurai Kamaraj University (MKU)** in **2001**

IT Skills

Skill Name	Version	Last Used	Experience
Windows Server 2000 and 2003, 2008, 2012			
VMWARE			

Languages Known

Language	Proficiency	Read	Write	Speak
telugu	Beginner			✔
English	Proficient	✔	✔	✔
Tamil	Proficient	✔	✔	✔

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time