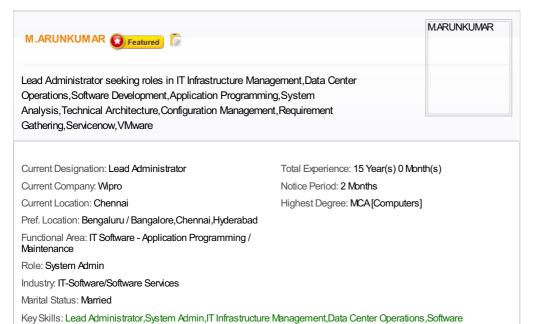


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Management, Requirement Gathering, Servicenow, VMware

Jump to Section

Work Experience | Education | IT Skills | Work Authorization

Development, Application Programming, System Analysis, Technical Architecture, Configuration

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, AVEX, 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 QAchecklist 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

Important

 Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

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 IBMX 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 ESX 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

Kev 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

^ Back to Top

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

^ Back to Top

IT Skills

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

^ Back to Top

Languages Known

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

^ Back to Top

Affirmative Action

Work Authorization

Category: General
Physically Challenged: No

Countries: India
Job Type: Permanent
Employment Status: Full time

^ Back to Top

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