

RAMESH KUMAR ANGARA

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WWW: Bold Profile

PROFILE SUMMARY

Aiming to scale heights as IT Manager with a leading organization.

A result oriented professional with over 13+ years of experience in Troubleshooting, Server Maintenance, User Management and System and Desktop Administration. Accomplished and results - oriented ITIL Professional with 2 years of experience in all facets of critical Incident, Problem, Change and Knowledge Management. Customer-facing Incident Manager driving for results through listening and understanding business and technology needs, critical thinking, and always searching for continuous improvement. Skilled in troubleshooting various OS and Application issues providing L1 and L2 Support. Adept in installing required Software's for users such as MS Office, Java, Dot net, and MS Sql. An effective communicator & negotiator with strong analytical, problem solving and organizational abilities. Inventory management SharePoint, CMDB Tool, New Relic etc. Process Tools Like Service Now, Actoneye, OpsRamp, Remedy etc.. Application and infrastructure Monitoring and Management on New Relic, PRTG, Pager duty, and Alert in Service Now with Incidents.

CORE COMPETENCIES

- Firewall ManageEngine
- Nagios
- Solarwinds
- OpsRamp
- Splunk
- NewRelic
- PRTG
- Software licenses and patches
- IT service management
- Reporting and documentation
- Opsgenie
- Service Now
- Keeper
- Logicmonitor
- Analyzing information system needs, evaluating end-user requirements, custom-designing solutions and troubleshooting for complex information systems management.
- Troubleshooting problems pertaining to the system performance, network administration, application conflicts and system bugs
- Streamlining operation procedures and advising management to adopt modern techniques, which help organizations to maintain flawless system.
- Assigning user nodes for various devices installed and networked, handling allocation and protection of user rights as per the company's policies.
- Managing the overall design of network layouts, configuration and maintenance of application servers and databases.
- Incident Management, Problem Management, Change Management & Process Implementations.
- Plan, Organize, Control & Evaluate IT and Electronic data operations.
- Design, Implement & co-ordinate policies and procedures.
- Ensure security of network access and backup systems.
- Preserve assert information, security & control structures.
- Identifying problematic areas and implementing strategic solutions in time.

SR.ANALYST. WINDOWS,VMWARE/EXCHANGE & MIM | 07/2016 to Current **Netenrich Technologie Pvt Ltd - Hyderabad**

- Installed and Configured Microsoft Exchange and O365 troubleshooting on user-reported issues
- Maintained oversight of vCenter server appliance, ESXi host administration, and ESX Server implementation.
- Configured and Virtualized Windows and Linux Servers on VMware latest deploys with NAS/sharing Luns.
- Demonstrated proficiency in diagnosing and resolving issues pertaining to both the vCenter appliance and ESXi OS
- Handled the configuration of both standard and distributed switches along with the responsibility for managing data stores. Also specialized in creating and managing VM's snapshots as well as Templates.
- Ensure planned and efficient resource usage.
- Working on VMware Horizon view admin and troubleshooting VDI issues.
- Working on VMware Cloud Director and managing VMs on Tenant portals
- Importing VMs from vCenter to VMware Cloud and managing the VM resources in vCloud
- Working on Organization VDCs and resource allocation like CPU, Memory, and storage
- Working on Edge gateways for VDCs and assigning networks to the VDCs, vAPPs and VMs
- Preparing POA to implement the ESXi and vCenter upgrades and validating compatibility and interoperability using VMware portal.
- Implemented workarounds for vulnerabilities on ESXi and vCenter appliances.
- Collaborated with customers to gather system data, identify solutions, present design ideas, and implement client requirements.
- Liaised effectively with external vendors, software providers, and hardware OEMs in the management of support requests.
- Enhanced troubleshooting abilities while managing and administering VMware and Nutanix platforms on various HCI technologies such as Cisco Hyperflex, HP SimpliVity, Dell VxRail, and Nutanix Prism Element or Prism Central.
- Utilized my expertise in working on vSAN cluster storage, monitoring usage, and promptly resolving alerts related to VMs, virtual disks, and physical disks.
- Solved troubleshooting tasks linked to hardware configuration by working on firmware upgrades and performing hardware monitoring.
- Worked on validating firmware and upgrading systems to ensure compatibility with ESXi and associated applications. Also proficient in using IPMI, ILO, iDRAC, and CIMC consoles.
- Executed firmware upgrades on Cisco UCSM, chassis, blade servers and FI's.
- Worked closely with diverse datacenter support teams and clients, effectively providing support during hardware failures while organizing replacements and RMAs.
- Managed UCSM alerts, configurations, and management glitches by coordinating closely with Cisco TAC.
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- Acted as an escalation point for unresolved or difficult major incidents.
- Provided guidance on best practices for handling complex incidents and escalating issues as appropriate.
- Ensured compliance with internal policies related to incident management processes.
- Maintained up-to-date knowledge of industry trends related to incident response and management.
- Created playbooks outlining procedures for responding to different types of major incidents.
- Responded to critical incidents without delay.
- Collaborated with involved team members to complete post-incident assessments.

Ø Storage and Backups:

- Proficient in managing various storage systems including NetApp, Pure, HP Nimble, and Dell Unity. Skilled in configuring iSCSI, NFS, and file share protocols.
- Utilized understanding of NetApp snapshots and snap mirrors to proficiently restore files from snapshots within VMware datastores.

- Executed backup tasks using backup aware software such as Zerto and Veeam, expertise in restoring virtual machines (VMs) and OS aware files.
- Utilized Zerto backup and replication for seamless site-to-site failover. Identified and resolved all issues related to backups and replications.
- Managed Veeam backup jobs based on client specifications, ensuring smooth operations. Oversaw daily backups and promptly rectified any failures.

Ø Monitoring and Operations:

- Handling tickets in ServiceNow and Responding in a timely manner to the service requests, Alerts and Perform troubleshooting actions on as soon as alert generated and work towards the closer. Planning, creating, and implementing change requests as per the infrastructure requirements. Handling and coordinating with clients on direct requests from the clients. Maintaining the SLAs and updating and responding to the clients, joining the client calls/Meetings based on the requirements

SR.SYSTEM ADMINISTRATOR (NOC). WINDOWS, VMWARE, HYPERVISOR | 08/2012 to 07/2016
Versant Technologie Pvt Ltd - Hyderabad

- Configured user accounts, permissions and access rights in accordance with company guidelines.
- Performed server hardware installations, maintenance, upgrades and repairs as needed.
- Monitored system performance on a daily basis and identified potential areas of improvement.
- Diagnosed network problems using advanced troubleshooting techniques and tools.
- Trained junior staff members on best practices related to system administration tasks.
- Increased system security and performance with proactive changes.
- Orchestrated and oversaw upgrades to system hardware and software.
- Submitted recommendations regarding infrastructure overhauls.
- Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately.
- Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service.
- Deployed virtualization technologies such as VMware ESX, ESXi, vSphere or Hyper-V for server consolidation projects.
- Resolved complex technical problems with innovative solutions while ensuring service continuity.
- Coordinated closely with vendors during the installation process of new equipment or software packages.
- Participated actively in project planning meetings to provide input regarding system design decisions.
- Implemented backup procedures to ensure data integrity and availability in case of emergency situations.
- Collaborated with other team members to develop new system architectures to meet changing business requirements.
- Evaluated vendor products and services against organizational needs before making purchases.
- Installed patches on servers according to the patch management policy of the organization.

SYSTEM ADMINISTRATOR (NOC). WINDOWS) FOR GLOBAL PRODUCTION SUPPORT | 05/2009 to 08/2011

NETMAGIC SOLUTIONS PVT.LTD. - Mumbai

- Implemented security measures such as firewalls, antivirus programs.
- Installed, tested and evaluated new systems, applications and patches.
- Deployed operating systems upgrades and security patching in accordance with IT policies.
- Collaborated with other teams to develop solutions for various projects.
- Resolved complex technical problems within established service level agreements.
- Maintained inventory of hardware assets including servers, laptops, desktops.
- Performed regular backups of critical data and documents.
- Analyzed system logs to identify suspicious activities or anomalies.
- Monitored system performance to ensure optimal operations and identified potential

issues.

- Created user accounts and managed access rights for users.
- Troubleshoot application errors and provided technical support to end-users.
- Coordinated with third-party vendors for resolution of incidents or provisioning services.
- Monitored application and print servers, rapidly responding to faults and malfunctions.
- Monitored system performance, identifying and resolving bottlenecks to maintain optimal functionality.
- Developed and maintained comprehensive documentation for system configurations and procedures.
- Provided technical support and training to users, improving system understanding and reducing support requests.
- Collaborated with IT teams to design and improve the network architecture, enhancing overall performance and reliability.
- Set up user accounts, permissions and passwords and defined network policies and procedures.
- Ensured compliance with IT policies and regulatory requirements, conducting regular audits and assessments.
- Coordinated with vendors and support teams to resolve technical issues and procure necessary equipment.
- Implemented and managed VPNs, enabling secure remote access for employees.
- Participated in the planning and execution of IT infrastructure projects, meeting deadlines and budget requirements.
- Managed storage solutions, including NAS and SAN, optimizing data accessibility and redundancy.
- Planned, tested and supported high-availability infrastructures.
- Monitored network performance to determine adjustments needed.
- Configured, monitored and maintained email applications or virus protection software.
- Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately.
- Conferred with network users about solutions to existing system problems.
- Provided effective resolutions to issues and escalated problems with knowledgeable support and quality service.
- Analyzed equipment performance records to determine need for repair or replacement.
- Spearheaded server infrastructure development, quality control, staging, and production operations.
- Gathered data pertaining to customer needs to identify, predict and evaluate system and network requirements.

SYSTEM ADMINISTRATOR WINDOWS | 08/2006 to 07/2009

DATADOT SOFTWARE SOLUTIONS - Hyderabad

- Expertly implemented a fully functional Windows 2000-based network with ADS, DNS, and DHCP servers. Facilitated seamless connectivity between the server and its associated client base of over 70 Microsoft devices.
- Enhanced system capabilities by implementing mirrored volumes and shadow copying during transition to Windows 2003 Enterprise Edition.
- Managed troubleshooting and maintenance of hardware and network systems.
- Deployed operating systems upgrades and security patching in accordance with IT policies.
- Created user accounts and managed access rights for users.
- Maintained inventory of hardware assets including servers, laptops, desktops.
- Implemented security measures such as firewalls, antivirus programs.

ACADEMIC DETAILS

Madurai Kamaraj University - Hyderabad, Andhra Pradesh
B.Com. (Computer Science)

CERTIFICATIONS

- Microsoft Certified System Engineer (MCSE) for Windows 2003 & 12.

- CCNA certified by Cisco.
- Trained in Microsoft windows 2012 & 16/19 Server Basics.
- Sun Solaris.
- VMware Certified Professional - Data Center Virtualization
- VMware Certified VMware vSphere 6.7 Foundations Exam
- ITIL V4 Certified (IT Service Management).
- Undergone Training in RHCE/Prince 2 pending Certification.
- New Relic

DATE OF BIRTH

Date of Birth: 08/02/83

HOBBIES AND INTERESTS

- Cricket and Video games
- Cooking and Travelling
- Watching movies especially of action & comedy genre

TELUGU

Telugu: First Language

Telugu:  C1
Advanced (C1)

English:  C1
Advanced (C1)

Hindi:  B1
Intermediate (B1)

REFERENCES

References available upon request.