Sathish Kumar

Email: sathish.Siddamsettysk@gmail.com | **Phone**: 9014130609 | **Location**: Bengaluru, INDIA

PROFESSIONAL SUMMARY

IT professional with over 3 years of hands-on expertise in VMware and Windows environments. Demonstrated proficiency in virtualization, IT operations, solution design, and business continuity. Skilled in VMware vSphere (6.7, 7.0), cloud computing, and system performance troubleshooting. Seeking new opportunities as an **IMMEDIATE JOINER** to leverage my technical skills in a challenging environment.

PROFESSIONAL EXPERIENCE

Infrastructure Cloud
Accenture – April 2021 to Feb 2024

- Installed, configured, and administered VMware vSphere 6.7 and 7.0 environments, enhancing system reliability and performance.
- Created and maintained vSphere clusters, enabling cluster features (HA, DRS) for compliance and optimal resource management.
- Performed V2V and P2V migrations of physical servers to VMware ESXi hosts, minimizing downtime and improving performance.
- Applied monthly updates to Windows Server 2016/2019/2022 and coordinated escalations with onshore teams for efficient resolution of issues.
- Deployed new VMs, installed guest OS (Windows Server 2016/2019/2022), and performed post-migration troubleshooting to ensure seamless operation.
- Managed snapshots, extended disk space in VMs, and executed VM migrations (vMotion, cold migration, Storage vMotion) to optimize resources.
- Raised cases with hardware and OS vendors for server issues, facilitating timely resolutions.
- Managed and troubleshot Windows Server 2016/2019/2022 environments, addressing hardware issues (Dell iDRAC), disk space, CPU utilization, and memory concerns.
- Performed PowerShell scripting for server resource management, automating tasks and improving efficiency.
- Applied Windows patches, handled server changes, and managed Active Directory (user/group management, GPO), ensuring system security and compliance.
- Participated in IT projects aimed at improving system efficiency and user productivity, contributing to organizational goals.
- Performed system patching and updates using SCCM, ensuring compliance with company policies and security standards.
- Implemented reporting and monitoring of software deployments and updates via SCCM, improving transparency and accountability in IT operations.
- Handled change management and daily review calls on Windows-level changes, ensuring smooth operations and minimal disruption.
- Managed the activation and assignment of Office 365 licenses to users, ensuring proper allocation of services and compliance with organizational policies.

- Addressed incidents related to disk space, CPU utilization, memory, backup issues, and permissions on Windows servers, enhancing system reliability.

- Provided desktop support and resolved technical issues for end-users in a Windows environment, improving user satisfaction.

- Skilled in creating user-specific folders and setting up appropriate permissions for network share paths. Experienced in configuring shared folders for secure access within network environments.

- Competent in taking regular user profile backups, restoring when needed, and managing profile deletions efficiently to free up resources.

- Worked on incident tickets P1, P2, P3 and P4 daily basis on windows and VMware, Following the standard procedures (ITIL) while working on incidents, requests, and changes.

- Assisted with the installation and configuration of Windows Server operating systems, ensuring optimal setup and performance.

EDUCATION

Master of Computer Applications (MCA) – CGPA: 8.2
Sri Venkateswara College of Engineering | 2020

Bachelor of Science (B.Sc.) in Computer Science – Grade A

Yogi Vemana University, India | 2017

TECHNICAL SKILLS

- **Virtualization:** VMware vSphere 6.7/7.0, vMotion, Storage vMotion, ESXi, HA, DRS, Hyper-V, Citrix VDI.

- **Windows Administration:** Windows Server 2016/2019/2022, Active Directory, PowerShell.

- **Server Management**: Dell iDRAC9, iDRAC9 KVM, web virtual console, RDP, SSH.

- **Tools:** VMware Update Manager, WSUS, Git Bash, Jenkins, CI/CD, Office 365, SCCM, Tree size

- **Cloud Computing:** Knowledge AWS, Vmware

- **Containerization:** Docker, Kubernetes

- **Monitoring :** Nimsoft, Wireshark, SNMP monitoring

- **Ticketing**: Service Now, ITIL, Incident management, Change management, Problem management.

- **Networking:** TCP/IP, DNS, DHCP, TCP/IP, File Server, Print Server, Firewall configurations.

CERTIFICATIONS

- Microsoft Certified: Azure - 900 Fundamentals

- Certified ITIL V3 Foundation ITSM

ADDITIONAL INFORMATION

- **Available for IMMEDIATE JOINING**
- **Open to relocation for the right opportunity**
- **Flexible for 24x7 support role**