<MURALI KRISHNA VEMULA>

EDUCATION

Masters 2009-2011

SUMMARY

• Have 12 years of experience in Windows servers and Operating systems Windows 10/11, Solaris, and Veritas technologies as a support engineer working in systems administration, Integration, and rollout projects with different vendors Orange Europe, Airtel, BT, Vodafone, and many other players across the globe.

• Expertise in troubleshooting Solaris Operating System with Solaris Volume Manager, Veritas volume manager with Veritas Cluster Server, Symantec/Veritas NetBackup Solution.

• Windows/Linux/Solaris system administrator on RHEL versions 5, 6,7, and Solaris 10, 11 Experienced in administration, troubleshooting, tuning, security, backup, recovery, and Windows, RHEL Linux and Solaris upgrades.

• Well-versed with Veritas products VxVM, and VCS for Filesystem management and High availability of applications.

• Administered user accounts, profiles, and permissions via Active Directory and local group policies.

• Performed system updates, patch management, and driver installations using WSUS/SCCM.

• Handled OS imaging, deployment, and upgrades using MDT, WDS, and Intune Autopilot.

• Configured and troubleshooted network settings, DNS/DHCP, and VPN connectivity on Windows 10 systems.

• Monitored and optimized system performance, ensuring stability, responsiveness, and minimal downtime.

Wireless Communications Systems Engineering - University of Greenwich

- • B. Tech: Electronics and Communications Engineering - Hyderabad, India - 2004-2008

SKILL	YEARS USED	LAST USED
Considerable knowledge of networking and hands-on working experience with enterprise networking infrastructure, routers, switches, and firewalls	1	2025
Experience designing and implementing cloud infrastructure solutions using enterprise-grade platforms and containerization technologies including	2	2025

Azure, Aws		
Experience designing, installing and configuring database systems with performance monitoring and optimization	2	2025
Experience creating environments for compliance with networking security architecture policies, and standards	1	2025
In-depth experience designing, installing and configuring software applications and development environments	1	2025
Experience performance tuning, monitoring and collecting statistics metrics collection, and disaster recovery	1	2025
Demonstrated ability to diagnose, troubleshoot and resolve complex technical issues in enterprise environments	1	2025
Experience managing complex technical projects with cross-functional teams and stakeholder coordination	1	2025
Experience creating detailed technical documentation, procedures, and maintaining accurate project records	1	2025
Experience implementing and deploying user access controls and permissions to safeguard sensitive	2	2025

EMPLOYMENT HISTORY

Performance Tuning.
- User authority.
- High Availability (HA) - VCS (Veritas Cluster Server). Periodic maintenance tasks. Unix administration tasks. Application-specific tasks.

• Managed and optimized storage infrastructure, including configuring RAID arrays, SAN/NAS storage, and file systems like ZFS and XFS

• Performed patch management and updates using WSUS/SCCM, ensuring endpoints remained secure and up to date.

• Configured Group Policy Objects (GPOs) to standardize desktop settings, security controls, and user environment configurations.

• Monitored system health, disk utilization, and performance metrics, proactively resolving issues to reduce downtime.

• Administered user profiles, permissions, and network configurations including DNS, DHCP, and VPN setup.

• Implemented and maintained BitLocker encryption and Windows Defender policies for endpoint protection.

• Developed and maintained PowerShell scripts to automate user provisioning, system audits, and patch reporting.

• Created automation workflows for software deployment, log collection, and scheduled maintenance tasks.

• Utilized PowerShell for bulk operations in Active Directory, such as password resets, group membership updates, and system inventory.

• Automated Windows 10 updates, cleanup, and compliance checks, reducing manual administrative workload.

• Expertise in working on Solaris and Linux OS, SAN, and NAS technologies.

• Expert in Veritas NetBackup solution and DMR backup. Monitoring and fixing issues occurring during the backups and restore methods.

• Conducted regular backups and implemented disaster recovery strategies to safeguard critical data, including offsite replication and automated backup verification. Develop and implement new process and document it.

• Diagnosing and executing solutions for network and server issues.

• Supporting customers to resolve technical issues within the applications from different regions in day-to-day activities via., incidents/tickets.

• Experienced in working with customers and the Product Design Units for product improvements and bug fixes.

• Handling emergency/critical tickets within strict SLAs.

• Environment: Windows 10/11, ADUC, GPMC, WAC, Solaris, PowerShell, Linux, Azure, AWS, SFS/SAN/NAS, VxVM, LVM, Backup solution, WSUS, SCCM

Sep'20
Client: Telstra, Hyderabad
Role: Service Delivery Specialist

• Responsibilities: Supporting BAU for Solaris/Linux servers.

• Performed daily health checks of Windows-based systems and applications, ensuring reliable backups, patching, and configuration compliance.

• Installed, configured, and maintained Windows 10 workstations, servers, and related software, adhering to organizational standards.

• Conducted system updates, OS patching, and configuration changes to maintain stability, security, and performance.

• Managed user accounts, permissions, and group memberships through Active Directory; handled password resets and access requests.

• Utilized PowerShell scripting to automate administrative tasks, system checks, and configuration management, improving operational efficiency.

• Assisted users with application and connectivity issues using administrative tools and remote support utilities.

• Implemented and enforced security policies and procedures to protect retail systems from unauthorized access.

• Troubleshooting the SVM, LVM, VxVM, and VCS issues Troubleshooting booting issues in Solaris

• Removing EBR backups, Database shutdown, database user ID removal, and database instance removal

• Worked on storage migration from Vmax to Vplex (Dell EMC)

• Performing Telstra application installations and configuration for ILMT, SPLUNK, USM, etc.,

• Performing OQA and ORC checks on servers

• Worked on VxVM and VCS (Veritas Cluster server) operations.

• Creating, Resizing, Importing, and Deporting Disk groups

• Implementing Raid levels by using Vxmake & Vxassist

• Creating, Resizing, Restarting, and Removing the Volumes

• Creating, and mounting, VERITAS file systems

• Increasing the file system size by using Vxassist & Vxresize

• Implementing Failover service groups on Cluster

• Monitoring and troubleshooting of service Groups in VCS

• Freezing, and switching service groups in VCS

• Environment: Windows 10/11, ADUC, GPMC, WAC, Solaris, PowerShell, Linux, Backup solution, WSUS, SCCM

Bengaluru Oct'12-May'17
Client: Ericsson
Role: Support Engineer

• Responsibilities:

• Configured, installed, and maintained Ericsson OSS applications on Solaris and Linux servers.

• Implemented storage solutions using VxVM and LVM to ensure high performance and availability.

• Administered and monitored Windows 10 and Windows Server environments, ensuring high availability and optimal performance.

• Created and scheduled PowerShell scripts for log analysis, patch compliance, and automated reporting.

• Implemented scheduled maintenance windows to minimize system downtime during updates and reboots.

• Managed system backups and recovery procedures using native Windows tools and third-party backup software.

• Monitored event logs, system alerts, and performance metrics to proactively detect and resolve issues.

• Participated in monthly patch cycles, verifying successful deployment and rollback plans through WSUS/SCCM.

• Maintained inventory and asset tracking for all Windows-based systems and peripherals

• Diagnosed and resolved network and communication failures between registers, servers, and client systems.

• Ensured business continuity during hardware or software outages through rapid troubleshooting and escalation.

• Assisted in deploying Windows 10 updates and application patches across retail workstations.

• Implemented user access controls and permissions to safeguard sensitive retail and payment data.

• Coordinated with vendors and service providers for warranty replacements, device repairs, and configuration validation.

• Provided after-hours and on-call support to address critical outages impacting retail operations.

• Monitored register system logs and transaction connectivity to preemptively identify performance bottlenecks.

• Provided technical assistance to customers on complex system issues. Performing in-depth RCA for issues.

• User Administration and File System Administration.

• Implement and maintain system security measures such as regular updates, patching, and access control.

• Expertise in working on Solaris and Linux OS, SAN, and NAS technologies.

• Expert in Veritas NetBackup solution and DMR backup. Monitoring and fixing issues that occurred during the backups and restore methods.

• Supporting customers to resolve technical issues within the applications from different regions in day-to-day activities via., incidents/tickets.

• Experienced in working with clients and the Product Design Units for product improvements and bug fixes.

• Environment: Windows 10/11, ADUC, GPMC, WAC, Solaris, PowerShell, Linux, Azure, AWS, SFS/SAN/NAS, VxVM, LVM, Backup solution, WSUS, SCCM

CERTIFICATIONS

• Microsoft Certified: Azure Administrator Associate

• Linux (RHEL) - Redhat Certified System Administrator

• ITIL foundation certificate in IT Service Management

• TECHNICAL SKILLS:

• Operating Systems: Windows 10/11, Server 2000, Linux Red Hat (5, 6, 7), Solaris 9,10, 11

• Administering tools: OSS, ENIQ, ENM, Veritas Netbackup

• Monitoring Tools: OMT, Jira

• Cloud Platform: Route 53, ECS, EBS, Cloud formation, Docker, Microsoft Azure

• DevOps Tools: Maven, Jenkins, ANT, GIT, Azure DevOps

• Database Systems: Postgres, Sybase, Versant, Mysql, Neo4j, OpenDJ, ElasticSearch, SOLR

• Hardware: Sun T2000, M5000, Ultra Enterprise 6000/5000, SPARC sun4c/sun4u, HP Blade Servers

• Ticketing/Bug Tracking: Jira, Remedy, SAP, Salesforce

• Storage Technologies: RAID, SAN, NAS

• Virtualization: VMware, VCenter

- Network Protocols: SMTP, SNMP, ICMP, TCP/IP, FTP, TELNET, NIS, LDAP, UDP