**Srinivasan Ramasamy (Srini)**

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**PROFESSIONAL SUMMARY**

* Over 12+ years of experience in IT Services in Information Technology.
* Expertise with **Data Center Migrationand Backup tools like Commvault.**
* Excellent hands-on experience with migration and support CommVault backup tool across the Data centers which includes **CommVault to CommVault, Net backup to CommVault** for Physical to Virtual, Physical to Virtual, Virtual to Virtual servers.
* Extensive knowledge of deploying backup tool in new servers builds, Configuring Clusters and DB servers and working with various team to analysis and planning for migration.
* Solid experience working as **Agile Scrum/Project Lead** and providing Wintel and backup support across NA datacenters for Windows 2000/2003/2008 servers and backup tools Commvault, Netback, Networker and Avamar for VMware servers.
* Strong hands-on skills with installing and configuring Windows 2003 and 2008 and provided support for backup and File systems.
* Expertise with Administration of Load balance, Performance and Health checking for node servers.
* Strong working knowledge of report generating and analysis of CPU, MEMORY utilization.Proficient in ability to track the event viewer and Log files for root causes analyzing.
* Solid experience in managing relationships between business customers and IT experts to define project scope, manage requirement gathering process, oversee User Acceptance Testing, and carry out project related activities.
* Demonstrated sound analytical and problem solving skills with good exposure to key facets of leading teams to meet or exceed objectives; focused on meeting customers’ requirements and expectations.
* Excellent **Communication Skills** and a **Good Team Player** with problem-solving capabilities and working on large **Multi Scale Projects.**
* Pursuing **AWS solutions architect certification**. Plans to leverage this expertise along with Management, Quality Assurance, Test architect and network skills to improve the cloud implementations
* Over 7+ years of experience in IT Services (**Infrastructure Management**) with exposure to multi-vendor product support.
* 9+ years of experience with **IT Infrastructure Support.**
* 5+ years of **Active Directory** and Exchange Server 2007, 2010, and 2013.
* 5+ years of experience with **Windows Server 2003, Server 2008**, **2008 R2, and 2012.**
* Proficient in **designing documents** and developing standard customized solutions.
* **Strong programming skills** with diverse computer science and electronics experience; ability to learn technologies quickly.

**Achievements:**Received appreciations from top management of Capital one for **successful migration of 2 Data Centers.**

**EDUCATION**

**Degree in Computer Science and Technology**

Sankar Institute of Polytechnic, Tirunelveli, Tamil Nadu, India

**CERTIFICATIONS AND TRAINING**

* **AWS Certified Solutions Architect – Associate 2016**
* **Microsoft Certified Systems Administrator (Windows Server 2003)**
* **Windows Server 2008 (Brain Bench)**
* **Cisco Certified Network Associate (CCNA)**
* **Netback 6.5 (Brain Bench)**
* **ITIL V3 Foundation**

**TECHNICAL SKILLS**

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| --- | --- |
| **Operating Systems** | LINUX (Ubuntu, Red Hat, CentOS), Windows Server 2008, Windows 2000/2003, Windows 98/2000/2003/XP, Windows Vista and Windows 7,Server 2008 R2, Server 2012 |
| **Cloud** | AWS |
| **Backups** | **Commvault, Networker, Avamar, Net backup, Symantec** |
| **Active Directory** | Active Directory creation, modification and deletion of user accounts, distribution and security groups, and service accounts, AD cleanup projects |
| **Antivirus** | **Symantec Antivirus Corporate Edition, McAfee** |
| **Networking** | OSI and TCP/IP models, IP addressing, DNS, Firewall Protocols (DHCP, SMTP, SNMP, IPv4, IPv6, FTP, and Intranet) |
| **Process** | **Agile and ITIL** |
| **Ticketing Tool** | **HPSM, Remedy** |
| **Hardware** | Servers Provisioning , Data Center experience |

**PROFESSIONAL EXPERIENCE**

**Company: Capital One,Glen Allen, VA**

**Duration: January 2014 to Till Date**

**Role: Migration Lead/Backup Administrator**

**Description:Capital One Data Centre Migration**

This project involves the migration Windows/Linux servers along with backup tool across the data centers as per the requirements. My Primary responsibilities is to perform CommVault backup tool on Windows/Linux servers Migration across the Data centers which includes Physical to Physical, Physical to VM, VM to VM servers, deploying backup agents for new servers builds as per client requirement, analysis and planning for the servers migration and Manage CommVault environment for all 3 data centers on day to day activity bases.

**Responsibilities:**

**Agile Scrum master:**

* Managed the Story board and performed activities from creating, tracking each story to completion in Kanban board.
* Worked on the impedements the team is facing and provided with the resolution or guided the team to place where they could get the resolution.
* Attended kaizen event to work with different teams to reduce the time to delivery.
* Coordinated with different stakeholders and the product owner do discuss process and improve it from time to time.
* Acted as a mediator between the team members and product owner for general conflicts of goals.
* Helped the team to maintain focus on the stories and the work by counseling the team.
* Conducted daily standups to understand the current status of the stories assigned to the team.
* Facilitated meetinga for the team and conducted retrospective quaterly.
* Always encouraged the team come up with new process improvements and helped the team in decision making.
* Helped team to come up with and maintain the documentation of process and technical achivements.
* Brought the team together to achive quicker response time and early completion of stories than expected.
* Helped the team to maintain focus on the stories and the work by counseling the team.

**Technical:**

* Played Vital Role in Data Center exit of four major non-strategic data centers in North America Region.
* Managed successful migration of critical production and contingency servers with no/less impact to business
* Optimized data center consolidation by employing various migration strategies; such as Physical to Physical (P2P), Virtual, seed &swing migration, fork-lift migration, and server consolidation.
* Migrated 200+ Physical to Physical (P2P) Images using Platespin convert Tool Across Datacenter with Zero Down time.
* Participated in migration execution of 2000+ application instances as migration specialist.
* Facilitated, tracked and coordinated decommission of servers.
* Worked on Windows cluster servers Roles migration (seed-n-Swing Method) with less Downtime.
* Involve in design and implementation of P2V V2V and p2P server migrations using Platespin.
* Migrating CommVault backup tool for Windows 2003, 2008 and Unix/Linux/AIXservers from different data center based on client requirement.
* This includes Physical and Virtual servers planning and analysis.
* Proactively validate the collect the data gathering details for the source servers and validate the necessary activity are completed before migration.
* Migrating net backup clients to CommVault backup.
* Co-coordinating with OS team and troubleshoot various types of issues during migration.
* After migration, worked with business owners and decommission the source servers.
* Planning and designing for the backup tool migration.
* planning and implemented Media agents build and configuration
* creating Global de duplication & storage policy creation
* setup a VADP backup and Oracle RAC, PostgreSQL, Exadata configuration
* planning and implemented Disaster recovery exercise
* Data domain configuration for backup
* Provisioning online SAN storage to different OS environments which includes Unix, Windows and VMWare Systems for EMC VMAX storage using Unisphere.
* Performing LUN expansion and reclaiming the disks.
* Coordinating with support partners (Windows, UNIX, and Network) to troubleshoot any LUN inaccessible and performance issues.
* Plan and execute global disaster recovery exercises while working closely with the production and business team.
* Coordinate with Facility/Server teams for SAN connectivity and configure zones.
* define project scope, objectives, staffing, resources and deliverables
* develop project plans that identify key issues, approaches and performance metrics
* plan and schedule project timelines and milestones
* track project deliverables
* control project variances through root cause analysis and correction
* implement and manage project changes and interventions
* develop and present reports on project progress
* maintain communication with project stakeholders and manage expectations
* Handling Changes, IR within SLA timelines using tool HPSM

**Environment: AWS, Windows Server 2003, 2008, 2008 R2, VMWare, ESX and ESXi 4.1 & 5.1, and Commvault**

**Company: Xerox Corporation**, **Fort Myers, FL**

**Duration: November 2012 to December 2013**

**Role:Team Lead/Backup Administrator**

**Description: Xerox Business Services**

**Responsibilities:**

* Creating and configuring backup policies.
* Configure Backup changes.
* Monitor backups daily and resolve incidents for backup failure alerts.
* Trouble shoots backup failures and ran manual backup.
* Troubleshooting hardware issues in tapes and drives.
* Troubleshoot server level issues and escalate to next level.
* Monitoring the server health using Solar winds tool.
* Configuring daily, weekly and monthly server availability and reliability data’s in solar wind.
* Building and configuring windows servers and desktops.
* Handling end user Citrix support.
* Patching server using WSUS.
* Clearing drive spaces for capacity issue.
* Handling incident tickets for server and desktop.

**Environment:Windows Server 2003, 2008, 2008 R2, Commvault and Symantec**

**Company:Cognizant Technology Solutions, Chennai, India**

**Client: Travelers Insurance**

**Duration:January 2010 to October 2012**

**Role: Project Lead**

**Description: Insurance Domain**

**Responsibilities:**

* Responsible to Configuring new storage policy and schedules for new server backup.
* Trouble shoot backup failures.
* Configure Backup changes.
* Monitor backups daily and resolve incidents for backup failure alerts.
* Trouble shoots backup failures and ran manual backup.
* Monitor and manage the RHEL Linux, AIX, Solaris Servers, Layer 2 and 3 Switches, routers.
* Server administration tasks such as Creation of User and Group accounts, Assigning of permissions to resources, Enabling/Revoking the access to printers, migrating and creating print queues and troubleshooting and DNS entry creation, alias name creation and deletion, IP reservation.
* Antivirus installation, service pack deployment and firmware/driver upgrade on all physical and virtual servers. . Monitoring of servers through remote tools like Tivoli, and Altiris.
* Responsible for deploying Windows server’s security patches for all the windows servers via Altiris agent.
* Responsible to adhere to the SLA built in GSM tickets.
* Responsible to capture monthly volume metric with SLA adherence and forward it to Client.
* Responsible to validate each vital record request for Business Continuity Process and add them into our vital record replication script.
* Working with team and sharing the weekly, monthly reports on time to customers.
* Disk space management and reporting using approved tools like Tree size Professional.
* Documentation and reporting as per Client requirements

**Environment:Win 2000, Windows Server 2003 and 2008, Commvault, Avamar and Networker**

**Company:Cognizant Technology Solutions, Chennai, India**

**Client: American Express**

**Duration: October 2008 to December 2009**

**Role: Tech Lead**

**Project 1: Banking Domain - AMEX – Proxy Migration Support**

**Project Description:**

AD Proxy Migration Support Team is responsible to provide customers with service to the Internet. The Active Directory (AD) environment is the foundational directory layer supporting authentication and authorization services for all desktop and laptop devices globally. A collaborative effort between End User Computing (EUC) and Infrastructure Security Operations (ISO) has yielded an integration of Proxy’s authentication model into AD, to eliminate the need for customers to enter a separate Proxy ID and password to use the Internet. This improves the security model through adherence to the Minimum Security Baseline and simplifies the environment to provide a more resilient service to the customers. Provided support to assist in post-implementation issues and avoid any service disruptions.

**Achievements:**Received appreciations from the VP of AMEX for the **successful migration of60000users and computers**.

**Responsibilities:**

* Technical Support.
* Respond to incident tickets for proxy migration issues and resolve them.
* To migrate the users to ADS domain.
* Reinstating user accounts and maintaining them as per the terms of AMEX.
* Do the pre-migration checks of the user accounts before the migration to make sure the impact is less after the migration.

**Environment:Win 2000 andWindows Server 2003**

**Project 2: Banking Domain- AMEX – AD L2 support**

**Project Description:**

AD L2 Support is responsible for the High Risk factors like AD Replication, Backup, DC Health, and FRS/Group Policy and so on. Scheduled automated "System State" daily backups on 35 Domain Controllers across globe. Responsible for Organization Units (OU) and Group Policy Object (GPO) creation, modification request based on the environment changes and needs. AMEX infrastructure had over 221 domains with over 80,000 users and assets. All these legacy domains were migrated to single domain architecture ADS for enhancing the security, performance and availability of the system. To reduce the administrative efforts and to enhance the maintenance of the environment.

**Responsibilities:**

* Technical Support.
* Working on Incident Management, Change Management and Release Management (IMR, CMR, SR) based on the defined SLA.
* Involved in Internal Quality Audits.
* Scheduling System state backup and reporting the disk usage.
* To migrate the user and computers to ADS domain.
* Maintain the availability of ADS Domain controllers 24\7.
* Promoting additional domain controllers.
* Managing objects in active directory ADS domain.
* Maintaining the server performance using MOM.
* Enabling\disabling of user and maintaining them as per the terms of AMEX.
* Creating\managing \ maintaining of group policy object.
* Responding to incident tickets.

**Environment:Win 2000 and Windows Server 2003**

**Company: Wipro Technologies Ltd, Bangalore, India**

**Client: UBS**

**Duration: August 2007 to September 2008**

**Role: Desktop L2 Engineer**

**Responsibilities:**

* Manage the Network of banking domains which includes IPLC and MPLS connectivity by using Network monitoring tool called Net cool.
* Monitoring and troubleshooting WAN links with the bandwidth of 2Mbps, 8Mpbs & 45Mpbs.
* Implementation of LAN and WAN Network for UBS.
* Maintained a Windows 2000 LAN of servers.
* Installation of Active Directory Services in 2000 server.
* Creating the user, Computer and Group policy’s in AD.
* Installation and Administration of NAV 10.1 Server and installing NAV 10.1.
* Clients on Win2K Server and Win2k Professional Operating Systems.
* Maintained network security levels, applied appropriate security patches and upgrades.
* Coordinating with service providers like, VSNL, Bharti and Reliance for implementation and maintenance of WAN link connectivity.

**Environment:Win 2000 and Windows Server 2003**

**Company: L&T InfoTech Ltd, Chennai, India**

**Client: Free Scale**

**Duration: November 2006 to August 2007**

**Role: Residential Engineer**

**Responsibilities:**

* Maintained a Windows 2000 LAN of servers.
* Installation and configuration of Active Directory Services in 2000 server.
* Planning and Implementing user, Computer and Group policies.
* Installation and supporting for network printers.
* Implementing services like DHCPand DNS.
* Handling backup and recovery.
* Auditing PC’s, Patching of critical and securities Updates.
* Monitoring and Troubleshooting windows servers.
* Troubleshooting critical LAN problems.
* Network Implementation of LAN and WAN connectivity.

**Environment: Win 2000 and Windows Server 2003**

**Company: Allwin Systems, Chennai, India**

**Duration: May 2004 to October 2006**

**Role: Service Engineer**

**Responsibilities:**

* PC assembling and troubleshooting hardware.
* Installed and configure Active Directory.
* Creating the user, Computer and Group policies in AD.
* File system maintenance, backup and recovery.
* Installation and configuration of printers and scanners over the network.
* Design and Implementation of LAN, LAN servers.
* Troubleshooting of LAN connectivity.

**Environment:Win 2000 and Windows Server 2003**

**Company: Modern Computers, Erode, India**

**Duration: January 2003 to April 2004**

**Role: Residential Engineer**

**Responsibilities:**

* PC Assembling, installation and configuration of printers, scanners etc.
* Implementation, troubleshooting of LAN.
* Configuration of all type of modems.
* Customer relation involves keeping contact with customers and courtesy calls.

**Environment:Win 2000 and Windows Server 2003**