Koteswara Rao Nallabotula Email: kotieswar21@gmail.com

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**Resume Title**: Senior Systems Engineer with over 10+ years of industry experience with expertise in working on Windows Administration, Active Directory, DHCP, DNS, DFS, IIS, SCCM, Tanium, SQL Server, Security Patch Management, Configuration Management, VMWare, Microsoft Azure, Data Center Migration/Transformation and other core infrastructure activities. Dedicated to maintaining high security standards and integrity of the organization’s IT infrastructure

**Summary:**

* Excellent knowledge and hands on experience in Windows Administration including Active Directory, Group Policies, DNS, DHCP, TCP/IP, Data Center Migration/Transformation etc.
* Experience in working on all Operating System platforms starting from 2003 to latest.
* Served fortune clients like Microsoft and Electronic Arts till now.
* Worked as SME and Project Lead for Service Transition (Security Patching) Project and extensively involved in the technical and functional areas of the Project.
* Extensively worked on Active Directory, DNS, DHCP, ERPM.
* Analyzing and resolving L3 level tickets.
* Experience in troubleshooting server & application related issues through event logs.
* Having hands on experience in configuring and deploying security updates using WSUS, Tanium and SCCM.
* Hands on experience on many modules of Tanium endpoint management tool.
* Excellent Project Management skills and experienced in handling highly critical projects with aggressive timelines.
* Basic Knowledge and working experience in Networking.
* Excellent knowledge and working experience in virtualization technologies (VMWare and Hyper-V)
* Deploying and administering new/current VMs through virtualization technologies like VMWare and Hyper-V.
* Hands-on experience on PowerShell scripting.
* Working experience on O365 and Exchange.
* Having hands on experience on Microsoft Assessment & Planning Toolkit and PDQ Deploy.
* Having experience in Database backup, restore and replication concepts.
* Able to work independently in a fast-phased deadline oriented environment.
* Having good knowledge of Service Level Management as per ITIL standards and Application Outsourcing.
* Having good exposure on incident management, change management, release management and problem management.
* Involved in BCM (Business continuity Management) activity of the project.
* Having experience in supporting the product System.
* Posse’s good communication skills.
* Proven strength in working in critical deadlines.

**Education:**

* Masters in Computers Applications from JNTU, Kakinada, India in the year 2009

**Work Experience:**

* Senior Systems Engineer at Tech Mahindra Ltd from February 2013 to till date
* Senior Systems Engineer at Infosys Ltd from December 2009 to February 2013

**Achievements:**

* Associates Consistently Excel – 2016 Award from Tech Mahindra
* Customer Service Excellence award from Tech Mahindra for FY’15.
* Star performer of the year from Infosys Ltd for FY’13.

**Technical Skills:**

Operating Systems : 2008, 2008 R2, 2012, 2012 R2 and 2016

Database : SQL Server 2005 to 2014

Web Related : IIS, Load Balancing

Ticketing Tools : ITSM, ServiceNow

Virtualization : VMWare, Hyper-V

**Project Experience:**

**Project 1:**

Project Name : Systems Administrator, Infrastructure Support and Maintenance

Client : EA Sports, Austin, TX

Role : Systems Administrator

Duration : July, 2017 to till date

Technologies : Active Directory, DNS, DHCP, DFS, Tanium

**Description:** EA Sports is a leading game design and development company in the US operating from across the globe with headquarters in Redwood Shores, CA. This project is intended to provide expertise in Windows Administration and other services for EA sports in driving initiatives that are important for the company for better user experience and supporting active directory infrastructure.

**Responsibilities:**

* Supporting critical active directory infrastructure, analyzing and resolving user tickets as a member of windows L3
* Working and troubleshooting user issues related to Active Directory
* Creating and managing DFS namespaces
* Monthly validation of server inventory
* Work as SME for windows patching and assist operations team
* Review new security updates, Impact analysis and conduct POCs before rolling out the security updates to production environment
* Implement vulnerability mitigation steps and procedures on core infrastructure to minimize risk of security attacks
* Weekly vulnerability dashboard preparations and status updates
* Coordinate with multiple customers across the globe to sort out any technical or process gaps in scheduling security patching
* Making sure Tanium patch module is updated with latest security updates monthly
* Working with Tanium vendor and service owner to implement the new functionalities, module upgrades and enhance existing features
* Participate in all technical discussions and collaborate with extended team
* Participating on most of security initiatives to address any critical vulnerabilities outside security patching scope.

**Project 2:**

Project Name : Data Center Migration, PMaaS Services

Client : Johnson & Johnson, New Jersey

Role : Technical Project Lead

Duration : November 2016 to June, 2017

Technologies : Windows Administration, Virtualization and Project Management

**Description:** Johnson & Johnson is a Pharmaceutical company in the US operating from across the globe with headquarters in New Jersey. This project is intended to provide expertise in Windows Administration and other infrastructure services for driving initiatives in Data Center Migration/Consolidation project.

**Responsibilities:**

* Provide expertise in planning, coordinating and executing the overall server migrations from one DC to the other as part of consolidation
* Working with all different teams like server, storage, network, etc. in tracking the overall progress and execution
* Interact with application owners to understand the dependencies and ensure that all prerequisites are identified and implemented prior to scheduling migration of servers
* Ensure document control and versioning that provides consistent formatting, naming and version conventions
* Publication of all documents on the project intranet site
* Supports and assists in the capture and tracking of purchase requisitions, purchase orders and invoices, reporting on variances between actual and spend within the project
* Supports in the development and management of the change request process, financial plans and actuals
* Collate all information relevant to project reporting (lateral and upwards)
* Accountable for the implementation of all communication activities as directed by the Project Manager
* Create and maintain an internal project site for all documentation and key information

**Project 3:**

Project Name : Infrastructure Delivery Services, Data Center Operations

Client : EA Sports, Orlando, FL

Role : Systems Engineer

Duration : July, 2015 to November, 2017

Technologies : Active Directory, DNS, DHCP, Group Policy, MAP, VMWare and Hyper-V

**Description:** EA Sports is a leading game design and development company in the US operating from across the globe with headquarters in Redwood Shores, CA. This project is intended to provide expertise in Windows Administration and other services for EA sports in driving initiatives that are important for the company for better user experience and more importantly for securing the critical infrastructure from security attacks.

**Responsibilities:**

* Creating users in Active Directory, Creating OUs and moving the objects between OUs.
* Promoting and demoting active directory domain controllers.
* Auditing and Troubleshooting the replication issues.
* Deploying new VMs and administering them in VMWare environment (ESXi 5.5 & 6.0) and provisioning the new VMs from private cloud environment based on the requirement.
* Creating and modifying DHCP scopes.
* Migrating the DHCP database from old/existing servers to latest available OS platform servers as part of DHCP consolidation project.
* Setting up the failover for DHCP scopes to provide redundancy.
* Creating and Modifying GPOs as per the requirement.
* Configuring the WSUS for security patch management across the company, deploying the GPOs for WSUS reporting.
* Fixing the synchronization and reporting issues.
* Participating in security remediation events by helping the team in deploying the security agents to reduce attack surface.
* Participating in datacenter consolidation tasks.
* Assessing the inventory and performance by using MAP (Microsoft Assessment and Planning Toolkit).
* Creating deployment packages using PDQ and deploying any kind of .msi/.exe files which includes security agents and updates.
* Coordinating/working with multiple teams on any critical initiatives for the company and negotiating maintenance windows for the activities.
* Rebuilding physical machines.
* Publishing the weekly reports for the stakeholders.

**Project 4:**

Project Name : Security Patch Management and Maintenance

Client : Microsoft Corporation

Role : Project Lead/Service Management Engineer

Duration : June, 2009 to July, 2015

Technologies : Windows Administration, Hyper-V and SQL Server DBA

**Description:** Microsoft is having huge footprint of servers in the environment to support all internal and external customers across the globe. Considering the criticality of the information, these systems are always porn to security attacks. To avoid the security attacks, Microsoft releases security updates every month and recommends all users and customers to install these security updates on a regular interval to secure the environment in a better way. This project is intended to provide security patching services for Microsoft helping in deploying the updates across all systems using different approaches without disturbing the application availability SLAs.

**Responsibilities:**

* Build and maintain execution plans including server scope, schedule and resourcing.
* Making sure the right tools are available and/or created for execution team.
* Gathering requirements for patching automation by coordinating with different stake holders in MSIT.
* Send weekly reports to stake holders.
* Drive communications/plans to improve compliance across all BPUs as per MSIT standards.
* SMEs work with escalation teams in Redmond (Onshore) and coordinate in remediating long pending security compliance issues.
* Problem Management and escalation handling.
* SME is the technical contact for the execution team and help in resolving issues and/or provide guidelines.
* Evangelize technology and techniques learned inside and outside of immediate team.
* Draws road map and contribute technical expertise for handling complex patching scenarios.
* Escalate appropriately to the delivery lead when encountering new requirements or when encountering challenges in successful execution of patching.
* Involved in end to end release process like plan, deploy and release.
* Following the best practices while performing the patching of servers.
* Managing the incidents, request id’s, and Production change requests as a part of service management which are raised for security patching.
* Communicating with application leads and testing teams for incident solving during security patching.
* Driving end-to-end communications for onboarding new portfolios to the team.
* Involved in preparing patching plans to keep the application downtime to absolute minimum.
* Handling complex patching scenarios like SQL Clusters, AlwaysOn, LogShipping and Mirroring servers. Handling issues related to failover/failback of SQL databases.
* Monitoring/Enabling/Disabling SQL Jobs and doing some basic tests to make sure applications are working as expected.

**Project 5**:

Project Name :Sports Management System

Client : Infosys Ltd.

Role : Systems Engineer

Duration : December, 2009 to June 2010

Technologies : ASP.NET, IIS, SQL Server 2005

**Description:** This is an internal project in Infosys Ltd to provide training and support for the new associates.

**Responsibilities:**

* Developed the cricket module in the project using ASP.NET with backend SQL server 2005
* Integrated the different modules using Visual Studio Team builder.
* Performing unit testing, integration testing and system testing activities.
* Understanding and adding requirements to the project as requested by the team.
* Worked on stored procedures and triggers while working on this project.
* Extensively worked on T-SQL commands/Queries according to requirement.

I hereby declare that the above information is true to the best of my knowledge. I would be glad to provide any other information required by you.

Thank You,

Koteswara Rao N