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IT Experience summary	Overall 12+ years of experience in Information Technology Infrastructure Service, Amazon Web Services (AWS) Cloud Computing & Project Management.

Work Experience summary	**Apr'2004–Nov'2013:** WIPRO Infotech, Bangalore. **Designation:** IT Infra Service Operations Manager **Skill set:** IT Infrastructure Service Operations and AWS Sys Ops 　　　　Windows & Unix platform production support.
	Apr'2003–Mar'2004: Abhinand Computer Services, Bangalore. **Designation:** IT Service Engineer **Skill set:** Technical support - Windows Xp, Windows 2k3 servers.
	Dec'2000–Dec'2002: Smart Byte Technologies, Bangalore. **Designation:** Senior Customer Support Engineer **Skill set:** Technical support – Windows 98, Windows 2k servers.

Education Qualification	**M.Sc in Information Technology** **Kuvempu University – Jnana Sahyadri, Shimoga.** **http://www.kuvempuuniversitydde.org/** **B.Sc. in Information Technology** **Karnataka State Open University- ManasaGangotri, Mysore.** **http://www.ksouonline.com/** **Diploma in Computer Science** **Technical Board of Karnataka.**

Skillset & Knowledge	**Cloud Computing in Amazon Web Services (AWS)** • Create & Manage Amazon Elastic Compute Cloud (EC2) Instances, Security Groups & Elastic IP's • Configure & Manage Amazon Elastic Load Balancer (ELB) • Create & Manage Amazon Elastic Block Storage (EBS) volumes and snapshots. • Create & Manage Virtual Private Cloud (VPC), Subnets & ACLs • Create & Manage Auto Scaling • Create & Manage Users and Groups in Identity and Access Management (IAM) • Create Amazon Relational Database Service (RDS) • Manage Amazon Simple Storage Service (S3) • Create and Manage Cloud Formation • Manage Route 53 DNS service

	System Management • Administration knowledge in Windows 2k & 2003 and basics of UNIX platform, Network and Data center. • Infrastructure process workflow, SOP's & Technical Documentation. • Good analytical and troubleshooting skills. **Tools** • AWS Cloud Watch. • Remedy, Nagios, Netcool & Uptime monitoring tools. • HP ILO (Integrated Lights-Out) & System Insight Manager. • Microsoft Terminal Service Client & VNC utilities. **Team & Service Management** • Taken initiative in sharing knowledge with team members. • Good interpersonal and communication skills & team player attitude. • Maintaining delivery within timelines for all jobs specifying TAT at both individual and team level adhering to SLA. • Do's and Don'ts of audit compliance. • Delivering projects on time & within budget and to the CSAT. • ITIL V3 Process model – Service Operation Process - Event, Incident & Problem Management.

Professional Training	• AWS certification boot camp L3 training • Cloud Computing with Amazon Web Services (AWS) L2 training. • Fundamentals of Cloud Computing – L1 training. • Leadership training program. • IBM AIX 5l basics training. • Windows 2k & Win2k3 Server training.
Professional Certification	**Microsoft** C E R T I F I E D *Professional* — MCP ID: **3167703** Accredited by ≡XIN ITIL Foundation — ITIL v3 ID: **SR3367478**

Project details	Summary
Global Infrastructure Services @ Wipro - Bangalore. **(2012 – 2013)** **Role :** SysOps	• Manage and configure EC2 Instance and related components for development, QA, UAT, and production environments • Create and manage Virtual Private Clouds (VPCs) for segregation of resources in AWS • Manage the allocation and configuration of common Amazon Services (i.e. EIPs, ELBs, Cloud Formation, and so on) • Implement and maintain automation solutions for efficient deployment of EC2 resources in AWS • Monitor systems and platforms for availability and performance • Communicate and collaborate regularly with stakeholders in order to ensure infrastructure availability, integrity, security and optimization • Coordinate with respective stakeholders for cloud migration & Implementation projects

	• Provide guidance and mentoring team engineers working with EC2 instances and AWS cloud computing technology.
MTN Telecom – Africa (Sep'2011 – Mar'12) Onsite duration : Six months **Role :** Transition Project lead	• Coordinate the development of project schedules, budgets, resources, milestones, training plans, and deliverable sign offs resulting in successful on time and on budget projects that meet defined objectives for projects of all complexity levels. • Lead cross-functional teams in the assessment, analysis and resolution of issues. • Engaged in knowledge acquisition of Windows, UNIX, Database, Network, Storage & Backup technologies and operational processes through respective transition domain leads. • Mentor team on all aspects of project management & share reports with respective stakeholders.
Goldman Sachs - Bangalore. (2008 – 2011) **Role :** Operations Manager **Team size :** 16	• Responsible for managing Technology Service Operations (TSO) – Resolution team in GS Global Command Center for Determining, troubleshooting and resolving unplanned issues encountered across the platform infrastructure. • TSO resolution team globally monitors and responds to production issues, covering all major platforms like Unix and Windows servers and engage hardware break-fix for immediate resolution. • Alerts that occurs in IT infrastructure thru' Netcool monitoring filter, email & phone calls related to alerts will be routed to Resolution team and will resolve in-scope alerts as defined in service catalogue. • Monitor and review the Remote Server Support processes and SOP documents. • Identifying Event & Problem management process gaps and escalating to concern team to take corrective action. • Review monthly service operation report, ensuring the deliverables are met to committed SLA. • Resource planning, training & developing technical knowledge and scheduling shift for 24/7 Technology Service Operations support team.
RWE Systems UK Swindon, United Kingdom. **(Sep'2007 – Feb'2008) Onsite duration :** Six month **Role :** Team Lead **Team size :** 06	• Being part of Onsite team & coordinating with team Engineers for deployment. • Understanding the interfaces between various work streams of Infrastructure Service management team. • Responsible for addressing complex business / technical Problems & process requirements. • Escalation point within the team for technical issues & SPOC in Client site. • Develop Team members and sustain customer relationship through delivering continuous value by meeting customer expectations. • Provide technical consultation and keep team manager updated with the current technological advancements.
SAP INDIA Pvt Ltd., Bangalore. **(2005 – 2007)** **Role :** Associate Engineer/Team Lead **Team size :** 06	• Provide day-to-day technical support and administration of IT infrastructure & Pro-actively provide suggestions for the optimization of the Infrastructure. • Primary responsibilities to Install, configure, and troubleshoot Win2k3 Servers. • Administration and daily maintenance of all cross-platform servers to include file and print servers etc & monitoring servers to maximize availability. • Patch and security configuration compliance includes virus detection for server. • Escalating the calls to vendor / TSG. Analyze reports & recommend changes to process / technology where required.

	• Manage team engineers for End-user Computing support & Knowledge sharing with them. • Analysis and resolution planning for detected issues and seeks appropriate resolution of issues with Global IT-Team.
AstraZeneca Pharma INDIA Ltd. Bangalore. **(2003 – 2004)** **Role :** IT Engineer **Team size :** 06	• Provide day-to-day technical support for Windows 2k server & end-user computing. • Installation & Administrating Wintel 2k Server's. • General user administration & resolve user configuration / authentication issues. • Managing File, Application Servers & Network Printers. • Performing Backup & Restoration drill. • Escalating the calls to vendor / principal / TSG. • Preparing Technical documents & updation.
Kirloskar Electric Co., Bangalore. **(2001 – 2002)** **Role :** Resident Engineer **Team size :** 04	• Installation & Troubleshooting of Windows 95/98 operating system. • Installing & Configuring Mail Clients and other application software's. • Troubleshooting Desktop Hardware, Software and Network related & Virus Problems.