**Lakshmana K Immidi**

Enterprise Architect (Infrastructure)

Email: [Lakshmana.Immidi@gmail.com](about:blank)

Phone: 847-757-1351

LinkedIn: <https://www.linkedin.com/in/lakshmana>

**Technical Experience summary:**

Software professional with 25+ years of IT industry experience. Architect, Design, Developed solutions. Experienced in supporting web and middleware applications in enterprise environment. Skilled in technologies like AWS Cloud, Iaas, Saas, Paas, Solaris, Linux, Apache, Tomcat, WebLogic, SOA, WebSphere, Java, J2EE, Oracle, LAMP stack and related technologies. End to End understanding and experience in all layers; Have through understanding of SDLC and production environments support. Skilled in implementing infrastructure changes, change management, release management, incident management and standard operation procedures and compliances.

**Technical Skills:**

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| --- | --- | --- |
| Operating Systems | : | Solaris, AIX, Red hat Linux, OEL, Windows 2012, Windows 2016, Windows2019. |
| Version Control | : | GitHub, Gitlab |
| AWS Products | : | EC2, S3, Route53, RDS, VPC, CloudFront, Glacier, IAM, SQS, SNS, SWF, Lambda. |
| CDN | : | Akamai and AWS CloudFront. |
| DevOps | : | Ansible, Jenkins, CI/CD, GitHub. |
| Languages | : | SQL, and PL/SQL, Java and Perl. |
| Scripting | : | Korn shell, Bash and C. |
| Tools | : | Microsoft Office suite, HPSM, Remedy, Perforce, Maven, Subversion, JIRA. |
| Web Servers | : | Apache, SunOne, IHS, IIS. |
| Application Servers | : | WebSphere, Apache tomcat, WebLogic, Jboss, Resin. |
| Architectures | : | SOA, ESB, AIA, J2EE. |
| Databases | : | Oracle 12c, Oracle RAC, OEM. |
| Security | : | Checkpoint, Symantec firewalls, OpenSSL, PKI, SSO and IAM, Tenable Nessus Security Center |
| Monitoring | : | Nagios, MRTG, Tivoli, Big Brother and NetIQ. |
| Virtualization | : | VMware, OVM. |
| Practices | : | ITIL, ITSM, Agile, Kanban |
| Others | : | COTS products; Kibana (ELK), FICO DM. |
| Workload Mgmt | : | F5 load balancers. |
| Hardware | : | Intel, HP, IBM, Oracle and Fujitsu, Google Search Appliances. |
| Protocols | : | TCP/IP, SNMP, IPX / SPX, POP3, SMTP, SSL, OpenSSH, SunSSH. |
| Cloud Technologies | : | Public/Private/Hybrid Cloud. |

**Professional experience:**

**Sep ’20 – till date**

**Client :** TIAA/Nuveen (Financial domain).

**Title :** Infrastructure Architect – SME.

**Achievements:**

* Work as subject matter expert and provide technical guidance on supporting IT Infrastructure environments.
* Develop, and update ARP (Application Recovery Procedure) documents for all applications and ensure that they are detailed and have complete, updated information.
* Work on application migration tasks from one data center to another.
* Troubleshoot applications in coordination with application developers, Network security and resolve issues that come up after migration.
* Develop technology solutions for enterprise infrastructure problems and present options to management, get them approved and implemented.
* Work on Infrastructure changes and application issues, Create DR plans, test DR plans, Work with developers on DR plans and DR compliance and approvals.
* Develop application migration strategies for on-prem environment to cloud. Perform technology evaluation, develop customized plans and phased approach for infrastructure migration to cloud.
* Develop road maps on how to approach and make transparent and seamless migration.
* Work with Developers/AWS Team/Management, and all related teams and coordinate migration activities.
* Support Enterprise applications. Review application architecture and work with the team on planning for cloud migration.
* Define strategy for application migrations, infrastructure updates, planning and execution.
* Understand application components and their inner workings, integrations with external entities.
* Developed detailed installation, configuration, process and procedures documentation for all O&M for all applications.
* Support applications, change management, release management, manage release schedules.
* Jira administration and management. Performed user management, Jira configurations, workflow updates, workflow schemes update for the given project.
* Work with Security team and helped them in document organization and document writing.
* Review non-production environments and their utilization; optimized the number of servers needed and reduced server foot print.
* Created, maintained, and updated architectural diagrams as current state and make proposals for changes.
* Review Backup and Restore strategy and made recommendations on tape usage, archival policies and updated data retention policies.
* Audit application security by reviewing application versions, patch levels, recommended updates to applications.
* Review monthly security team vulnerability reports and worked towards patching of applications and operating system software.

**Sep ’15 – Aug ‘20.**

**Client :** Department of Education – Federal Student Aid.

**Title :** IT Architect – Infrastructure.

**Project :** DMCS Application Infrastructure support

**Products used:** Apache, JBoss, Kibana (ELK), FICO DM product, Java, J2EE, Solaris, Unix, Windows, AWS products EC2, S3, Route 53, RDS, VPC, CloudFront, Glacier, Lambda, PKI, SSO, MFA, IAM.

**Achievements:**

* Understand “big picture”, focus on client’s needs, prioritize tasks as per client’s needs, come up with solutions, implement and meet or exceed client’s expectations.
* Work with technical partners like GDIT and other stakeholders and lead the visioning of long-term strategic direction, roadmaps, new capabilities, processes, and services.  Create & drive alignment between Business and IT.
* Renewed and Replaced SSL Certs for applications. Worked on SSO, audit user and group permissions, work on updating group policies on windows servers, worked on PKI.
* Research, Design and Develop AWS based solutions for application Infrastructure.
* Identify possible areas of migration from on-premises data center to cloud, develop proof of concept and make presentations to management.
* Develop Ansible playbooks for software installation, configuration.
* Develop Ansible playbooks for stack restarts.
* Automate operational tasks using Ansible.
* Develop test lab environment and test application migration strategies and implementation aspects.
* Identify potential improvements, features for incorporation to the application on cloud and make presentation for approvals to infrastructure changes
* Influence client/management on migrating to cloud technologies for service-based infrastructure environment.
* Recommend AWS based technologies for applications that use micro services. Support the idea and provide prototype of environment; develop test environment, work closely with developers and app admins and provide results to management for decision making.
* Develop data migration strategies and demonstrate and get approvals. Test new products, new tools and make recommendations for areas of improvement for applications.
* Participate in Architecture Review Board (ARB), CAB processes to review & approve initiatives.  Provide guidance to project teams for change in direction need with desired future state.
* Work towards the goal of running, managing a stable, Scalable and Secure application environment with peak performance. Continuously keep improving and keep the portals online.
* Ensure architecture related processes and standards are followed and adhered.
* Work with management/development team to define and drive architectural direction.
* Evaluate and recommend architecture with best-of-breed, commercial off-the-shelf and other software products for proper application operations and management.
* Support FICO Debt Manager Application infrastructure environment, hosted by GDIT at FEDRAMP certified data center.
* Plan, Design, Provision application environments, capacity planning, environment builds and supporting setting up of new environments.
* Attend to everyday issues; prioritize and work on the issues.
* Work with App Admins/DBAs/Developers/QA teams in application administration and support.
* Interact with external clients, development teams within the business to work on projects, and senior IT management to help keep all IT assets run properly.
* Provide technical guidance for Iaas, Saas and PaaS services.
* Design, build, and support the server environment.
* Determine technical needs like hardware, software, licensing, availability, pricing and procurements.
* Support Security team by working on vulnerabilities reported and resolving the same.
* Worked on Data center migration from Utica to Manassas for FSA applications. Prepare Hour by Hour plans and work on execution and implementation of infrastructure activities.
* Planning of AWS Cloud environment, setting up environments, configurations, customization of Cloud environment.
* Performance Monitoring of application Infrastructure, troubleshooting issues and resolution.
* Working in coordination with data center team, development/testing/business teams to perform change management, incident management, and day-to-day activities and handle issues.
* Work with security team in identifying vulnerabilities and work on mitigating the same.
* Analyze application infrastructure and make recommendations on improvements.
* Document processes and procedures, prepare documentation, and submit to FSA as part of required deliverables.
* Contribute to Change Management, Incident Management and work towards improvement of processes and make sure they are followed.

**Jan ’15 – Sep’ 15.**

**Client :** CMS (Centers for Medicare and Medicaid Services).

**Title :** Senior Infrastructure Specialist.

**Project :** ESMD Application Infrastructure support.

**Products used:** AWS Cloud Products like EC2, S3, Route53, RDS, VPC, CloudFront, Glacier, IAM, SQS, SNS, SWF; Solaris, Linux, COTS products, Ansible, Java, J2EE, WebSphere 8.5.5, Apache, TCP/IP, DNS Oracle, SoapUI, ALM.

**Achievements:**

* Provide technical guidance for Iaas, Saas and PaaS services.
* Design, build, and support the server and network infrastructure primarily of Linux, Cisco and other open source/cloud computing technologies.
* Planning of AWS Cloud environment, setting up environments, configurations, customization of Cloud environment.
* Integrate and implement a complete cloud services framework (IaaS, PaaS, and SaaS) and cloud deployment model (private, public, and hybrid)
* Monitor and Manage Infrastructure capacity.
* Troubleshooting application functionality issues and resolving.
* Work with engineers and developers to define provisioning, configuration, protocol support, and security for cloud services
* Provide Cloud based solutions, hardware, network, servers, software to the client and work on building environments in Cloud.
* Troubleshoot infrastructure/environment issues. Troubleshoot issues relating to new environment builds, integrations, connectivity and any issue.
* Document processes, procedures and provide functionality guidelines to teams and management.
* Work on application environments builds, connectivity, migration, availability, scalability
* Application Infrastructure management; Development of processes and procedures.
* Liaison between client, vendor and third-party companies who are part of the software.
* Oversee technology implementation, timelines, deployment issues, reporting, and deliverables.
* Documenting and preparation of documentation for various tasks
* Developed Ansible scripts to manage Application restarts
* Automate software installation, configuration with Ansible playbooks.
* Work with stakeholders and be on top of every issue and get the issues resolved; work towards issue resolution.
* Coordinate with Unix Team, Windows Team, Security, Operations, Management, and other teams and strive towards constructive and productive resolutions.
* Understand Federal Agency’s needs and translate them to technical requirements and work on deliverables.
* Coordinate between various groups and schedule meetings, review progress, update management on activities, review project timelines and make sure that project is on track
* Strategy, planning, identify timelines and goals and work on achieving the same.
* Installation, configuration and troubleshooting of WebSphere Application server environment.
* SSL Certificates installation, configuration, troubleshooting on application servers
* Troubleshooting application Integration issues and resolving the same.
* Support development team in all aspects and make sure environment is up and running all the time.
* Provide technology direction so that project services are highly available, efficient, and operable with acceptable performance.
* Coordinate and get changes performed, incident management, follow ups and get issues resolved.
* Prioritize tasks as per client’s priorities and make sure team is in sync with client’s expectations.

**Jul ’11 – Dec’ 2014.**

**Client :** Food and Drug Administration (FDA), Silver Spring, MD.

**Title :** Systems Architect.

**Project :** FDA Enterprise Application Infrastructure support

**Achievements:**

* Understand and follow client’s compliances like HIPAA, MQSA, PHI, 21 CFR and other regulatory compliances and protocols and guidelines.
* Supporting FDA approved Oracle technologies like Oracle 10g, 11g, SOA, ESB, OEM, RAC, WebLogic, web center, OIM and related products that are used at FDA including COTS products.
* Translate system requirements into an IT infrastructure implementation; Recommend Service Oriented Architecture transition approaches.
* Work as a collaborative leader across technical, administrative and management staff levels.
* Participate as both a leader and contributor on team assignments while defending resulting system architecture-proposed enhancements to client.
* Responsible for verification and approval of infrastructure requirements. Review and approve infrastructure requirements.
* Everyday UNIX and Linux Server administration, deployment, configuration, troubleshooting and server builds.
* Perform server upgrades, migrations, consolidations; work on incident tickets, perform changes, and work server administration tasks; Perform quarterly patching of servers.
* Research on technical innovations and best practices; apply and implement the same
* Responsible for NetIQ client software installations and configuration for Unix and Linux servers
* Come up with best practices, process improvement ideas and work with client and implement the same.
* Identify process areas that needs improvement; come up with better and effective processes and solutions and get them implemented at client’s work environment.
* Understand client’s business requirements and align technology implementations in the way client wanted.
* Work with various teams like networking, storage, windows, security, DBA groups and clients from various FDA centers and coordinate with each one of them while performing server administration.
* Continuously be on top of the issues and keep Infrastructure and environment at peak performance with effective server and infrastructure management practices.
* Generate daily reports and provide server builds status to FDA.
* Constantly strive to keep server environment updated, secure, stable, meet SLA’s and keep server uptime of 99.99%.

**Sep’10 - Jun‘11.**

**Client :** NetApp, Sunnyvale, CA. (Technology domain)

**Title :** Infrastructure Architect.

**Project :** NetApp Enterprise Infrastructure support

**Achievements:**

* Responsible for all architectural design and development
* Deployment of cost effective and sustainable technical and application solutions to meet business requirements
* High-level responsibility for the design, development and deployment of systems solutions to functional clients to address their business needs.
* Provide a leadership role on technical project teams and handle technical project issues and challenges.
* Communicate with management and cross-functional peers on projects requiring technical solutions.
* Drive solutions delivery to meet the business timeframe while still adhering to a high quality standard.
* Create solutions to maximize the performance, uptime, and supportability.
* Implement technology migration strategies (P2V, V2V, P2P, etc.) for applications or architectures.
* Provide mentorship and training of other Systems/Domain Architects at the same level or below on technologies, processes and tools; and to handle more complex issues/requests.
* Create and maintain project documentation with familiarity with the Microsoft Office suite
* Create design documents using Visio as the documentation tool
* Exposure to data center migration strategies and methodologies
* Demonstrated strong ability to troubleshoot complex technical issues as well as the ability to lead a complex, cross functional troubleshooting session.
* Demonstrated strong knowledge of the following OS/technologies: Solaris 8/9/10, Red hat Enterprise Linux 5.x, AIX 5.x/6, VMware ESX/ESXi, Windows 2003/2008, NAS/SAN (Fiber channel/IP/iSCSI), Load balancer concepts
* Have broad expertise, unique technical/industry knowledge in solving problems that are unique and extremely complex given time, budget and resource constraints.
* Working with limited or no supervision, can operate, drive results, and set priorities independently.
* Proactive contributor demonstrated favorable results through leadership and influencing multiple individuals and groups.

**July’ 09 to Sep’10.**

**Client:** Intuit, Mountainview, CA.

**Title:** Senior Systems Engineer/Architect.

**Project:** Enterprise Applications Infrastructure Support

**Software used:** Solaris, Linux, Apache, Java, Oracle OFM, Oracle BRM, SOA, ESB, J2EE, Perforce, Veritas, Remedy, SSL, OpenSSH, TCP/IP, WebSphere, WebLogic, Jboss, in-house apps, Jboss, SVN, Akamai, Oracle10g, VMware, F5, Windows 2003 and Windows XP, ITIL, ITSM, Splunk, RDP.

**Achievements:**

* Installation and configuration of Oracle SOA suite on multiple clusters.
* Installation and configuration of Oracle BRM.
* Renew, and deploy VeriSign SSL certificates for various domains.
* Troubleshooted application issues, documented resolution issues.
* Prioritize tasks and setup timelines and work on multiple projects.
* Migration of existing applications to new server environment.
* Database server performance issues troubleshooting, and supporting database teams.
* Installation and configuration of Apache and upgrade applications environment.
* Setup SSH keys trusting between servers.
* Supporting database admins, developers, and related groups; resolve technical issues.
* Perform application administration, stop/start, and participate in data center move, server migrations. Planning and migration of applications for data center moves
* Troubleshooting network problems and identify root cause, work with respective groups to resolve issues.

**June’ 08 to June ‘09.**

**Client :** Life Technologies, Foster City, CA. (Healthcare domain)

**Title :** Senior Web Applications Administrator.

**Project :** Enterprise applications support.

**Software used:** Solaris, Linux, Apache, ColdFusion, Tomcat, Java, J2EE, Perforce, Remedy, iPlanet, SSL, TCP/IP, WebSphere, WebLogic, Jboss, Third party applications, Resin, Jboss, SVN, Stellent, Akamai, PHP, Oracle10g, Nagios, VMware, squid proxy, F5, IAM, SSO Web methods, Windows 2003 and Windows XP, OpenSSL, ITIL, ITSM practices.

**Performed Roles:** As Applications administrator, I performed Application support, Infrastructure support, Application administration and Hardware refresh. Also performed hardware upgrades, Project management, Architecture planning, Installs, patching, Application integration and providing technology solutions.

**Achievements:**

* Installed, configured, deployed and integrated web applications to backend tiers.
* Performed ITIL, ITSM practices in all environments.
* Fixed environment issues, systems issues, application performance issues
* Performed Application upgrades and migrations.
* Upgraded third party vendor applications and supported infrastructure changes
* Performed hardware refresh for business applications. Work on Planning, identifying applications, servers, and environment issues, come up with migration plan, and work with various groups for application migration.
* Identify, document, audit servers and applications, plan for upgradation
* Support Ecommerce, E-Science, and portal-based applications.
* Migration of web applications from Netscape to Apache.
* Work on various projects and support web infrastructure changes and provide solutions
* Work with Network, Security, Application, ERP, Hardware teams in performing project support
* Install, configure, integrate ColdFusion with Apache, PhP with Apache, WebSphere and Apache and deploy applications and setup environment.
* Install and configure Jboss Application server for Clone ranger application.
* Prioritize tasks, projects, timelines, work and perform workload management
* Worked on datacenter move, application migration, validation, setup new environments while migrations, provide technology solutions for applications.
* Prepare Visio diagrams and attend meetings and discuss issues
* Perform change management, implement production changes, and follow change management practices.
* Approve, Issue SSL Certs, update all internal, external websites with SSL certs, and administer PKI control center of Verisign; Ensure all Internet/Intranet applications are secure through SSL and their SSL certificates are valid.
* Work with Management, business clients, and technology teams and make sure applications issues are addressed; Work on assigned Remedy tickets and resolve issues.
* Document tasks, processes, solutions, issues and update them in company internal document storage location
* On call every three weeks and support applications. Prepared Run book for each application.
* Formulate and develop processes for new applications, integrate, automate, and stabilize application, environment, and infrastructure and minimize issues.
* Planning of timelines for various projects implementations and schedule support times based on requirement, prioritization, and based on business requirements.

**Apr’ 05 to June ‘08.**

**Client:** Nissan North America, Long Beach, CA. (Automobile domain)

**Title:** Senior Unix/Web Applications Administrator.

**Project:** [www.nissanusa.com](http://www.nissanusa.com) and [www.infinitiusa.com](http://www.infinitiusa.com) application support

**Software used:** WebSphere5, WebSphere Application Server6 ND, Apache, Solaris8, Solaris10, Java, J2EE, JDBC, Akamai, Oracle, radmin, collage content management, Tomcat, vignette content management, windows 2003, SSL, OpenSSH, windows XP, Cisco VPN, HTML, TCP/IP, Test Director, CVS, subversion, Wiki, Google Search Appliances, Remedy, ITIL, ITSM practices.

**Achievements:**

1. Installation, configuration, customization, compile Apache as per requirements and install WebSphere on Solaris10.
2. Installation and configuration of Solaris10 on T2000 and 420R; Server patching.
3. Cron job configuration on solaris10, Installation of packages on solaris10.
4. Creation of user accounts, groups, permissions for various users on Solaris10.
5. Worked in Zones environment on Solaris10 and deployed applications in Zones in Solaris10.
6. Configure Apache for WebSphere and integrate the same with infrastructure.
7. Adding rewrite rules to Apache configuration and testing the URLs.
8. Plugin configuration for Apache and web server administration.
9. Install, configure, deploy WebSphere applications and generate plugin, troubleshoot application issues; Responsible for entire infrastructure administration, configuration, smooth running and uptime issues.
10. Unix Systems Administration, installation of packages, software, file system management, cron job scheduling, shell scripting, installing of custom applications and application administration.
11. Installation and configuration of WebSphere application Servers in Production and Non-production environments.
12. Follow ITIL and ITSM practices in production and non-production environments.
13. Work with all third parties and provide them access to non-production environment by opening up network and setup application sharing.
14. Setup, configure and administer ftp server, file server and server monitoring.
15. Installation, configuration, administration of WebSphere Application Server Network Deployment with Clustering on solaris10.
16. Integration of Apache with WebSphere and Oracle. Deploy J2EE Applications configuration, deployment, and administration on WebSphere Application clusters.
17. Installation of Apache and Integration of Apache with Tomcat and MySQL Installation and configuration; Application configuration, migration, new technologies implementation, testing and co-ordination.
18. Troubleshooting of Servers, Systems, and application troubleshooting and resolving issues.
19. Install, configure, and administer Apache and WebSphere in Dev, Integration, QA, Stage and Production environments with WebSphere and oracle and integrate all the components, open firewalls, test connectivity and application functionality.
20. Work with Akamai on new domain changes and configuration issues; add/modify Akamai configuration files, purge content, Upload content to Akamai, help developers in content resolution and management; Work with IBM on maintaining servers and on call support 24/7.
21. Applying for firewall ports opening with IBM, identifying third party client requirements and working to resolve issues.
22. Work with all third parties, web hosting providers, hosting agencies in installing and maintaining servers and applications. Perform Server Auditing.
23. Deployment of code for various applications in Production and Non-Production environments.
24. Migration, Troubleshooting and configuration of applications, database sources, generation of plug-in and configuration of plug-in in production and non-production environments.
25. Installation of operating system patches, fixes, and up-gradation of servers for WebSphere.
26. Develop shell scripts and configure shell scripts for automation of everyday tasks.
27. Attend production and non-production problems and provide support to Development teams.
28. Provide support to Development teams in stress testing and deployment of code.
29. File system monitoring, monitoring of application errors, warnings and troubleshooting.
30. Performance management of applications and tuning applications.
31. Execute production changes and validate the changes and test the applications.
32. Understand business needs and requirements and fulfill them with technological implementations.
33. Prioritize tasks and schedule downtimes, work with business, deployment, development teams and coordinate. Document all processes, procedures, tasks, configurations, infrastructure details.
34. On call every day; handle production issues and work on resolving the same.
35. Any technical, environmental, infrastructure-based issue resolution, escalation, coordination which relates to client’s websites and non-production environments for these two websites.

**Previous projects:**

1. Web Engineer, Wells Fargo, Sacramento, CA (2003 to 2005).
2. Systems Administrator, IBM, Phoenix, AZ, USA (Year 2002 to 2003).
3. Systems Analyst, Brigade Corporation, Banjara Hills, Hyderabad (Year 2000 to 2001).
4. Systems Engineer, Aleaf Solutions, Hitech City, Hyderabad (Year 1999 to 2000).
5. Instructor, APTECH Education, Khammam, AP. (Year 1997-1998).
6. Programmer, AP State Housing Corporation, Himayat Nagar, Hyderabad (Year 1994-1997).

**Education and Certifications:**

* ITIL V3 Certified.
* Sun Certified Solaris Administrator.
* Microsoft Certified Professional in Windows NT.
* Diploma in Computer Systems Management from NIIT, year 1994.
* Bachelors in Commerce from Andhra University in the month and year September 1992.