

DIWAKAR S

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Professional Summary

Results-driven IT Professional with over 9 years of expertise in Wintel, VMware, and Cloud Engineering. Proven track record in designing, implementing, and supporting enterprise IT infrastructure across VMware, Microsoft Azure, and AWS environments[cite: 6]. Recognized for technical problem-solving, automation, and driving infrastructure upgrades while ensuring business continuity[cite: 7].

Technical Skills

- **Virtualization:** VMware 7.0/8.0 [cite: 10, 11, 15, 18, 35].
- Kubernetes and Docker
- **Cloud & OS:** Microsoft Azure (AZ-104), AWS (Solutions Architect), Windows Server 2003–2022, Active Directory[cite: 12, 13, 14, 17, 98, 99].
- **Hardware:** Cisco UCSM, Intersight[cite: 19, 56].
- **Methodologies:** Scrum Master (PSM I, CSM), ITIL Foundation v3.0[cite: 16, 96, 97, 101].

Work Experience

AstraZeneca India Pvt Ltd

April 2020 – Present

Wintel/VMware and Cloud Engineer

Chennai, India [cite: 21, 22]

- Granted server access to users within the Citrix environment.
- Handled priority incidents and tasks. Also involved in providing RCA for major issues.
- Established dedicated and shared desktops for user access.
- Updated firmware and drivers on Cisco blade and rack servers in Cisco UCSM and Intersight.
- Upgraded the FI and Intersight firmware.
- Orchestrate VMware vCenter 7.0+ environments, including scratch installations, cluster configurations, and VDS switch management[cite: 32, 45, 46, 52].
- Manage Cisco UCS infrastructure using UCSM and Intersight; create VLANs, pools, templates, server profiles, and execute firmware upgrades for blades and Fabric Interconnects[cite: 56, 57, 58, 63, 64].
- Lead Proof of Concept (POC) initiatives for Windows Server 2022 and VMware vCenter 8.0[cite: 34, 35].
- Configured HA, DRS, and Storage DRS clusters to optimise load balancing and fault tolerance.
- Configured ESXi hosts and clusters, including host additions to clusters.
- Administrate Azure cloud resources including AD users, RBAC roles, virtual networks, and storage management[cite: 66, 67, 68, 69, 71].
- Maintain AWS EC2 instances, S3 buckets, and resource scheduling for optimized cloud computing[cite: 72, 73, 77, 78].
- Developed automation scripts for VM and Shell builds to streamline provisioning[cite: 42].

HCL Technologies

September 2016 – April 2020

Senior Analyst (Main Street America Project)

Chennai, India [cite: 79, 80]

- Managed Windows servers, Active Directory, VMware ESXi, and vCenter upgrades.[cite: 81, 82].
- Coordinated Disaster Recovery events and major datacenter operations.
- Delivered VMware administration including patching, VM deployment, snapshots, and cluster configuration.
- Implemented Disaster Recovery (DR) replication using Zerto and coordinated major datacenter operations[cite: 81, 83].
- Utilized PowerShell for infrastructure automation and adhered to ITIL-driven process standards[cite: 83].

Sutherland Global Services

August 2015 – September 2016

Technical Analyst (Microsoft Corporation Project)

Chennai, India [cite: 84, 85]

- Provided L2 technical assistance for Windows 7/10 and Microsoft Office environments[cite: 86, 87].
- Assisted end-users with OS installation, network connectivity troubleshooting, and printer configurations[cite: 88, 89, 93].

Certifications

- Download Certified Kubernetes Administrator(CKA).
- Download AWS Certified Solutions Architect – Associate [cite: 98]
- Download AZ-104: Microsoft Azure Administrator [cite: 99]
- VMware Certified Professional 5 – DCV [cite: 100]
- Download Professional Scrum Master (PSM I) & Download Certified Scrum Master (CSM) [cite: 96, 97]
- ITIL Foundation Version 3.0 [cite: 101]

Education

- **MBA in Operations Management** [cite: 107]
- **B.E. in Electronics & Communication Engineering** [cite: 108]