DIWAKAR S

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Professional Summary

Results-driven IT Professional with over 9 years of expertise in Wintel, VMware, and Cloud Engineering coupled with 1 year of customer support experience. Proven track record in designing, implementing, and supporting enterprise IT infrastructure across VMware and on premises servers. Recognized for technical problem-solving, automation, and driving infrastructure upgrades while ensuring business continuity.

Technical Skills

- **Virtualization:** VMware 7.0/8.0.

- Kubernetes and Docker

- **Authorization:** Active Directory, Azure AD- RBAC.

- **Cloud & OS:** Microsoft Azure (AZ-104), AWS (EC2 and Scheduling), Windows Server 2003–2022.

- Powershell and Zerto.

- **Hardware:** Cisco UCSM, Intersight.

- **Methodologies:** Scrum Master (PSM I, CSM), ITIL Foundation v3.0.

Work Experience

AstraZeneca India Pvt Ltd   **April 2020 – Present**
Wintel/VMware and Cloud Engineer   *Chennai, India*

- Granted server access to users within the 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.
- Manage Cisco UCS infrastructure using UCSM and Intersight; create VLANs, pools, templates, server profiles, and execute firmware upgrades for blades and Fabric Interconnects.
- Lead Proof of Concept (POC) initiatives for Windows Server 2022 and VMware vCenter 8.0.
- 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.
- Maintain AWS EC2 instances, S3 buckets, and resource scheduling for optimized cloud computing.
- Developed automation scripts for VM and Shell builds to streamline provisioning.

HCL Technologies   **September 2016 – April 2020**
Senior Analyst (Main Street America Project)   *Chennai, India*

- Managed Windows servers, Active Directory, VMware ESXi, and vCenter upgrades.
- 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.
- Utilized PowerShell for infrastructure automation and adhered to ITIL-driven process standards.

Sutherland Global Services   **August 2015 – September 2016**
Technical Analyst (Microsoft Corporation Project)   *Chennai, India*

- Provided L2 technical assistance for Windows 7/10 and Microsoft Office environments.
- Assisted end-users with OS installation, network connectivity troubleshooting, and printer configurations.

Certifications

- Certified Kubernetes Administrator(CKA).
- AWS Certified Solutions Architect – Associate.
- AZ-104: Microsoft Azure Administrator.
- VMware Certified Professional 5 – DCV.
- Professional Scrum Master (PSM I) & Certified Scrum Master (CSM.
- ITIL Foundation Version 3.0.

Education

- **MBA in Operations Management**.
- **B.E. in Electronics & Communication Engineering**.