

## **ARCHANA RAMACHANDRAN**

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### **Professional Experience Summary**

- Over 9 years as Support Analyst, system administrator experience in Microsoft Active Directory, Windows Operating systems and Cloud technology.
- experience in IT industry with experience in Server administration in various environments – Windows with Active Directory Services (WINS, DNS, DHCP)
- Experience in Security patching and Server Hardening.
- Experience with Virtualization in VM Ware and Good knowledge of Microsoft technologies (Windows Server, GPO, SCCM, BigFix)
- Knowledge in Azure Cloud services, like Azure Subscriptions, Azure AD and Office 365.
- Good understanding of the ITIL frameworks along with incident, problem and change management processes and procedures.
- Extensive experience developing procedures, policies, technical manuals, software guides and instructions, executive briefings and presentations.

### **Technical Skills**

- VMware: vSphere 5.x, vSphere 6.x, VMware, ESX 3.x, Vcenter.
- Microsoft: Windows Server 2008, 2012, 2016, 2019 windows 7, 8 10, MS Office
- Scripting: Microsoft SQL, powershell, BigFix
- Tools: Nessus, BigFix, SCCM, Solarwinds, Splunk
- Business Application: Microsoft Office Suite (WORDS, Excel, Access, PowerPoint, Outlook)

### **IT Support and Operation**

Capacity Management, Troubleshooting, Access Management, Systems Administration, Active directory, ITIL, Patching and upgrade(SCCM, BigFix), Monitoring(Splunk, Solarwinds), Support Analyst.

### **Organization: Terrabyte Consultancy**

#### **Project 1**

**Client:** Housing and Development Board

**Project Name:** System Networking team

**Designation:** Senior System administrator

**Duration:**

**Aug 2020 - Nov 2021**

**Project Description:**

**Job Responsibility:**

- Experience in Installing, Configuring and administering windows server 2008/2012/2016/2019, IIS, Server Hardening, Patching.
- Firm understanding of Windows security including file system permissions, file sharing, event logging, performance monitoring and disk administration.
- Monitoring of virtual machines and ESX servers(CPU, Memory, Disk and Network utilization)
- Experience providing general technical support in a Client Server environment;
- Deploy Software Updates using BigFix to windows servers(2012/2016/2019).
- Creating a New Fixlets using BigFix script for installing Softwares in Servers.
- Installed, configured and support IBM BigFix 9.5 clients, relays and server - Patching using BigFix
- Experience in conducting vulnerability scanning and flaw remediation, Continuous monitoring activities, Managing Security patches.
- Create reports for management using Web Report.
- Configured Group Policy Objects to create a secure Windows Infrastructure.
- Experience in Migrating Group Policies from one domain to other domain in AD forest.
- Creating, changing, and deleting user accounts per request.
- Migrated from Windows Server 2012 R2 to Windows Server 2016/2019 by either an in-place upgrade or creating a brand-new server to replace the old one.
- AD user creation & group creation, hardening the server with appropriate credentials. File and Folder share permissions
- Tools used for monitoring - SolarWinds, Patching - BigFix.
- Recommended changes to improve systems and network configurations, and determined hardware or software requirements related to such changes;
- Developed and implemented procedures for operational processes including deployment, upgrade, migration and maintenance.
- Responsible for helping deploy, maintain, and support a variety of hardware and software components.
- Perform routine and preventative maintenance like general computer tasks application loads disk utilization system loading system monitoring.
- AD user creation & group creation, hardening the server with appropriate credentials. File and Folder share permissions

**Organization: Tata Consultancy Services**

## **Roles and Responsibilities**

### **Project 1**

**Client:** Bank of America  
**Project Name:** Governance Reporting Solution  
**Designation:** Senior Associate  
**Duration:** Oct 2011– Mar 2014

**Project Description:** The scope of this project is to protect the bank's data security policies and standards and execute compliance processes to monitor & ensure compliance to the bank's policies thereby reducing the risk to the platform using Active Directory, VMware.

#### **Job Responsibility:**

- Responsible for Active directory, GPO, Domain users , Adminstrating users and groups and given appropriate permissions and privilege to access our LAN and Domain environment.
- Maintained and managed Domain Name Service (DNS) for Active Directory (AD) enterprise.
- Installed and Managed security reporting tools to monitor any Active Directory changes. Plan and manage all the migrations and upgrades related to Active Directory and Domain controllers.
- Provided third level support for problems relating to Active Directory.
- Configured Group Policy Objects to create a secure Windows Infrastructure.
- Performed Audits of Active Directory (AD) objects and user permissions.
- Created/modified user account, security groups, and distribution list to protect company proprietary information.
- Participated in design discussions and project engineering activities. Gather requirements to develop new security compliance reports.
- Manage the team to meet deliverables and deadlines, and Provide training to new team members. Assign work to subordinates.
- Provided technical assistance to team members, preparing reports for daily, weekly and monthly operations team data.

- Managed virtual machine using Vcenter for creating new machines, Modifying properties of the machines like change the capacity. Deployment hyper V VMs .
- Collaborate with other teams to implement service and system monitoring, alerting and reporting.
- Expertise in Deploying Applications software on User Workstations through SCCM Console
- Implemented VMware Horizon View and VMware VSAN for a VDI solution for remote workers and developers.
- Administered and upgraded vCenter and ESXi servers from vSphere 4.x to vSphere 5.x.
- Provided assistance in designing, evaluating, and configuring desktop and server virtualization infrastructure utilising VMware.
- Managed citrix apps and desktop for users.
- Involved with planning, designing, and transforming environments from on-premises to cloud-based.
- Designing, Configuring and maintaining Active Directory Services on Windows Server 2003, 2008, 2012 and 2016(Test, Development) Domain controller.
- Implementing & administering AD Forests, Domains, Trusts, Group Policy, Organizational Units and Delegation permissions

## **Project 2**

**Client:** Home Depot  
**Project Name:** operation and Server Monitoring Team  
**Designation:** Senior Support Engineer  
**Duration:** Sep 2010 - Oct 2011

**Project Description:** The Home Depot operates many big-box stores across the United States, with headquarters in Atlanta and Austin. Whole north America data center operation is handle from offshore(Chennai, India) and co-coordinating with onshore team and stake holders, Data center which includes 3000+ servers which is running in either windows or unix, and also have exchange servers, Active Directory, citrix Xenapp, VMware, SQL database, in house application, file servers. IBM Tivoli Netcool/OMNibus is used to monitor network across the continent, Splunk is

used to perform Batch jobs and historical search, as well as reporting and statistical analysis.

### **Job Responsibilities:**

- Responsible for handling team of application support and monitoring engineers.
- Responsible for Servers Health Check and Performance Monitoring for all the Window servers.
- Experience in Active Directory and Group Policy engineering support (including design, implementation and operational support)
- Ensuring Incidents and Service Requests are properly handled and critical alerts addressed and escalated immediately.
- Prepared the Run book for process development and shared with the team on daily updates. Coordinate training program across different groups to encourage knowledge sharing.
- Involved in training program for new recruits and handled transitions process.
- Presenter/Participant in client Conference calls discussing the current updates, issues and fix for the major issues.
- Worked as HP Service Manager Administrator and Mainframe RACF administrator tasks like adding, deleting and updating the user ids and make sure team has distributed access to the system.
- Implementing the Change Management task like create/update request on the Production servers with WINSQL in CADET database.
- Used Service Now tool to track ticket progress and enter updates to have on going record of case activity till resolution is reached and ticket closed.
- Experience working in an operational/support environment that follows ITIL methodology.
- Experience working in a (3000 server) in Home Depot Enterprise and integrating cloud based environments.
- Supporting all scheduled activities like Batch job scheduling, Start/stop back-up jobs, Backup monitoring tools like Tivoli, Real time acknowledgement and ownership of IT infrastructure alerts.
- Scheduling reboot of all Prod / Non-Prod and store servers for alert suppressing and handled the RFC Scheduling, Canceling the maestro jobs on UNIX box-

es.

- Monitor and schedule monthly backup reports and perform weekly migrations for Business Objects and reports.
- Installed, Managed, and configured a datacenter with multiple VMware ESXi hosts with High Available and Distributed Resource Scheduler ,and 80% of migrations were performed between VMware datacenter across the WAN.
- Execute and manage Knowledge Transfer during transitions

### **Organization: Citi Bank (E-serve)**

**Client:** CitiBank  
**Project Name:** North America and L1 service desk  
**Designation:** L1 Processing Associate  
**Duration:** July 2008 to Aug 2010

**Project Description** : Citi Bank N.A one of the largest banks in North America, which has different line of business Real Estate Lending (REL), Cards, Personal Banking. As offshore team we will be handling technology infrastructure which includes infrastructure server like Active Directory, Citrix Xenapp, VMware, SQL database, in house application, file servers.

#### **Job Responsibility:**

- Responding to service requests, incidents, and problems received via phone, email or fax, Through RDBMS package called HPSM with in SLA.
- Quickly respond and resolve critical service outages severely impacting consumers.
- Organized reclaiming of storage disk space by coordinating with local storage teams.
- Sent out change requests for every migration for management approval.
- Primary responsibility for the Active Directory Administration to provide strategic and tactical direction for the Active Directory Services, Identity and Access Management, Roles Based Access Control and Segregation of Duties.
- Developed organisational units in Active Directory (AD) and managed user security with group policies.

- Using change management raise the change requests as customer request.
- Managed daily activities to include user support and system administration tasks using Active directory.
- Diagnosis of VMware performance tuning.
- Schedules and perform VMware installations, patching and upgrades and maintains them in accordance with established client's SLA and procedures on regular basis.
- Performing backups, troubleshooting and problem resolution for servers associated with a VMware virtual infrastructure.
- Maintained, upgraded, and implemented improvements to the VMWare ESXi infrastructure.
- Managed User Accounts on Windows NT and UNIX Platform (Creation, Deletion, Permissions, and VPN Access).
- Coordinate with users from different Lines of Business (LOBs) on adherence to security policies & its compliance.
- Reporting daily operational issues in daily review meetings with account management.

**Organization: Sutherland Global Services**

**Client:** UK, Ireland and US Customers  
**Project Name:** HP Camera, Photo Printer Technical operation  
**Designation:** Technical Support Executive  
**Duration:** Oct 2006 to Feb 2008

**Job Responsibility:**

- Provided Technical Voice Support for UK, Ireland and US based customers
- Troubleshooting common errors in Printers/Scanners/Camera and MS Outlook and Closed 95% tickets on the first call without escalation.
- Utilized the knowledge base to guide callers through resolution of reported issues
- Ensured quick resolution of user concerns and escalated more complicated issues to helpdesk managers.
- Maintaining the Customer Satisfaction (CSAT) well above the client target month on month consistently and have been one of the toppers among team.

### **Education and Training**

- Improved my competency levels by undergoing many training programs and courses in TCS like Cloud computing, Windows Servers 2012,2008, Access Management.
- Done online course in AZ-900: Microsoft Azure Fundamentals, Azure Administrator (AZ-103 and AZ-104)
- **Bachelor of Engineering Information Technology (BTech.IT)-** Vels Srinivasa College of Engineering and Technology, (Anna University), India (2002 – 2006).