**Hema Priya G**

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**📪:** 5/100A, Iyyappan Nagar, Srinivasapuram, Iyyappanthangal, chennai-600122.

**Achievement-driven professional**, seeking middle level technical assignments in a growth-oriented organization of repute,preferably in Chennai.

**PROFILE SUMMARY**

**B. E (ECE) with over 2 years of experience in VMware/Windows:**

* A technology professional as VMware Administrator/Wintel Administrator, Process Management, Project management.
* Hands on experience in Remote IT infrastructure services with knowledge on VSphere, windows Servers, Application and Server Virtualization like VMware.
* Hands-on experience in handling escalations and imparting trainings to the teams, maintaining team record.
* Adaptive to varied Environments and open to learn New Tools and Technologies.
* An effective communicator with good planning, problem solving and analytical skills.
* Recognised by Clients and management, received multiple appreciation.

**ORGANIZATIONAL EXPERIENCE**

**Oct’16 – till date IBM/Kyndryl India Pvt Ltd., Chennai as VMware/Windows Admin**

**ACADEMIC DETAILS**

2016 **B.E.** (ECE) from Vel Tech, Chennai

2012 12th from Valliammal Matric. Hr.Sec.School, Chennai

2010 10th from BVM Hr.Sec. School, Chennai

**IT SKILLS**

**Operating Systems:** Windows

**Major Skills**: VMware ESXi 6.5

**Hardware:** Knowledge in HP Servers

**CRM Tools:** ServiceNow, Maximo, Remedy, Cyberark, Care tool, Open pages.

**Packages and OS**: MS Office, Vmware

**Beginner:** Azure & AWS

**CERTIFICATION**

* Completed ITIL V3 Foundation Certificate from IBM India.
* Certified AZ-900 Microsoft Azure Fundamentals.
* Certified CLF-01 AWS Cloud Practitioner.
* Internal certification from IBM related to Agile.

**KEY RESULT AREAS**

* Managing VM servers through vSphere client & VCenter.
* Hands on Experience on VMware Cloning, Templates and snapshot, MEF3 extraction, Modifying Group Policies.
* Knowledge on Cluster concepts AD,HA, DRS, Patching and Disaster recovery.
* File level restoration.
* Administering servers using ILO and Mstsc
* Server Administration - disk management, responding to proactive monitoring alerts, executing change controls, performance monitoring, and system diagnostics
* Work on RCA and Problem tickets,NCI and take them to closure.
* Knowledge about Change, Incident, & Service Desk management with ITIL process knowledge on SLA attainment.
* Maintain SLA and review incident tickets for quality and resolution timelines.

**PROJECTS UNDERTAKEN**

**Atkyndryl Solutions Pvt Ltd., Chennai as VMware/Wintel Admin (June’21- till date)**

**Program:** Retail Store project (Carrefour)

**Description:** Retail Store project which contains hypermarket, supermarket, warehouses situated in Europe.

**Role and Responsibility:**

* Managing VM servers through vSphere client & File level restoration.
* Creating intervention for controller, ILO and other hardware related issues.
* Administering servers using ILO and Mstsc.
* Migrating Virtual Machines using VMotion on demand, creation and deletion of snapshots
* Coordinating with backup team to maintain compliance for backup installation on all servers.
* Identifying the root cause for unexpected shutdown of servers.
* Health check activities, Ansible Prerequisites checks, extraction of MEF3 at servers & Hosts level.
* Modifying Group policies as per customer request through NCIs with appropriate changes.
* Working on NCI, SR and incident to complete the various requests.
* Basic Knowledge about Active Directory, HA, vNIC, DRS, SRM, Port numbers.

**AtIBM India Pvt Ltd., Bangalore as Service Delivery Specialist (Oct’16- May’21)**

**Program:** Server Operations for Various UK Accounts (Boots, BFS, 3UK, Premier Farnell, Taess, Scottish Power)

**Description:** Server Operations Specialist, Batch Jobs Monitoring, Monitored Linux, Unix, Windows, Solaris and Database servers.

**Role and Responsibility:**

* Supervising Database, Linux, Wintel & Solaris based Servers on an enterprise level.
* Performing FLPD and basic health check on multiple platform servers as well as website.
* Performing pre-defined scripts for Ansible reports and L1 task.
* Performing reboot activity for various platform servers and website of e-commerce projects.
* Collaborating with teams at UK, Duty Managers, various Support & Application teams for any issues related to problem, Incident and Change Management.
* Participating in High Severity Bridge Calls as required.
* Escalation Management (Delivery related Tools Outage, BCP, Health & Security)

**Batch Jobs monitoring**

• Cancelling, Re-Running, Killing and completing the jobs.

• Raising & Lowering Fence on workstations.

**PERSONAL DETAILS**

Date of Birth: 21st Dec. 1994

Languages Known: English and Tamil

Hobby: Listening songs

(Chennai) (Hema Priya G)