

# VIJAYBABU SAMBANDAM

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Residential Status : Singapore PR

- ✓ A qualified Technocrat, as well as a trained IT Professional with over 19 years of professional experience
- ✓ Involved in various IT projects for Implementation and Support in Manufacturing and Telecom Sectors

## CORE COMPETENCIES

Windows VMware Administrator  
Project Management life cycle  
Incident, Change Management

Infrastructure Lead  
Process Improvement and defining standards

## Special Mention

- ✓ 19 Years of IT Infrastructure and Incident Management experience in Windows, Linux, Backup and VMware Platform.
- ✓ Have extensive experience in Supporting and Provisioning Windows 2000/2003/2008/2012/2016 Servers, VMware ESX 6.5/6.7/7, Windows Clustering, VERITAS Netbackup, VERITAS Volume Manager Etc.
- ✓ Vendor coordination, perform break/fix, and update different model of servers (HP, DELL, Cisco UCS)
- ✓ Working in Change, Incident and Problem Management under ITSM Standard
- ✓ Good communication and leadership skills, ability to learn things fast, adapt to changing situations and perform better under pressure.

## EXPERIENCE SNAPSHOT

**IBM Singapore PTE Ltd, SEP 2019 – 30 June 2021 (AT&T Service Reference Date: MAY, 2010)**

**Role: Team Lead / Infrastructure Technical Specialist**

### **Key responsibilities:**

Provides system design, implementation and delivery of multi-platform environment. Managing and providing remote support to customer's infrastructure to ensure availability, reliability, stability, and security of their environment. Perform capacity management, system tuning and monitoring the server's performance. Troubleshoot and resolve issues related to customer's network/system together with their application environment and implement corrective processes. Install updates/patches to servers and firmware to hardware to ensure security and optimal performance.

- ❖ Managing all Critical incidents end to end for IBM & AT&T Clients & datacenters
- ❖ Managing and handling people and process related escalations and mitigation
- ❖ Provide on-site leadership for project team by building and motivating team members to meet project goals, adhering to their responsibilities and project milestones
- ❖ Drive the high severity incident bridges towards mitigation/restoration
- ❖ Impact analysis and severity decision for all the Incidents
- ❖ Review and approve customer communications for all severity Incidents
- ❖ Creating and updating Outage hubs, Post-mortems, Hot-wash and Incident recaps
- ❖ Liaising with responsible teams for updates and repair items

**AT&T Singapore PTE Ltd, MAY 2010 – AUG 2019**

**Role: Technical Specialist / Shift Lead**

### **Key responsibilities:**

- ❖ Provide Windows Systems Platform support and administration for all AT&T clients for Managed Hosting Services
- ❖ Adhering to fault management ticketing documentation
- ❖ Performing DNS Administration
- ❖ Experience working on projects to reduce incidents and come out with the RCA.
- ❖ Updating the MS Patches on DEV, TEST, Prod and DR Environment in regular Interval.
- ❖ Providing T2 Technical support for Windows Servers, Analyze the ROOT cause of the issue using Dumps and escalate the cases to Vendor.
- ❖ Manage a team by monitoring the work progress to meet customer requirements
- ❖ Provide guidance and training to team members

**Client : AT&T Singapore Pte Ltd. Singapore**

**Role: Web Hosting System Server Administrator**

**Key Responsibilities**

- ❖ Provide Windows Systems Platform support and administration for all AT&T clients for Managed Hosting Services
- ❖ Perform Windows Server changes for all company's customers (i.e. IIS Servers, SQL Clustered Servers, etc.)
- ❖ Monitor Windows Servers remotely before and after the change has been executed.
- ❖ Monitoring and Management of Systems security, Servers and Backup.
- ❖ Adhering to fault management ticketing documentation
- ❖ Assisting / Mentoring Tier I associates as needed
- ❖ Performing Change Control / MACD work
- ❖ Experience working on projects to reduce incidents and come out with the RCA.

**Emerio (Malaysia) SDN BHD, Malaysia, Feb 2006 - Jan 2008**

**Client : P&G - Procter and Gamble NT Infrastructure support**

**Role: Level 2 NT Support Engineer**

Project involves managing of globally distributed NT Infrastructure of P&G (which includes 3 large Data Centers for NA/EMEA/AP region) at GCM, Malaysia. This includes maintenance of Primary ERP Supply Chain Management and its DR site, RTCIS critical manufacturing sites and other critical Financial systems

**Key Responsibilities**

- ❖ Supporting more than 9000 NT Boxes in 24x7 remote support environment
- ❖ Point of Contact for Incident Management in NT L2 Infrastructure Team
- ❖ Supporting Incident, problem and Change management for NT servers.
- ❖ Change management includes new server installation and server decommissioning
- ❖ Implementing planned/Emergency changes for NT Servers.
- ❖ Install and configure Windows 2000/2003 Server, packages and applying patches for standard protection for servers.
- ❖ Implement automated Remote Server installation from LAN or CD-ROM based in datacenters and sites. Setup RAID arrays configuration on HP-ProLiant G-series server. Guide site contact for server Reinstallation failure. Firmware up gradation on Array controller, Apply standard support package and service pack on new install only server. Perform IQOA with Standard operating procedure on new installation server and raise a change request for Server production and Monitoring.
- ❖ Redeploy / Upgrade the OS 2000 server to 2003 server and apply the ProLiant support packages
- ❖ Install ITO agents and manage the nodes into OVO monitoring
- ❖ Creating Citrix ICA files using the Citrix metaframe tools.
- ❖ Grant Permission on Remote logon server access, Network connection access on shared folder for Application Support and Owner, server resource access, Utilities access in accordance with server owner on service requests raised by the Application Developer and Server support person.
- ❖ Diagnosing and resolving OS related problems, System Performance, Hardware related problem. Server unavailability, Monitoring tool Checking, Event log and performance Log management, Server Disk space full and CPU utilization high, Server remote Logon, operating system related error.
- ❖ Grant Permission for Lotus Domino Application Team to install and access server. Root causes analysis on Domino crash and Guiding Notes team to startup Lotus Domino services.
- ❖ Install and configure VERITAS Netbackup on master servers, media servers and client servers for both Windows and UNIX platforms.
- ❖ High level support to Netbackup related issues like configuring Tape drives, Storage units and volume pools.
- ❖ Creating policies for backups and schedule the backup jobs as per the application team requests.
- ❖ Performing Backup and restoration for Lotus mails, oracle database and application folders using VERITAS Netbackup
- ❖ Restore Notes user mail file and Restore Notes data during Disaster Recovery Processes.

**CMS Computers Ltd, Chennai, INDIA, Nov 2003 - Jan 2006**

**Client : Polaris Software Lab, Chennai. INDIA**

**Role: System Administrator**

Project involves support to Windows Infrastructure for Polaris employees. This includes maintenance of Servers and workstation across the branches located around Chennai. This Include supports to Lotus Notes clients and Network Equipment.

**Key Responsibilities**

- ❖ Supporting more than 800 Windows Systems in 24x7

- ❖ Provide daily monitoring, analysis, troubleshooting & management of 800 Lotus Notes mail and Windows NT users
- ❖ Remote administration using DameWare remote tool
- ❖ Pushing and Installing Softwares like VB, Oracle, MS Office, Java and Web Logic via CA Unicenter (Software Delivery Option, Asset Management Option, Remote Control Option)
- ❖ Grant permission to the requested groups and solve user login problems via ADS
- ❖ Managing Lotus Notes clients.
- ❖ Troubleshooting system hardware's and replace the failed, degraded items.
- ❖ Administration, troubleshooting user accounts and network connectivity
- ❖ Create and provide daily, weekly and monthly call reports to the IT management

**Microstar Systems, Chennai, INDIA** Aug 2001 - Oct 2003

**Role: System Engineer**

**Key Responsibilities**

- ❖ Assembling and Troubleshooting assembled PC
- ❖ Doing PC's Maintenance (Hardware and Software)
- ❖ Installing hardware devices FDD, HDD, Multimedia and Printers etc
- ❖ Installing / Upgrading Software Packages, Drivers etc.
- ❖ To solve Problem arising in the printers all types dot-matrix, LaserJet & DeskJet
- ❖ Installed scanners, CD Writer, Modem, Printer, etc...
- ❖ Installation of new PC's with all required software.
- ❖ Install NIC and configure LAN and internet services for end users
- ❖ Responsible for troubleshooting of computer workstations, servers, printers and peripherals.
- ❖ Install modems and configure Internet and online services access for end users
- ❖ Install Hubs, Switches and Configure Network of Windows 95 & Windows 98 & NT Server.

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**AWARDS / NOMINATIONS**

- IBM Hosting Awardee for Excellent Support for White Glove project for the year 2020
- Recognized for being included on the team that performed ESX 5/5.5 upgrade to ESX 6.0 for compliancy purposes for the year 2018
- Recognized for being included on the team that migrated AT&T hosted servers towards IBM Network for the year 2017
- AT&T Hosting Tier II Service Excellence Awardee for the years 2011, 2013 and 2014

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**CREDENTIALS**

**Education:**

- Bachelors of Computer Science
- Secondary School Education

**Certifications:**

- MCSE - Microsoft Certified Systems Engineer (Windows 2003 Server)
- Windows Server 2008 certification
- VMware Certified Professional – Data Center Virtualization 5.5
- Microsoft Certified Windows Messaging
- VERITAS Netbackup training from VERITAS , Malaysia

**Trainings:**

- Lean Six Sigma Yellow Belt
- ITIL Foundation
- HP Computer System Validation Training 2007

