**Resume**

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Summary:

As an **enthusiastic Infrastructure Automation Specialist** with **over 15 years of experience**, I excel in **system administration** and **scripting**. My proficiency extends to **PowerShell** and **Python**, and I have a proven track record of delivering effective solutions using **SSRS (SQL Server Reporting Services)** and **Power BI**. My expertise also includes extensive experience with **SCCM**, and I’ve honed my troubleshooting skills while collaborating closely with diverse teams and tools.

Educational Qualifications:

• **Bachelor of Technology (Computer Science)** -- JNTU Hyderabad (June 2005) – 55.47%

• **Diploma in electronics and communication** -- S.B.T.E.T Hyderabad (April 2000) – 60.72%

• Secondary School Certificate --Board of Secondary School Education (June 1997) – 68.8%

Technical Skill Summary:

• **PowerShell** – 5+ years – Advanced

• **Python**, **PowerCli**, **Power apps**, **Power BI**, **SCCM** – 2+ years – Intermediate

• DNS, DHCP, AD, HTML, CSS, Splunk, **SCOM**, **Git**, **Jenkins, Azure, Ansible** – Fundamental.

Work Experience Detail:

**System Software Programmer | ICE India Pvt Ltd | (SEP 2023 to Till Date)**

**Black Knight India Pvt Ltd (BKFS JUL 2020 to SEP 2023) | Hyderabad India**

* Developed automated solutions to streamline processes and enhance efficiency.
* Utilized **PowerShell**, Python, and Power Apps for effective automation.
* Created custom paginated reports using **SSRS** (SQL Server Reporting Services).
* Designed and implemented **Playbooks** for application resilience using an internal tool.
* Developed web-based tools for **VMware** infrastructure monitoring (PHP, PowerCLI and API).
* Created paginated reports using Reporting Services projects in Visual Studio.
* Reviewed code using **ADO** (Azure DevOps) and deployed reports to the Power BI reporting server.
* Providing automation Solutions using **PowerApps**.
* Developing Automation Jobs for application flips using **RunDeck**.

**Automation Engineer | IBM India Pvt Ltd | (AUG** 2016 to Jun 2020.)

* Developed automation solutions for Windows and UNIX environments using **IPcenter**.
* Created robust automata (Virtual Engineers) and deployed them in client environments.
* Utilized **PowerShell** and **shell** scripting for efficient automation.
* Rigorously tested and troubleshooted IPcenter automata.
* Contributed to continuous improvement and followed **Agile** methodologies.
* **Documented** SOPs and solutions.

**Enterprise Sys Analyst 2 | Unisys Pvt Ltd |** (SEP 2014 to AUG 2016)

* Conducted proactive server start-of-day **Health checks**, ensuring system stability.
* Administered and monitored **SCCM** and SCOR environments for efficient operations.
* Managed Microsoft security updates through effective **patching**.
* Prepared customized reports using **SQL** queries.
* Responded to **SCOM** alerts and performed troubleshooting.
* Maintained and fine-tuned orchestrator **runbooks**.
* Handled **incidents** and **change** requests.
* Developed **PowerShell** scripts for system automation.
* Documented processes for **knowledge transfer** within the team.

**Engineer – Dir & Mgmt. Services. | INVESCO / NESS Technologies | (**Oct-2011 to Sep-2014)

* Managed SCCM infrastructure, including site system roles installation (MP, DP, reporting point).
* Participated in the migration from SCCM 2007 to SCCM 2012.
* Troubleshot issues related to software distribution and patch management.
* Leveraged SCCM reporting capabilities to enhance decision-making processes.
* Performed basic tasks in SCOM (System Centre Operations Manager), such as pulling availability reports and troubleshooting client health issues.
* Prepared operational documents, including process guidelines.
* Contributed to change requests and incident management processes.

**Junior Systems Administrator |** CMS Computers Ltd./client: BACS | (March 2007 to 0ct 2008)

* Managed Active Directory objects efficiently.
* Monitored physical server health and performance.
* Installed and updated applications using Tivoli.
* Configured VPN connections and supported Blackberry devices.
* Resolved incidents promptly and coordinated with vendors.
* Troubleshot desktop, printer and internal application issues.
* Diagnosed and resolved Microsoft Office and IE problems.

**Certifications:**

* **ITIL V3 Foundation (May 2015).**

**Achievements**

* Received **Knight of the Year** award for the year 2021 – Black Knight.
* Received **Global Gold** Award at UNISYS in 2016 for PowerShell Automation Script.
* Got Monthly **SPOT award** two times for best performance and Quality of work at UNISYS in 2016.
* Quarterly **Performance award** Winner for Q1 2010 at NESS Technologies.

**Personal Details**

Fathers Name: G. Yesu Ratnam

Date of Birth: 17th July, 1982

Current Location: Hyderabad, Telangana, India.

Notice Period: 60 Days.