Professional Goal:

**To be an effective part of a progressive organization that fully challenges and utilizes my skills and abilities, and promotes an environment allowing for the growth and expansion of those capabilities, benefiting both the organization’s growth and my personal and professional growth within the organization**

Professional Experience: 6+ years of Experience in IT Field is as follows

**Technical Services Specialist - xxxx - xxxxxx to Till Date**

**Technical specialist - xxxxx xxxx - xxxxxx to xxxxxxxxx**

**L2 server support - xxxxxx xxxxxxx - xxxxxx to xxxxxx**

**System Administrator - xxx xxxxxxxx - xxxxx to xxxxxx**

Technical tools I worked:

VMWare - ESX 5.5 and 6

Cloud - AWS

Containerization - Docker

CI\CD Integration - Jenkins

Devops (CI\CD) configuration - Ansible, GitHub,

Operating System - Microsoft Windows 2008 and 2012

Cluster - MSCS, VCS

Remote Tools - HP ILO, IBM AMM, DELL DRAC

Programing Language - Python

IT Certifications:

**ITIL Certified**

MCP - Windows 2000 professional and server CCNA - Cisco certified Network Associate

Highest Qualification:

**B.Sc (MEC) From xxxxxxxx xxxxxxxx in xxxxxxxxx year.**

### 

Experience summary

**Mar 2016 – Till Date Designation – Technical Services Specialist (Devops, VMware and AWS) Organization – xxxxxxx, xxxxxxxxxxxx**

**Client – Kaiser Permanente**

* As a Lead Administrator, I should be able to act as a Single point of contact for the technical tower in front of the customer management.
* Application support & enhancement for Production, Pre-Production, Dev & QA environment on Windows and VMware Environment.
* Responsible for Vendor Management and people management and ensure proper communication and quick resolution to the customer.
* Take corrective actions based on the customer satisfaction surveys
* Drives day to day operations and work plan allocation/management.

**Technical Roles and Responsibilities**:

**VMware Admin**

* Working as DevOps engineer/Build and release engineer in field of release automation for java/.Net application to achieve continuous integration (CI) and continuous delivery (CD).
* Design, implement and maintain VMware vSphere and AWS infrastructure
* Primary responsibilities are monitoring INC’s, WO’s and action it accordingly
* ESXI Builds, Patching of all ESXI hosts across the clusters.
* According to client requirement, responsible to create and **Build** **VM’s, AWS EC2 instances** and **Docker containers**.
* We Deploy patches, and software using **Ansible on EC2 instances** and we use update manager for VM’s.
* Extensively worked on **Jenkins/Ansible** by installing, configuring and maintaining for the purpose of continuous integration **(CI)** and for End to End automation for all build and deployments
* Primary task in **Jenkins** is to **create job to clone repository and runtest, and publish report**.
* Installing plugin’s in Jenkins accordingly.
* Experience in setting up **Auto Scaling** for scaling up/down Amazon EC2 capacity according to conditions defined.
* Installing and configuring **Jenkins** software
* Having Knowledge on the **Jenkins** Plugins
* Responsible to create S3, EBS and allocate to EC2 instance
* Monitor, troubleshoot and capacity planning of vSphere environment.
* Proactively identify and perform hardware and software upgrades.
* Monitor CPU, Memory, Disk Utilization of all ESXI hosts.
* Manage and Primary troubleshooting of all ESXI hosts and log a call with Vendor (HP and IBM) in case of any H/W replacements.
* Disk increase for servers configured with SRM.

Manage customer escalation support

* Managing customer escalations through bridge calls and trouble shoot issues in the bridge.
* Responsible to perform RCA’s and experience in handling PBA’s.

**xxxxxx xxxxxxxxx – xxxxxxx xxx Designation – Technical Specialist (Wintel & VM) Organization – xxxxxxxxxxxxx, xxxxxxxxxxxxxxx**

**Client – Morgan Stanley**

* Providing “**Enterprise Level Infrastructure Support**” for “**Morgan Stanley**” across the globe through RIM (Remote Infrastructure Management) services.
* Responsible to **Manage** and **Monitor** all the Servers, IT Security and Storage devices of the company.

**Roles and Responsibilities**:

**Windows and VMware**

* Troubleshooting issues with servers like “Host not reachable\responding” Memory related issues.
* Handling & troubleshooting server Health related issues (disk space, antivirus …etc).
* Creation and Deletion of Print queues on Print servers. Trouble shooting Print queues issues.
* Responsible to Build Servers with 2003(RIS) and 2008 OS through build system (WDS)
* Responsible to Build ESXI and VM build
* Adding ESXI hosts into cluster and create port groups .
* Responsible to increase\Decrease CPU, Memory and Expanding the Drives of a VM servers.
* Need to perform server checkouts (server hardening) and Server Signoff (changing status to PROD).
* Configuring RAID levels before installing OS on the host (HP, IBM).
* Need to perform **RCA** for outages update the report.
* Performing CRQ’s on Weekends like cluster Patching (Microsoft and VERITAS Clusters), and SAN Expansion. Phase II Deco.

**Clusters:**

* Responsible to work on MSCS and VCS for below queries.
  + - Installing Application Clusters
    - Configuring resources on clusters.
    - Online faulted resources
    - Failover cluster group.
    - Normalizing the Microsoft Cluster Group
    - Responsible to check the health of the clusters and Hot fix deployment of the clusters.

**Change Management:**

* Responsible to Create **production CR’s**, **operational CR’s and post-operational CR’s**.
* Logging into ESX/ESXi console and gathering required information and troubleshooting issues pertaining to performance and configuration

**Storage**

* Adding LUNS to the hosts.
* Expanding LUNS to the hosts.
* Configuring Disks through “**VERITAS Enterprise Administration**” for clusters and standalone servers.
* Configuring and Managing HBA cards through “**SanSurfer for FC HBA Manager**”.

**NAS**

* Creating\Increasing\Deleting NAS Shares.
* Scheduling and performing pool moves if space is not available in DG.
* Mapping DFS pointers .
* Assigning permissions to that share.

### Xxxx xxxx – xxxx xxxx

### Designation – L2 Server Support

### Organization – xxxxxxx (Consultant Inknowtech), xxxxxxxx.

* Resolving Change Management, Incident Management, Technology Privilege Access and other related ITIL tickets.
* Responsible to Manage **ADS**,**DNS** and **DHCP** servers
* Trouble shooting the issues related to Active Directory like **Password resetting**, **Account lockout...Etc**
* **Migration of user Accounts** from one domain to other domain**.**
* Setting up **Share** and **NTFS permission** for files and folders located in file servers.
* Creating new **organizational units** and provide the access to users.
* Binding IP addresses in DHCP server.
* Management of GPO.
* Patch updates.
* Troubleshooting profile, group policy, security group, share access related problems.
* Configuration and updating of antivirus software’s like McAfee through **EPO** Servers.
* Responsible to work on **SMS** servers to
  + Collecting the **system inventory**
  + Distribute the **packages** and windows **update patches**.
  + **Software updates services**.

**Backup & Storage**

* Scheduling **Daily**, **Weekly** and **Monthly** backups and **Restoration** of files With **HP Data** **protector** and **CA ARC Brightstor Server**.
* Managing Devices and Media like **Dell Power vault TL 4000 Tape Libraries**, IBM **UltrimTD-3** Tape drives and **HP D2D** Box (Virtual Tape Libraries).
* Creating **LUN**’s and **Storage Groups** and **Allocation of Space** in **Clariion** Box.
* Collecting **SPA** and **SPB** logs in **Clariion Box**.
* Monitoring the Replication and Mirroring Status in **HP NAS** Box.
* Troubleshooting the Backup issues, Tape libraries and virtual Tape Libraries.

**Xxxx xxxx –xxx xxxx Designation – Windows System Administrator Organization – xxxxxxxxxx (Consultant Pursuit Technologies), Bangalore**

* Responsible to manage ADS, DHCP, DNS, Print Servers
* Responsible to Create New **Domain User accounts**.
* Assign **File and Folder Permissions**.
* Configure and Manage **Print Servers** and **Printers**.
* Responsible to take daily Tape Backup and restoration of files.
* Support end-users on Lotus Notes, MS outlook, Citrix, and People soft. Applications.
* Configure the New systems by using Ghost Images.
* Troubleshooting and repairing HP laptops and Desktops.
* Having experience in SAN Clariion Storage Systems.

Technical Skills

### Storage:

* **Initialize and configure a Clariion CX Series Array.**
* **Configuring Raid Groups**
* **Binding LUNS**
* **Configure Storage Groups**
* **Snap view Snap Shot, Snap view snap clone, Mirroring.**
* **Using Navisphere manager to configure storage objects.**
* **Configuring Disks & volumes in VERITAS Enterprise Administration.**
* **Configuring San Surfer for FC HBA Manager.**
* **IP Storage and ISCSI Technology.**
* **Configuring and managing virtual Tape libraries and Tape Libraries.**

### Windows:

* **Installing & Upgrading Windows 2k, 2k3, 2K8 Desktop OS like XP, Vista**
* **Configuring and managing ADS, DNS, DHCP, and Print Servers.**
* **Configure and managing Group policies.2k3 and 2k8.**
* **Configuring and managing Groups.**
* **Creating, Managing and migrating Domain User accounts with profiles.**
* **NTFS Permissions and Disk quotas.**
* **Configuring Replication.**
* **Configuring and Managing DFS.**
* **Terminal Services on 2K and 2K3.**
* **Troubleshooting Servers and Various issues on ADS.**

### VMWare:

* **Conceiving/implementing short/long-term plans for achievement of process objectives/company objectives.**
* **Installing and configuring ESXi 5.0 ESXi 5.5 and VMware vCenter Server.**
* **Adding new datastores and expanding the existing datastores by interacting with Storage team.**
* **Deploying VMs from templates and converting physical servers to VMs using VMware converter.**
* **Configuring clusters to include HA/DRS features.**
* **Performing vMotion and storage vMotion.**
* **Setting up Fault Tolerance for Finance application.**
* **Configuring virtual switches and different types of port groups.**
* **Managing the snapshots of the VMs in our virtual infrastructure.**
* **Creating baselines and adding hosts to the baselines and applying critical and non-critical ESX/ESXi patches using Update Manager.**
* **Logging into ESX/ESXi console and gathering required information and troubleshooting issues pertaining to performance and configuration.**
* **Configured services like VMware HA, Resource Pools, DRS and DPM Clusters in VMware vCenter Server.**

### Backup:

* **Having Experience in HP Data protector 6.1and CA Brightstor ARC server 12.5 tools.**
* **Installation and implementation of both the tools.**
* **Backing up the Data and Restoration of Data.**
* **Managing Tape Libraries, Tape Drives and Virtual Tape libraries.**
* **Trouble shooting backup and restore issues.**

The following are areas that I trained and somewhat familiar, but would not consider myself an expert.

* **Cisco Switches and Routers.**
* **V-Lan, Designing of IP Address**

Personal Details

**Father Name : xxxxxxxxxxx**

**Date of birth : xx-xx-xxxx**

**Sex : xxxxx**

**Marital status : xxxxxx**

**Religion : xxxxxxxx**

**Nationality : xxxxxxxx**

**Language Known : xxxxxxx, xxxxxxxx, xxxxxx**

**Contact Address : xxxxxxxxxxxxxxxxxxxx,**

**xxxxxxxxxxxxxxxxxxx.**

**xxxxxxxxxxx.**