**GUNJAN DESAI (US Citizen)**

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* Driven professional with 17+ years of experience providing enterprise system engineering, DevOps, & SRE.
* Accomplished technical leader with experience overseeing the planning, development, testing, and launch of applications and systems serving hundreds of thousands of users, delivering results in firsthand & management roles.
* Applies strong diligence and efficient multi-tasking abilities to excel in time-critical environments, meeting all standards for quality and productivity. Translates business requirements into technical specifications while working collaboratively with business and technical stakeholders.
* Skilled in building and leading teams and projects in enterprise environments. Recognized for consistently achieving business and cloud/virtualization productivity targets. Strong understanding of ITIL processes.

**CORE QUALIFICATIONS**

**Project Management & Oversight |** **Team Leadership & Guidance | Solutions Engineering | Cloud Architecture**

**Automation | Product Development Solutions | Cost Controls & Efficiency | Systems Administration | Application Delivery**

**High Availability | Scripting | Cloud Migration | Incident management | Change Management | Release Management**

**PROFESSIONAL EXPERIENCE**

**SENIOR SRE/ DevOps Engineer | Microsoft** May 2006 to Present

* Automate architecture, deployment, upgrades, and application changes to systems to support online services, applications & live sites for Azure Data Explorer (Kusto), Microsoft Intune, Office 365 SharePoint online, Bing Ads (AdCenter) on virtualization, Azure Cloud Base technology & bare Metal servers.
* Automate in PowerShell /Python System Administration related tasks. Create project plan for automation builds install
* Ensure Microsoft customer engagement and perform presentations, providing technical solutions when needed and resolving issues as they arise.
* Handle on Azure Devops (GIT). Deploying CI/CD system using Azure Devop on Kubernetes container environment. full CI/CD pipelines so that each commit a developer makes will go through standard process of software lifecycle and gets tested well enough before it can make it to the production. Used Azure Devops services such as Azure Repos, Azure Boards and Azure Test plans to plan work and collaborate on code development, built and deployed application.
* Developed, maintained and provided the team with Various Azure Devops-related tools like deployment tools, staged virtual environments, and provisioning scripts.
* Used Shared Image Gallery to store the created images and built Azure pipelines in Azure DevOps to implement Ell these services in Azure.
* Conducted training sessions for team members on Databricks best practices, optimizing data workflows and improving overall team efficiency.
* Conducted regular assessments and updates to Spinnaker configurations, adapting to evolving project requirements and best practices.
* Structured cluster AutoScaIer for Azure Kubernetes Service (AKS) by using Azure Pipline and worked with scheduling. deploying, and managing pods and replicas in AKS
* Experience in using ARM templates (JSON) to create Azure services ,while ensuring no changes were made to the existing infrastructure.
* Experience implementing Azure services such es Azure Active Directory (AD), Azure storage, Azure cloud services, IIS, Azure Resource Manager (ARM), Azure 310b Storage, Azure VM, SQL Database, Azure Functions, Azure Service \*bric, Azure Service bus
* Worked with Azure Monitoring tools such as Azure Log Anatytics, Azure Network Watcher, and Azure Service Health to diagnose and minimize service degradation.
* Experience in using the monitoring tools like Azure monitoring Dynatrace to setup the desired alerts to avoid disruption.
* Analytical and Creation problem Solving conceived, pitched and independently devised a solution to an operation obstacle in changes resistant atmosphere. Implementation of the new system of tools resulted in 100% increase in efficiency, reduced risk of human error, and prevention of costly rework.
* Innovation: Identified a need to establish a standard procedure for organization of electronic products. Developed vision and plan and pitched idea to management for a file management system. Implementation resulted in program alignment, eliminated confusion and 20% increase in operation efficiency.
* Cross Functional Leadership: Collaborated efforts of a multi-disciplined team to resolve complex system anomalies. Drove problems to closure by collecting inputs from specialists to make decisions and to formulate a path forward. Recognized by management as dependable anomaly resolution lead and awarded with promotion.
* Foster data-driven discussions through innovative data analysis capabilities and leveraging of Power BI / Tableau.
* Managed the entire software development life cycle from requirement gathering to rollout thereby creating extensive and excellent documentation. Gathered, examined, and interpreted current and future space architecture information to generate solutions to requirement satisfaction problems.
* Configure and maintain production web site portal on 3 tier architecture, i.e. web front end, application, & database. Installed SQL infrastructure for the backend database.
* Monitor KPIs and perform incident management and reporting, investigation, root cause analysis (RCA), & monitoring, as well as reporting for live site, production, & lab environment.
* Architect clustering databases, CDN (content delivery in Akamai/Azure), backup and disaster recovery solutions; design and implement applications (SharePoint Farm Topology, infrastructure components, storage, network topology, service applications. Designed and implemented an organization-wide back-up system.
* Release & migrate on-premises production live site, applications, & tenants to Azure cloud services (service fabric/microservice), Azure (IAAS/PAAS), ARM or Hyper-V technology/autopilot virtualization.
* Automated and implemented Virtual Private Network (VNet) configuration and management (Microsoft Connectivity) on Azure cloud service where applications run own network and proper isolations.
* Architect, design & plan resilience modeling, BCP (disaster recovery), & high availability for production web sites & replica cloud services. Perform co-location region/data center setup with virtual infrastructure and create a fully replicated Hot DR site for production application & sites. Brought the recovery time (RTO) from 4 hours to 30 minutes in case of a disaster. Tested and demonstrated full DR capabilities.
* Monitor capacity management & asset management for hardware inventory & networking inventory. Act as System Center Configuration Manager (SCCM)/(SMS) for coverage on inventory.
* Recognized with Gold Star Award as key contributor, Orchestrated and executed for migration:
* Yahoo Migration for AdCenter (Bing Ads) Group
* Yammer Migration for O365 SharePoint Group
* Azure virtualization (IAAS & VNet) migration in Microsoft Intune from GFS physical hardware (Bare Metal Hardware) like in Azure through Azure Resource Manager Templates (ARM) or Azure Portal and provisioned them using Terraform templates
* Also involving Geo-planning for 100% availability of production web site across the world
* Cloud / On-Prem Infrastructure complex project (Involving, development, designing & planning)
* WAN optimizing on networking bandwidth and introduced Riverbed WAN optimizer
* Global load balancing via Akamai & Level 3 for Active load balancing between datacenter with GEO planning
* Global Content delivery (CDN) functionality with GEO planning
* Decommissioned software load balancing and introduced hardware load balancing (Big-IP F5) in the IPsec environment.
* Support, deploy, & architect networking products, including BIG IP F5 network load balancing, NetScaler, Cisco Routers, and other networking projects.
* Troubleshoot network issues and maintained 99% network uptime. Responsible for all co-location of WEB servers. Set up, implemented, and managed DNS.
* Designed Active Directory & Microsoft Exchange organizational structure over multiple locations and server setups.
* Manage MS Exchange servers for high traffic, high-availability network & implement domain & group security policy through Group Policy Management (GPM).
* Configure bare Metal servers (HP, DELL, IBM), routers (CISCO), and related hardware to work seamlessly over the network with fault-tolerant mechanisms, and RAID.
* Developed and maintained all vendor relationships, including negotiation of terms and contracts for BIG IP, HP, Infosys, HCL, Wipro, Infosys, IBM, DELL, CISCO.Setup
* Support .Net & interface, multi-tiers architecture application

**EARLY CAREER EXPERIENCE**

**SENIOR SYSTEM ADMINISTRATOR, Aequor Technologies, Inc.,** (August 2005 to May 2006)

**NETWORK ADMINISTRATOR, Ragini Communication, Inc.,** (May 2004 to July 2005)

**SYSTEM ADMINISTRATOR, Asahi Songwon Colors, Ltd.,** (August 2002 to October 2004)

**NETWORK ADMINISTRATOR, Teerth Technologies Pvt. Ltd.,** (July 1996 to August 2002)

**EDUCATION & CREDENTIALS**

**Masters of Computer Applications** | *Microsoft* System Engineer with Messaging (MCSE) | CCNA - 2002

Microsoft Azure Administrator Associate | Microsoft Certified: DevOps Engineer Expert

**TECHNICAL SKILLS**

**Virtualization:** Azure IAAS & PAAS, ARM, Hyper – V, Microsoft Virtual Server 2005, VNet

**Hardware:** Servers (IBM/Compaq/HP/Dell), Cisco Routers, Switches, Hubs, ISDN, PABX, BIG IP - F5, NetScaler

**O/S:** Windows 2008 /2012 / 2003 / 2016/ 2019/ XP / NT / 2000 / 98, Linux, Netware, Dos

**Active Directory:** Active Directory 2003/2008/2012, LDAP

**Software:** Python**,** Ghost, Sniffer, Antivirus (Symantec, NAI, Trend Micro), Tivoli ITD, Firewall (Gauntlet), Mail Clients, ACT, HTML, MS Office, Visio 2000, NetViz, System Center (SCCM/ SCOM), SMS, MS Exchange, MS Proxy Server, Microsoft ISA Server, Squid Web Access, Open DAP Secure remote access, Sendmail, Samba, NFS, SSH secure remote administration, Microsoft Terminal Service, WINS, DNS, Azure Data Explorer, SharePoint

**Databases:** MS SQL , Azure SQL Oracle, MS Access, Oracle PL SQL

**Web Application:** IIS , Samba, WebSphere, WebLogic, SharePoint.

**Protocols:** Ethernet, Gig Ethernet, Firewall, TCP/IP, IPX/SPX, Frame Relay, X.25, ATM, ISDN, V.90, Async, HDLC, SDLC, Voice/FR, Vo/IP, MLT, RIP, OSPF, EIGRP, VoIP, QoS, 802.1x PPP, WAP, HTML, VPN, WLAN, VLAN, Firewall, IP Telephony, NAS, SAN

**Firewall:** Arbor, Checkpoint, D-Link, Juniper & Cisco Hardware

**Clustering:** Microsoft Clustering, VERITAS, Network Load Balance, BIG IP F5, SMTP

**Communication:** Skype, Live communication Server, Microsoft Team, Groove Server 2007, Sametime

**Scripting:** PowerShell, VB, Python

**Analytical:** Power BI, Tableau**,** High Availability & disaster recovery for enterprise solutions

**Networking:** Big IP F5 Networking Load balancing, Cisco Routers, NetScaler, Azure

**HA / DR:** Global Load Balancer (DNS) & Content Delivery: Akamai, Level 3, Azure / Application Traffic Manager, Azure Front Door, Application Gateway

- Cloud Computing: AWS, Azure, Google Cloud

- Containerization and Orchestration: Docker, Kubernetes, Helm

- Infrastructure as Code (IAC): Terraform, AWS CloudFormation

- CI/CD Pipelines: Jenkins, GitLab CI/CD, Travis CI

- Automation: Ansible, Puppet, Chef

- GitOps: ArgoCD, Flux

- Monitoring and Observability: Prometheus, Grafana, ELK Stack, New Relic, Datadog

- Chaos Engineering: Chaos Monkey, Gremlin, Chaos Toolkit

- Security: Identity and Access Management, Encryption, Compliance

- Service Level Objectives (SLOs) and Service Level Indicators (SLIs)

- Microservices Architecture: Istio, Linkerd

- Database Management: SQL, NoSQL

**Source Code Management:** Azure Devop , GIT

**CI / CD tools :** Jenkins, Azure Pipelines, Gitlab Pipelines

**Configuration Management Tools:** Terraform, Azure Resource Group

**Containerization Tools :** Docker, Kubernetes