SAI SANTOSHI

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**PROFESSIONAL SUMMARY**

* Eight years of IT experience working with configuration and deployment of Windows/Linux servers on VMware infrastructure and AWS Cloud environments. Experience with VMware vSphere Suite, vSphere ESXi, vCenter server management, DevOps, CI/CD Pipelines, Configuration Management, build automation and deployment using Python, Shell Scripts.
* Installation and configuration of VMware ESXi hosts, cluster features like vSphere High Availability (HA), Fault Tolerance (FT) and vSphere Distributed Resource Scheduler (DRS).
* Configure DRS Clusters to make VM placement recommendations for fault tolerant virtual machines, assign a DRS automation level to VMs for cluster load rebalancing.
* Expertise in administration, implementation and configuration of VMWare ESXi server and Virtual Center, Nutanix infrastructure, including AHV and VMware environments.
* Deploy and manage Nutanix clusters and core components such as AHV, Prism Central, Prism Element, NCC, and Foundation.
* Configure and manage Windows Servers, VMware / Nutanix Virtual & HCI Infrastructure, AD, DNS, DHCP File & Print Services.
* Setting VM priorities on CPU and Memory resources, managing VMware Virtual Center services such as Storage DRS, High Availability, vMotion and Storage vMotion using vSphere Web Client.
* Configure ESXi hosts for vMotion and Storage vMotion, setup VMkernel Networking on vSphere Distributed Switches, configure Port Groups, adding hosts to vSphere Distributed switch (VDS).
* Deploy and export virtual machines, virtual appliances, and vApps stored in Open Virtualization Format (OVF) or Open Virtualization Application/Appliance (OVA) file to use a preconfigured virtual machine (VM).
* Upgrade BIOS and Firmware on ESXi hosts via DELL iDRAC, HP ILO consoles.
* Manage ESXi host resources by creating Resource Pools to allocate CPU and memory resources, adding Virtual Machines to Resource Pools, specifying Shares to prioritize resource allocation.
* Perform ESXi host upgrades, Nutanix cluster upgrades, Dell, HP hardware and firmware upgrades.
* Collaborate with teams to troubleshoot and resolve issues in AWS and VMware environments.
* Administration of Active Directory in Windows environment. Managing Active Directory issues such as: Logon Failures, Account Lockouts, Network Connectivity, DNS and WINS Name Resolution, Authentication Problems, File and Printer Permissions etc.
* Security Patching, and vulnerability fixes on Windows servers, VMware & Nutanix hosts.
* Troubleshoot and analyze issues/fixes on Nutanix Hyperconverged Environment.
* Performance and Capacity Management across Windows Servers, troubleshooting of Windows Operating system Access controls permissions.
* Configured and installed WSUS servers and installing Windows patches and automatically approving new updates when synchronized globally.
* Configuration and administration of AWS cloud management services like EC2, ELB, VPC, S3, IAM, Lambda, CloudFormation, Elastic Container Service (ECS), Elastic Kubernetes Service (EKS), CloudWatch, CloudTrail, Trusted Advisor, Route53, Cost Explorer and AWS CLI.
* Experience with monitoring tools to track health and availability of apps using Splunk Enterprise, SolarWinds platform, Virtual Manager, Microsoft System Center Configuration Manager (SCCM), Splunk, and Nagios.
* Managed IAM policies, roles, and access control to ensure secure access to AWS resources, implement monitoring and alerting solutions using AWS CloudWatch, SNS, and third-party tools like Datadog for real-time incident response.

**TECHNICAL SKILLS**

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| **AWS Cloud Products** | AWS services like EC2, S3, VPC, ELB, Lambda, Route 53, RDS; Amazon CloudWatch, CloudTrail and CloudFormation; AWS Identity and Access Management (IAM), Amazon GuardDuty, AWS Secrets Manager, AWS Directory Service, AWS Key Management Service |
| **VMware vSphere Suite** | VMware ESXi 5.0/5.5/6.0/6.5/7.0, vCenter server 5.0/5.5/6.0/6.5/7.0, VMware Horizon View 7.0, vSphere Update Manager (VUM), vRealize Operations Manager (vROps), High Availability, DRS, Fault Tolerance, vMotion, Storage vMotion, Site Recovery Manager. |
| **Operating Systems** | Microsoft Windows 2008/2012/2016/2019, RHEL 6/7/8, MacOS. |
| **Hardware/Storage** | DELL PowerEdge Rack servers, NUTANIX blocks, Cisco UCS hosts, HP ProLiant Blades BL Series, DELL VMAX/VNX, PURE storage. |
| **Version Control Tools** | Git, GitHub, Bitbucket, SVN |
| **Build Management Tools** | Jenkins, Maven, ANT |
| **DevOps Tools** | Chef, Ansible, Docker, Kubernetes, EKS |
| **Infrastructure Automation** | Cloud Formation, Terraform and Ansible |
| **Monitoring Tools** | Jira, Nagios, Splunk, SolarWinds |
| **Ticketing Systems** | Service Desk Manager (SDM), ServiceNow, Change Point, JIRA |

**WORK EXPERIENCE**

**VMware Administrator May 2022 – Current**

**Amazon (AWS)**

**Responsibilities:**

* Infrastructure Virtualization Engineer for VMware vSphere products such as ESXi hosts, vCenter Server, vSphere Web Client and vSAN.
* Installation and configuration of VMware ESXi hosts, cluster features like vSphere High Availability (HA), Fault Tolerance (FT) and vSphere Distributed Resource Scheduler (DRS).
* Configure DRS Clusters to make VM placement recommendations for fault tolerant VMs,

machines, assign a DRS automation level to VMs for cluster load rebalancing.

* Setting VM priorities on CPU and Memory resources, managing VMware Virtual Center services such as Storage DRS, High Availability, vMotion and Storage vMotion using vSphere Web Client.
* Creating customized dashboards in vROps; using generated reports for VM tuning and optimal performance.
* ESXi host patching using vSphere Update Manager, enabling vSphere HA and DRS features on clusters, creating vSphere Standard and Distributed Switches, port groups like VMkernel and Virtual Machine port groups, NIC teaming, VLANs, Switch and Port Group Policies.
* Configuring LUNs on SCSI-based storage devices, creating VMFS-based datastores, datastore capacity upgrades, mounting/unmounting VMFS or NFS Datastores.
* Proficient in TCP/IP addressing, IP Sub-netting, DHCP configuration, Backup technologies, Active Directory account and security administration.
* Responsible for system administration and AD user account maintenance, provide user account setup and configuration to allow user's access to files.
* Security Patching, and vulnerability fixes on Windows servers, VMware & Nutanix hosts.
* Improved vSphere workload management by grouping VMware ESXi hosts into resource clusters using DRS (Distributed Resource Scheduler) to segregate the computing needs of business units.
* Handle Business Partner requests like creating VM snapshots, deploying Virtual Machines from OVF Templates, OVA files, and existing preconfigured templates.
* Provision new Windows 2012 R2/2016/2019 servers, configuring network and storage, join computers to Active Directory domain, create users and admins groups.
* Managing Azure Windows Virtual Desktops (VDI), creating new users, groups, computer objects, OUs in Active Directory domain, create and configure Group Policy Objects (GPOs) using Microsoft Management Console (MMC) Group Policy Editor.
* Deploying Windows Security Updates, .NET Framework patches, Adobe Reader and Internet Explorer 11 updates, SQL Service Pack updates to database servers.
* Windows Server Patch remediation, view SCCM patch deployment status, capture and analyze error descriptions, troubleshoot and fix servers that failed to install updates through SCCM.
* Migrating virtual machines between hosts/datastores using vMotion and Storage vMotion.
* VMware virtual environment capacity planning using vROps. Generate reports to calculate resource usage (CPU/Memory/Disk space) on Virtual Machines for VM performance tuning.
* Resolve incident tickets related to Windows, Linux virtual machines and AWS EC2 instances.
* Monitoring system alerts and providing assistance to resolve complex issues in system hardware and software.
* Setup vCenter Server Access Permissions, ESXi host advanced configurations, Network/Storage I/O Control, running services, creating Host profiles using reference host's configuration and assigning host profiles to hosts.
* Creating VM DRS group and host DRS group to create VM-Host affinity, anti-affinity rules.
* Configuring Storage DRS on clusters to redistribute the load by automatically migrate virtual machines or virtual hard disks to a different host to maintain a stable environment.

**VMWARE / WINDOWS ADMINISTRATOR**

**Client: AMEX, Phoenix, AZ Apr 2021 – May 2022**

**Client: Country Financial, Bloomington, IL Feb 2018 – Mar 2021**

# Responsibilities:

* Manage and maintain Nutanix infrastructure, including AHV and VMware environments.
* Deploy and manage vSphere clusters with ~100 ESXi hosts using vSphere vCenter Servers.
* Configure clusters with HA and DRS, setup automated tasks for vMotion and Storage vMotion.
* Upgrade AOS, NCC, Foundation upgrades from Prism Central for Nutanix hosts.
* Perform ESXi host upgrades, Nutanix cluster upgrades, and Dell, HP firmware upgrades.
* Troubleshoot ESXi host connectivity issues, and analyze and fix CVM issues on Nutanix Hyperconverged Environment.
* Deploying new virtual machines from templates, OVA/OVF files, and CD/ISO images.
* Handle Business Partner requests like creating VM snapshots, deploying Virtual Machines from OVF Templates, OVA files, and existing preconfigured templates.
* Provision new Windows 2012 R2/2016/2019 servers, configuring network and storage, join computers to Active Directory domain, create users and admins groups.
* Managing Azure Windows Virtual Desktops (VDI), creating new users, groups, computer objects, OUs in Active Directory domain, create and configure Group Policy Objects (GPOs) using Microsoft Management Console (MMC) Group Policy Editor.
* Deploy and manage Nutanix clusters and core components such as AHV, Prism Central, Prism Element, NCC, and Foundation.
* Administering Linux systems, Troubleshooting Hardware, Operating System, Application & Network problems and performance issues.
* Performance and Capacity Management across Windows Servers, troubleshooting of Windows Operating system Access controls permissions.
* Providing Engineering support on wide range of technologies including VMware vCenter, VMware ESXi, Horizon View, Site Recovery Manager, Certificate Services, DHCP, DNS, Active Directory, Group Policies and Microsoft Windows Operating Systems.
* ESXi host patching using vSphere Update Manager, enabling vSphere HA and DRS features on clusters, creating vSphere Standard and Distributed Switches, port groups like VMkernel and Virtual Machine port groups, NIC teaming, VLANs, Switch and Port Group Policies.
* Configuring LUNs on SCSI-based storage devices, creating VMFS-based datastores, datastore capacity upgrades, mounting/unmounting VMFS or NFS Datastores.
* Performing server scans using Qualys (Vulnerability Management Tool) to identify vulnerabilities and install patches on Windows servers using SCCM.
* Experience with SCCM for monthly patching and software deployments, Desktop Group Policies and log in scripts, deployment of desktop Operating systems, Oracle JRE updates, SolarWinds license and software updates.
* Utilizing vCenter health check tools like RVTools to detect and clean up Orphaned/Zombie VMDK files, VM snapshots, detaching and unmounting unused datastores to make sure the virtual environment is clean and healthy.

**Systems Engineer/VMWare Admin May 2017 – Jan 2018   
Client: Worldpay, Atlanta, GA**

# Responsibilities:

* Install and configure Windows 2008 R2/2012/2012 R2 Server Operating Systems including Web Servers, Database Servers and other Window-based applications.
* Deploy new Virtual Machines using templates, ISO images, OVF/OVA files.
* Manage VMware virtual infrastructure: ESXi host upgrades, ESXi patching, VMware Tools upgrades, create host profiles, resolve vCenter alarms and HA/DRS management.
* Creating Baselines and Groups – Virtual Machines and Virtual Appliances Baseline Group.
* Handling Virtual Machine disk space issues, performing vMotions tasks, creating VM snapshots, clones, configure VM Application Monitoring and HA Application Monitoring.
* Monitoring ESXi Hosts, performance charts for CPU, memory, disk I/O, networking, and storage.
* Configure DRS Clusters to make VM placement recommendations for fault tolerant virtual machines, assign a DRS automation level to VMs for cluster load rebalancing.
* Using vSphere Update Manger (VUM) to patch ESXi hosts with the latest patch releases.
* Configuring Storage devices, Management Network (Static IP address), root passwords and licenses for ESXi Hosts.
* Grant access to shared folder, creating network file shares, troubleshooting NTFS permissions.
* Microsoft Active Directory administrative tasks such as creating/modifying/deleting domain users, computers and groups; joining computers to the domain, configuring storage and network on Windows servers.
* Fix user account issues such as Login Failures, Account Lockouts, File Permissions, Authentication errors, Network Connectivity, DNS Name Resolutions.
* Create alarms to monitor the system and set up follow-up actions like configuring CPU/Memory/Disk usage thresholds, Scheduling tasks for a one-time run or for repeated runs such as Change the power state of a virtual machine, Clone/create/deploy/migrate a virtual machine, create a snapshot.
* Document monthly compliance assessment for PCI Audits, and update build documents.
* Setting VM priorities on CPU and Memory resources, manage VMware Virtual Center services such as DRS, High Availability, vMotion and Storage vMotion using vSphere Web Client.
* Create and Manage Group Policy Objects (GPOs) for password restriction, account lockouts, password expiry, granting or revoking access for users.
* Applying Group Policies to OUs; configuring permissions, assigning Security Group Filters.
* Administer Linux systems, Troubleshooting Hardware, Operating System, Application & Network problems and performance issues.
* Monitoring ESXi host resources (CPU, RAM and data store) utilization and maintaining with in threshold value by migrating the virtual machines to different hosts and data stores.
* Experience with Network diagnostic, monitoring, and analyzing tools such as Splunk, Nagios, and SolarWinds.
* Create dashboards and generate custom reports on VMware Operations Manager Custom UI and document Windows/Linux server user related issues with troubleshooting steps.

**SYSTEMS ENGINEER Sept 2016 – May 2017**

**Spica Computers**

# Responsibilities:

* Install and configure vSphere ESXi 5.5 on a bare metal server using a bootable ISO image.
* Managing licenses for ESXi Hosts, downloading vSphere Client for Windows to access ESXi hosts.
* Create Virtual Machines on ESXi hosts and allocate VM resources.
* Install and configure Windows Client or Server Operating Systems.
* Experience working with vCenter, ESXi, and troubleshooting Dell and HP server hardware.
* Configuring CPU cores, Virtual Memory, hard disks, network adapters in the vSphere Client.
* Create Baselines and Groups – Virtual Machines and Virtual Appliances Baseline Group.
* Creating VM folders, performing Virtual Machine Power Operations, configuring Virtual Machine hardware like virtual NICs, CPUs, CPU hyperthreading resources, memory, disks, DVD/CD-ROM drives, and SCSI devices.
* Monitoring ESXi Hosts, performance charts for CPU, memory, disk I/O, networking, and storage.
* Configure DRS Clusters to make VM placement recommendations for fault tolerant virtual machines, assign a DRS automation level to VMs for cluster load rebalancing.
* Create VM snapshots, cloning, VM migrations; create templates and deploy VMs using templates.
* Coordinating with Business Partners, create Change records, plan and schedule changes.
* Installation, configuration, and maintenance of Windows servers and desktops.
* Experience with AD User Creation, grant permissions for new domain users.
* Performance and Capacity management across Windows Servers, troubleshooting of Windows Operating system Access controls permissions.
* Virtual Machine standard provisioning and decommission process, manage Virtual Machine Operations such as Snapshot, Cloning, Templates, and VM reconfigurations.
* Install and upgrade VMware Tools and Hardware to improve virtual machine performance.
* Configure and Manage VMware HA and DRS Clusters, Virtual Machine reconfigure activities such as VM Disk resize, Increase Memory and CPU.
* Administrating Active Directory Domain Services and Implementing Group policy objects, generating performance reports on a weekly basis.
* Install and upgrade VMware tools on Virtual Machines, perform troubleshooting such as RDP/SSH connectivity issues, user lockout issues, file permissions issues.

**EDUCATION**

* Masters in Electrical Engineering from The University of Toledo  
  Toledo, Ohio USA (Aug 2014 – May 2016)
* Bachelors in Electronics and Communication Engineering from JNTU  
  Hyderabad, Telangana, India (Oct 2010 – Apr 2014)

**CERTIFICATIONS**

* AWS Certified Solutions Architect – Associate (SAA-C02)
* AWS Certified SysOps Administrator – Associate (SOA-C02)
* VMware Certified Associate – Data Center Virtualization (VCA6-DCV)
* VMware Certified Professional – Data Center Virtualization (VCP6-DCV)