Resume

CHALLA RAO YELURI

#54, Sri Venkateswara Nilaya,
2nd 'A' Main, 15th Cross,
Vignanan Nagar, Bengaluru – 560075.
Email: ycrao123@gmail.com
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Experience:

With over 20 years of experience in IT infrastructure management, solution design, and cloud operations, I am a certified Cloud Architect proficient in Azure. I possess strong technical and leadership skills, excelling in IT operations, cloud-managed services, cloud cost optimization, and capacity management. My expertise extends to due diligence, service transition, service delivery, and technical support. I bring a wealth of domain knowledge across banking, retail, and healthcare verticals, ensuring tailored and effective solutions for diverse industry needs.

As a seasoned Infrastructure Solutions Architect, I have over 3 years of specialized experience in designing, deploying, and managing robust on-premises infrastructure solutions, with a strong emphasis on integrating cloud technologies for hybrid environments. I demonstrate expertise in virtualization and infrastructure modernization. I am adept at leading complex infrastructure projects, optimizing system performance, and ensuring high availability and security. I have a proven ability to collaborate with cross-functional teams to deliver solutions that align with business objectives, driving efficiency, innovation, and cost savings. My experience extends on-premises capabilities to cloud platforms like Azure, enhancing scalability and flexibility.

Academic Qualifications:

- MBA – Information Systems from Sikkim Manipal University
- BCA - Bachelor of Computer Applications from Allahabad Agricultural Institute Deemed University
- Diploma in Computer Science and Engineering, Board of Technical Examination Govt. of Karnataka

Certifications:

- Implementing Microsoft Azure Infrastructure Solutions (70-533)
- Foundation certificate in IT Service Management (ITIL V3)
- MCTS: Windows Server 2008 Active Directory, Configuration (70-640)
- VMware Certified Professional (VCP 4.0)
- MCTS: Windows Server 2008, Server Administrator (70-646)
- Implementing and Managing Microsoft Exchange server 2003
- Microsoft Certified System Engineer (MCSE) NT4.0

Technical Skills:

- Designing and deploying dynamically scalable, available, fault-tolerant, and reliable workloads on Azure Cloud
- Provision and Managing Infrastructure as a service cloud computing for Azure
- Selecting appropriate Cloud services to deploy an application based on given requirements
- Implementing Cloud cost optimization strategies
- Cloud capacity management
- Knowledge of Cloud concepts like Cloud Adviser, Cloud migration, Cloud monitoring
- Installing, configuring and supporting primarily Microsoft Windows and Linux servers on IaaS
- Working with Technical Competencies to install and configure enterprise software used by our consulting services/offerings
- Configuration & administration of Auto scaling, Load balancers, Virtual machines, Backups
- Implementation and Administration of Windows 2008 / 2012 / 2016 Servers
- LAN/WAN networking/distributed computing environment (client/server)
- L3 level Active Directory Support – 2008 / 2012
- Disaster Recovery and Incident Response Planning
- Installation / configuration of ESX servers for Virtual Environment
- Administration of CITRIX presentation servers
- Management of MS-Exchange Servers 2000/2003/2007
- Installing / Cloning / Configuring of VMs
- Implementing/Configuring clusters for Windows and SQL Database server's high availability
- Awareness of various backup strategies, utilities and backup devices
- Administration of Antispam / Email content filtering software for messaging environment
- Internet/Intranet: DNS, WINS, DHCP, FTP, Proxy, Firewall
- Good awareness of helpdesk calls handling and ticketing tools
- Maintain / troubleshooting / worked on various server hardware models

Organization : **Hexaware Technologies Limited. Bengaluru**
Period : **10/2020 to till date**
Designation : **Senior Architect**

As a seasoned Infrastructure Solutions Architect, I have over 3 years of specialized experience in designing, deploying, and managing robust on-premises infrastructure solutions, with a strong emphasis on integrating cloud technologies for hybrid environments. I demonstrate expertise in virtualization and infrastructure modernization. I am adept at leading complex infrastructure projects, optimizing system performance, and ensuring high availability and security. I have a proven ability to collaborate with cross-functional teams to deliver solutions that align with business objectives, driving efficiency, innovation, and cost savings. My experience extends on-premises capabilities to cloud platforms like Azure, enhancing scalability and flexibility.

- Designed and implemented scalable, high-performance on-premises infrastructure solutions, enhancing operational efficiency and reliability.
- Designed and managed large-scale on-premises infrastructure, including compute, network and storage systems, ensuring optimal performance and scalability.
- Led the integration of on-premises environments with cloud services, creating seamless hybrid solutions that enhanced operational capabilities.
- Developed and enforced stringent security policies and procedures, safeguarding infrastructure against threats and ensuring compliance with industry standards.
- Conducted thorough infrastructure performance monitoring and optimization, identifying and addressing bottlenecks to ensure seamless operation.
- Utilized virtualization technologies (VMware) and Azure cloud to create flexible and efficient infrastructure environments.
- Designed and managed data backup and recovery solutions, ensuring data integrity and business continuity.
- Collaborated with stakeholders, project managers, and IT teams to ensure infrastructure solutions meet business requirements and deliver measurable value.

Organization : **Wipro Limited. Bengaluru**
Period : **10/2019 to 12/2019**
Designation : **Delivery Manager**

- Managed cloud operations for one of the large cloud account.
- Reviewing SLAs and ticket volume metrics to meet the customer expectations.
- Reviewing and conducting project governance with customer.
- Guidance and support to cloud operations team on resolving customer issues.
- Cloud monitoring alert optimization.

Organization : **Cognizant Technology Solutions. Bengaluru**
Period : **08/2014 to 06/2019**
Designation : **Senior Manager – Service Delivery**

- Managed a team of Cloud admins, who are responsible for end to end IaaS support of AWS/Azure/Google cloud for a large number of shared customers.
- People Management and front line Managers for a large team.
- Responsible for building and leading multi discipline teams – Cloud Admin, Windows, Linux, DB, and Middleware teams spread across geographical locations.
- Communicate job expectations; planning, monitoring, appraising and reviewing job contributions.
- Communicate customer issues with Cloud operations / delivery Leads and devise ways of improving the customer experience, including resolving problems and complaints.
- Reviewing SLAs and ticket volume metrics to meet the customer expectations.
- Conducting daily operational review meeting to ensure all the tickets / issues resolved in timely manner without any SLA breach.
- Reviewing change requests and obtaining necessary customer approvals to ensure all the changes are implemented without any outages.
- Participating in regular Internal and External Audits.
- Implementing Cloud Cost Optimization
- Cloud capacity management
- Identifying opportunities for team training and skills advancement.
- Overseeing and determining timeframe for on-boarding new customers, system updates and outages.
- Identifying and acting on opportunities to improve and update process.
- Responsible for Monthly Billing – Support cross charges with SBUs.
- Preparing monthly governance reports and reviewing with customers.

Organization	:	**Truven Health Analytics. Hyderabad**
		(Formerly Thomson Reuters Healthcare)
Period	:	**01/2013 to 08/2014**
Organization	:	**Thomson Reuters. Bengaluru**
		(Thomson Reuters Healthcare)
Period	:	**07/2007 to 12/2012**
Designation	:	**Technical Lead**

- Remote Support and Administration of 2500+ Windows 2008 / 2012 Servers located across Data Centers.
- 12/7 on call duties, planning out of hours maintenance and project work.
- Managing VMware infrastructure. Installing and configuring VMs
- Managing and Setting up of Windows clusters.
- End to End Windows servers build implementation tasks, installation / configuration of Windows 2008 / 2012, Citrix servers.
- Security-patch management.
- Managing HP, IBM server hardware, updating firmware, troubleshooting and coordination with vendors and Data center staff.
- Administration and Managing of Citrix Presentation 4.5 and XenApp5.0 servers.
- Work and influence across multiple teams and work very closely with key business and technical Design teams.
- Providing training/mentoring and technical leadership to windows systems engineers.
- Develop an IT infrastructure architecture strategy in response to strategic requirements. Elicitation, documentation and verification of strategic requirement for the use of IT concerning particular business area.
- Responsible for new technology evaluation, strategic investigations and policy definitions.
- Creating technical SOP documents for Engineers

Organization	:	**Unisys Global Solutions. Bengaluru**
Period	:	**09/2006 to 06/2007**
Designation	:	**System Analyst**

Responsible:

- Providing L2 support for Windows 2003 **Active Directory** and **Exchange 2003** servers located in Unisys offices across the Globe.
- Backup Management for Windows/Exchange servers.
- Managing and Monitoring **DHCP** and **DNS** servers.
- Windows Security **Patch Management**
- Exchange **server consolidation**
- Managing **Blackberry** infrastructure.

Organization	:	**iGATE Global Solutions Ltd. Bengaluru**
Period	:	**10/2001 to 09/2006**
Designation	:	**Technical Lead**

Responsible:

- Implementation and Administration of MS Exchange 5.5 servers spread across WAN links.
- Monitoring Mail Queues for incoming & outgoing mails through Bridgehead Servers.
- Configuration and Administration of Spam control and email content filtering server.
- Installing, configuring and troubleshooting Microsoft Outlook client.
- Managing Active Directory, creating, monitoring and deleting user accounts.
- Maintaining File Server, Enabling Quota management,
- DFS Configuration (Managing different network share folders).
- Managing and Monitoring DHCP and DNS servers.
- Proactive Monitoring for Disk Space, Memory, CPU Utilization on servers.
- Backup Management for Windows/Exchange servers
- Performing regular restoration drills to verify restorability of data tape being backed up using NT Backup & Arc serve 2000
- Involved in planning and executing the Migration project for migrating Windows NT 4.0 domain to windows 2000 Active directory.
- Involved in planning and Migrate Linux DNS server to Windows 2000 DNS server.
- Team member for design & Deploy 3-tier Antivirus architecture for entire network.
- Good awareness of **helpdesk** call handling

Organization	:	**Cerebra Integrated Tech Ltd. Bengaluru**
Period	:	**11/2000-10/2001**
Designation	:	**Customer Support Engineer**

Responsible:

- Installation/upgradation/Troubleshooting of Desktop and Server hardware at customer sites.
- Installation and troubleshooting of WinNT, Novell 4.x servers, SCO UNIX servers.
- Installing and troubleshooting Windows 98/NT/2K, Novel Netware clients.
- Backup Management, ensuring the backing up server data and performing restoration drills
- Implementing and Managing Local area networks.
- Installations/configuration of various Application software's at customer places.

Organization	:	**PCS Industries Ltd.,**
Period	:	**05/2000-11/2000**
Designation	:	**Associate customer Support Engineer**

Responsible:

- Installation/upgradation/Troubleshooting of Desktop and Server hardware at customer sites.
- Installation and troubleshooting of WinNT, Novell 4.x servers, SCO UNIX servers.
- Installing and troubleshooting Windows 98/NT/2K, Novel Netware clients.
- Backup Management, ensuring the backing up server data and performing restoration drills
- Implementing and Managing Local area networks.
- Installations/configuration of various Application software's at customer places.

PERSONAL DETAILS

Name	:	CHALLA RAO YELURI
Date of Birth	:	31 July 1979
Languages known	:	English, Telugu, Kannada, Hindi
Marital status	:	Married
Permanent Address	:	#54, Sri Venkateswara Nilaya,
		2nd 'A' Main, 15th Cross,
		Vignanan Nagar, Bengaluru – 560075.

Date: **Signature**

Place: Bengaluru   (Challa Rao Yeluri)