Kumaran Manickam

Exploring and evolving through a career in IT Infrastructure and Cloud

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📍 Bengaluru,India

SUMMARY

I am a seasoned IT Infrastructure and cloud management professional with a passion for leading and optimizing technical operations. With a strong track record of architecting scalable solutions and fostering innovation, I am dedicated to aligning technology with business objectives. I enjoy learning and adapt to the current days needs.I excel in team leadership, driving efficiency, and ensuring the reliability, security, and performance of information technology infrastructure. Technically strong in infrastructure, and cloud domains.

KEY ACHIEVEMENTS

Data Center Recovery
Recovered Data Center from 3 major Outages, with a quick turnaround.

Cost Saving
Saved operation cost of 300K $ by moving the support of VMware from Australia to India.

OPEX Savings
A substantial 2 million $ savings for BHP Billiton by acting on Operational expense findings as part of Budget management. Vendor support subscription was renegotiated.

A 100k$ saving
Designed a High Availability lean model cluster as a low-cost solution for US Airways which resulted in a potential 100k $ savings.

PROFESSIONAL EXPERIENCE

2022 - 2023

Bengaluru

Account Advisor

KYNDRYL - Client - Wood PLC

- During a critical worldwide Citrix outage, Zeroed in on the NetScaler upgrade bug root cause, slashing recovery time from potentially 12 hours to just 2 hours.
- Guided the UCS recovery team by providing a solution that restored the server in 3 hours.
- Applications were migrated to Cloud adopting cloud infrastructure.
- Automated Data replication from Data Center to Azure's cloud-based storage.
- Advised CSD(cloud serviced delivery) teams on data migration solution with minimal impact to the application support.
- Qualitative data analysis was performed to determine service improvements.
- Guided SRE team on Network architecture review and upgrade.

2014 - 2017

Bengaluru

Global Delivery Leader,Service Integration Leader

IBM - Industrial Sector - Client - BHP Billiton

- Directed global operational support to 15 major clients by maintaining a 100% Service level agreement adherence rate.
- As a Business continuity plan (BCP) advisor orchestrated remote IT support for clients affected by Chennai flood.
- By restructuring governance and collaborating with service lines and Service Delivery Managers(Service management), dramatically reduced overnight residual incidents from 200+ to just 30+.
- Managed a team of 230 engineers (for BHP Billiton client), dedicated to supporting applications and infrastructure across the globe, including 400 servers and petabytes of data. (Servers support, Middleware, Database, Storage, Backup, Network, Security)
- Staffing and retention of resources was key to providing 24/7 support.
- Set internal KPI's for each service line reporting to me, other than the SLA enforced by Customer.
- As part of the Contract management team derived high CSAT rating and helped renew the contract.

2011 - 2014

Bengaluru

Service Delivery Manager (Portfolio,SSO manager))

IBM - Client - BHP Biliiton

- 100% success rate of storage firmware update as a requirement for potential exposure in the Server.
- Enforced creation of recovery documents which helped maintain 100% SLA across IT services.
- Enforced hardening of servers, storage by regular compliance review and auditing.
- As a Change advisory board member reviewed change records across Enterprise infrastructure.
- Was involved with the incident management to create Business Restoration managers team.
- Implemented it ITIL process and procedures.
- Engaged with Business stakeholders and Vendors to Integrate a schedule maintenance roadmap across all service lines.

2008 - 2011

Fort Worth,Tx

Senior Infrastructure Specialist

HP - Client - American Airlines, Sabre

- Migrated Linux systems to ESXi farm with a 100% success rate using in-house developed scripts. Tested and documented the process.
- Reduced Volume creation time by 70% by creating the complex raid configuration volume script (Veritas volume manager).
- Facilitated RCA for major incidents and crafted disaster recovery plans.
- Configured SAN with EMC and Brocade for Storage management
- Vendor comparisons were done by testing different server technology for customer and helped customer finalize on different service providers.
- Best practices was documented for L1/L2 use.
- Created Stakeholder matrix that helped prioritize application during Disaster recovery.

PROFESSIONAL EXPERIENCE

2001 - 2008
Fort Worth, Tx

Senior Infrastructure Specialist
EDS - Client - American airlines, Sabre
- Improved data recovery efficiency by 40% by changing backup distribution and indexing media in Tape Library for Production system.
- Received accolade for 100% Netbackup server recovery from data corruption.
- Configured NAS for alternate Backup repository thereby reducing the recovery time of data by 80%.
- Administered and managed CISCO VLAN network for Backup solution.
- Backup strategy - Segregated backup and data VLAN on brocade switch by creating separate zoning policies for performance.
- Continuous improvement was carried out by periodic compliance and firmware updates.

2000 - 2001
Fort Worth, Tx

Senior Infrastructure Specialist, Technical Lead
Sabre - Client - US airways
- Guided a team of four supporting remote technical operations for US Airways.
- Architected and implemented cost-effective failover scripts resulting in a million dollar savings for US Airways Robotics Parts servers.
- Created a centralized backup solution for remote sites using NFS and RCP, ensuring data security and accessibility.
- Have a working experience in coding Perl scripts to create Knowledge database using LAMP.
- Built software license server

1998 - 1999
Fort worth, Tx

Infrastructure specialist, Unix Administrator
Polairs software Lab - Client - Sabre
- Tested the Y2K patches for different flavors of Unix. Scheduled changes and implemented the patches across the servers for American Airlines, US airways and Sabre.
- Solutioned graphical flight following servers for Command Center projects
- Provided Technical services on a varied range of Unix flavours.

1995 - 1997
Chennai, India

Solaris System Administrator, Field Engineer
Jesuma, Wipro - Client - Citibank , Springer publications, FACIT
- Recovered 100% of Datacenter from malicious internal data attack and corruption over a period of one week for Citibank. IT security was compromised. Hardened the administrative security privileges after datacenter recovery.
- Managed hardware and software support for 220 servers and 60 printers for Springer publications.

MAJOR TASKS ACCOMPLISHED

- Established a stable, high-availability, and performance-focused environment for customers.
- Proficient in operating complex multi-datacenter, cluster environments with a strong understanding of multi-tenancy and security.
- Facilitated large-scale application migrations to the cloud platforms.
- Ensured infrastructure was aligned with best practices in security standards and compliance.
- Aligned technical decisions with business goals, ensuring impactful results.
- Helped transition Ticketing tool from Maximo to ServiceNow
- Kept a tab on latest trends and advancements in IT integration to recommend solutions.
- Developed IT integration strategies aligned with the organization's business objectives.
- L1/L2 support response time to incident were improved with periodic trainings and updates from lessons learnt.
- Mitigated Business risk by providing alternate temporary solutions. Viability of permanent solution was explored based on the input.

EDUCATION

1990 - 1994
Chennai

Bachelor of Engineering (Electronics and Communication)
Hindustan College of Engineering

TECHNOLOGY & SKILLS

| AWS | Agile | DevOps | PSM1 | Python | Dockers | Kubernetes | Terraform | Git | Prometheus | MongoDB |

| Data Migration | Service Now | UNIX | Tivoli Monitoring | Veritas | Infrastructure | Cloud | SQL | Scrum | TOGAF |

| JIRA | Python | HTML | GCP | Oracle | Linux | Solaris | AIX | Docker | ITIL | Azure | VMware ESX |

| Containerization | People management | Issue and risk management | SFDC | Virtualization | CISSP | S3 | EC2 |

| RDS | Redis | API | Gateway | ELB | Cloudfront | Bash | EMC | Netapp | Netbackup | SAN | VLAN |

| Nagios | Microservices | Waterfall | AWS Cloudwatch | SCRUM | incident response | data protection | orchestration |

| CISSP | linux/unix | Amazon Web Services | Google cloud | Kanban | ElasticSearch | Middleware | NGINX |

NOTABLE CERTIFICATION

TOGAF – EA – Foundation
Working on Practitioner

Certified AIX Administrator
IBM

Certified HP-UX administrator
HP

Certified Solaris Administrator

Professional Scrum Master 1

AWS Certified Solutions Architect – Associate
Which institution issued the certificate and when?

AWS Certified Developer – Associate
Which institution issued the certificate and when?

Red Hat Certified Technician

ADDITIONAL EXPERIENCE AND ACCOMPLISHMENT DURING MY CAREER

- · Managed IT budget, Capacity Management, Resource management.
- · Played a role of Problem Manager and Change Manager, following ITIL
- · Helped client manage contracts with vendors to ensure the best value and service levels
- · Played a pivotal role for the transformation of the business by adopting new technology and IT upgrades.
- · Provided infrastructure automation for IaaS as IaC (code) via Terraform and Ansible
- · Collaborate with Global Business Units leaders to define the vision, strategy, and technical roadmap of each solution
- · Was part of the IT infrastructure management team to reassess the existing infrastructure and assisted in IT procurement.
- · Exposure to CRM (Salesforce),SAP
- · Strong Cluster exposure (Veritas Cluster Service, HACMP)
- · Documented and mitigated issues and risks, to prevent SLA breaches