**Prasanna Santhanagopalan**

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##### **OBJECTIVE**

Well organized in project accomplishments and holds a proven track record of innovative implementations, aspire to work in Senior / Responsible positions with expertise in the management of business process and infrastructure to enhance the business and increase personal augmentation, I propose myself with:

* To initiate business requirements analysis in managerial coordination with project executions.
* Exceptional in accomplishments of large/key Project management/process.
* Competent with many teams and brought up a strong team coordination mentoring with the team.
* In-depth understanding of customer requirements as has spent most of the time in customer’s locations.
* Adept in IT quality processes and models in ITIL and ISO.

##### **PROFESSIONAL SUMMARY**

Have around 18+ years of experience in IT industry as Architect.

Working as **Architect – LTIMindTree**

##### **SCHOLASTIC RECORDS**

Bachelor of Engineering in Computer Science – Anna University

##### **Certifications**

* PMP Certified
* Terraform Certified
* AWS Certified associate
* Azure Certified
* ITIL
* Microsoft Certified Systems Engineer in Messaging & Windows

##### **Work Experience**

|  |  |
| --- | --- |
| LTIMindtree | May 2022 to Till Date |
| Hexaware Technologies | Nov 2014 to May 2022 |
| HP India Sales Pvt Ltd | March 2010 to Nov 2014 |
| Verizon India Pvt Ltd | Nov 2009 to Feb 2010 |
| IBM India Pvt Ltd | Sep 2005 to Nov 2009 |

1. **LTIMindtree**

**Data Engineering Experience**

* Hands-on experience with AWS Glue, Data Lake formation and other data services
* Integrating data connections in AWS Glue – Redshift, RDS DBs, DynamoDB
* Analyzing the crawled data using Athena and other query tools
* Deployed complex ETL jobs through AWS glue service and Pyspark / Scala
* Configured monitoring for ETL Jobs using CloudWatch alarms.
* Created transformation functions using Pyspark jobs through Jupiter notebook.
* Good working knowledge on Databricks, Snowflakes.
* Configured AWS Data Batch job and stream jobs via Kinesis Analytics services.
* Managed Data Security via Data Lake, IAM, VPC security
* Created Dashboards in AWS Quicksight, PowerBI and Tabelau.
* Configured and Managed DynamoDB, Redshift, RDS DB (SQL)

**AWS Infrastructure Experience**

* Responsible for creating HLD, LLD documents for new customers / existing customers.
* Doing on-premises assessment for cloud migration using MRA, Device42, Rivermeadow.
* Deployed Landing zone in AWS / Azure.
* Migration of on-premises workload from VMWARE / HYPER-V to AWS / Azure
* Migration Tools – AWS MGN, Cloudendure, Rivermeadow.
* Deployment of Datadog as cloud monitoring solution
* Worked On Clumio Tool – Data Protection tool for AWS S3
* Implemented Control Tower, Guard Duty, Security Hub as security features in AWS.
* Configured Direct Connect, Transit Gateway. S2S Tunnel for on-premises integration
* Managed organization wide backup on AWS environment (Cross Account Backup)
* Deployed various cloud automation using CloudFormation, Terraform, Python Scripts.
* Deployed AWS Workspace as VDI solution for several customers
* Deployed AWS Appstream as session desktop solution
* Configured OS Golden image using EC2 Image Builder.
* Implemented DR solution in AWS using Cloudendure solution.
* Deployment of EC2, S3 resources with standard security configuration using CloudFormation.
* Centrally creating VPCs, Subnets, Route table, Transit Gateway, IG, NAT in Network account and sharing to other accounts using RAM
* Managed IAM access policies / Roles with best practices – least privilege access
* Implemented Duo App as Multi Factor Authentication App for AWS sign-in
* Audited AWS related activities using CloudTrail logs which are forwarded to Datadog.
* Troubleshooted connectivity logs using VPC, CloudWatch logs.
* Managed AWS root access through CyberArk tool
* Migrated on-premises SQL Database to AWS RDS solution.
* Deployed several lambda function and triggers using Event bridge.
* Managed Access to AWS accounts via Organization, Permission Sets.
* Implemented AD connector and Managed Sync for AWS SSO.

**DevOps Experience**

* GitHub, GitLab – Version Control tool
* Created Pipeline jobs in Jenkins – CI/CD tool.
* Managed Pipeline for In-house Java based application using Maven Build tool.
* Managed multiple customer CI/CD deployments.
* Good knowledge on Ansible tool
* Deployed Pipeline jobs for AWS Elastic container services and EKS
* Managed several docker builds and pushed to AWS ECR
* Argo CD – Managed Kubernetes cluster resource – Containers, Pods.
* Configured Green / Blue Deployment in AWS ECS, Faragate and EKS
* Terraform – Good hands-on knowledge in building AWS Infra
* Azure TFS, Code Commit, Code Build, Code Pipeline – Created several builds through it.

1. **Hexaware Technologies Pvt Ltd**

**Duration: Nov 2016 to May 2022**

* Part of Cloud Transformation team along with leading Cloud Operations team of 10 members.
* Deployed Device42 in large scale for Cloud migration assessment
* Prepared Move Groups by in-depth analysis of on-premises infrastructure
* Implemented Landing Zones for various customers to create Azure Footprints.
* Migrated workloads from VMWARE, HYPER-V to Azure using native Azure Migrate technique
* Knowledge in Azure VNET VPC Peering, Express Route, Route 53, and availability zone
* Good knowledge with Blob, ZRS, GRS LRS, Standard Storage, Store simple.
* Deployed Load balancers, Nat Gateway, Internet Gateway
* Deployed Azure Web Apps, Functional Apps, Logic apps
* Provided HLD, LLD solutions for Azure, O365.
* Deployed Azure OMS, Azure Automation, Azure ASR, Azure log & Analytics
* Implemented various Azure Services through ARM template
* Handling large scale US, UK – Cloud transformation projects
* Responsible for creating project plan, updating timelines, milestones, project closure
* Conduct daily, weekly status calls with customer on the project delivery
* Part of Practice Teams in IMS which provided high level solutions to the new projects
* Automating various solutions – O365, Azure VM provisioning, HR onboarding system
* Having knowledge in DevOps – Terraform, Docker, Containerization, Kubernetes
* Deployed Azure, AWS services using Terraform, CloudFormation
* Deployed Intune, MDM solutions (Co-Management, Hybrid, Azure AD Joined)
* Deployed Teams – Enterprise voice to large scale organization
* Deployed Azure AD Conditional access, DLP Policy, Messaging Hygiene like Mimecast
* Good experience with cloud assessment tools and done several cloud assessments to customer
* Provided cost effective solutions to customers on migrating on-premises workload to cloud
* Modernizing the on-premises applications to Serverless Azure platforms like Docker, WebApp
* Created and deployed several BoT using Azure BoT services
* Experience with O365 Tenant to Tenant Migration using AvePoint
* Experience with SharePoint, OneDrive, File Server, Teams Migration across Tenant
* Very good knowledge with VMWARE, HYPER V

**Duration: Nov 2014 to Nov 2016**

**Key Responsibilities as a Systems Manager – IT Infra**

* Heading internal IT Infra of Hexaware Technologies – Wintel / cloud /Messaging Delivery
* Heading internal IT Infra Operations – Work Place Services & Cloud Infra
* Heading Global Service Desk
* Managing the team of 35 members (Server Team, WPS, Cloud & GSD)
* Planning of CAPEX & OPEX budgeting for the year
* Heading the POCs for any new implementation
* Discussions with Vendor on getting new technology implementation
* Providing Performance Appraisal to the team
* Preparing MIS report / Dashboard report to CIO every month on team performance
* O365 – Migration of Exchange Mailboxes and LYNC to Skype for Business
* Provisioned One Drive for the users
* Enabled Hybrid environment for Messaging – On Premise and O365
* Managing Azure Administration – Subscription Owner
* Deploying VMs on Azure environment
* Created DR environment in Azure for On-premise Exchange, LYNC
* Implemented ADFS 3.0 version for O365 Authentication
* Implemented Azure Active Directory
* Implemented Facebook@work
* Deployed Firescope – Digitalization tool to automate the process
* Managing VMWARE environment – Hosting 400 servers for Internal IT and project delivers
* Migration of VMs in Hybrid Cloud environment (Vmware to Azure) and (Vmware to Aws)
* Managing Cloud replication via Veeam Replication & Backup software
* Worked on Hyper convergence platform like Simplivity, Nutanix, Cisco cloud flex

1. **HP India Sales Pvt Ltd**

**Duration: March 2010 to Nov 2014**

**Key Responsibilities as a Service Delivery Lead – IT Infrastructure Domain**

Taking care of whole IT Infrastructure End to End Delivery, **Managing Major Data Centers** across the globe where we managing SAP, Super Dome Storage, EMC, HP Storage, HP & IBM Blade Servers, Cisco Core Switches & Check Point Firewall

**Accountabilities**

* IT Infrastructure Management & People Management
* As a Single Point of Contact (SPOC), oversee the Technical Support Services, Networking, Systems Management Support and IT Security.
* Technology Management
* Supervise calls and monitor back office operations.
* Assist teams of 10 Wintel Engineers, 8 Messaging Engineers and few IT Helpdesk support persons
* Streamline Wintel & Messaging Support and Procedures enhancements
* Handle all the IT activity performed on daily basis, providing 247 IT FM services according to client requirements.
* Leadership & Performance Management
* Assess employee performance and initiate team activities for increasing the motivation level of the team, ensuring optimum performance
* Team resource planning, performance management monitor assigned work
* Monitor and mentor support staff, providing necessary training and development to achieve personal and organizational goal.
* Design training modules & impart training sessions on process knowledge, to other team members for performance enhancement within HP India.
* Prepared training modules on soft skills and stress management.
* Handle CSAT surveys, Change Management, Availability Management, and Capacity Management.
* Presenting Monthly service delivery review to customer

**CORE COMPETENCIES**

* IT infrastructure Management
* Operations Management
* System Support & Trouble-Shooting
* Capacity requirement Planning
* Process Improvement
* Leadership Teamwork & Mentoring
* ITIL (Information Technology Infrastructure Library)
* Risk Mitigation & Management

**Project Management**

* Tracking requirement delivery, project management and reporting project status
* Maintaining scope control, reporting the impact of changes to requirements or new requirements
* Scheduling resources against new activities
* Provide Overall Leadership to the Project
* Define the product technically, architecture & design
* Deliver milestones, iterations and releases

**Technology Skills**

O365 (Exchange Online, Teams, SharePoint Online)

Tenant to Tenant Migration Tools – AvePoint

Symantec EV Migration Tools – Quadratech

Ansible, Docker, Kubernetes

Terraform, Cloudformation

Azure, AWS

VMWARE

Messaging – Exchange Server 2003/2007/2010

SharePoint 2010/2007

LYNC/OCS, Blackberry, Active Sync

SCOM Monitoring & SCCM

Backup Solution – HP Data Protector, Symantec, Tivoli backup

Symantec Enterprise Vault

ISA, MS Forefront, Trend Micro Anti-Spam Mail Gateway

**Recent Projects Handled:**

* O365 Implementation – Exchange, Skype for Business, Azure Active Directory, One Drive
* Azure Deployment – CloudFormation, Terraform
* Container deployment – Docker, Kubernetes
* Exchange Server Migration 2007 to 2010
* LYNC Server Migration 2010 to 2013
* SharePoint Migration Moss 2007 to 2010
* Project Server Migration
* Active Directory Migration from 2008 to 2012
* Implementation of DR Setup for Major Customer
* Trend Micro Proxy Server Implementation / Up gradation (IWVSA)
* Symantec Enterprise version upgrade
* SCCM & SCOM up gradation
* Citrix Xen-APP Up gradation

1. **Verizon India Pvt Ltd**

Designation: Senior System Analyst

Duration: Nov 2009 to Feb 2010

Responsibility: **Subject Matter Expert** in Wintel & Messaging Delivery

1. **IBM India Pvt Ltd, Chennai (AP Moller Maersk)**

Designation : Systems Operations Lead Specialist.

Duration : September 2005 to Nov 2009.

Responsibility : **Subject Matter Expert in Exchange Server**

**Job Responsibility**:

**Subject Matter Expert** for following Deliverables:

**Worked for AP Moller Maersk – Denmark.**

New Project Transition from EMEA region (Went to Copenhagen – Denmark)

Managed Team of 30 members

Exchange 2003/2007 Administration

MOSS & SharePoint 2003 Administration

OCS, LCS Administration

MIIS Administration

Managing Active Directory 2003

Automation through Vbscript & Power Shell

Mail Archiving Products – EMC Email Extender & Symantec Enterprise Vault

**4. CGMaersk Pvt Ltd, Chennai**

Designation : Trainee Technical Support Executive

Duration : July 2005 to September 2005

Responsibility : Providing Technical Support in Exchange Server

**Note**: IBM India Pvt Ltd Acquired CGMaersk.

**PERSONAL DETAILS:**

Name : S. Prasanna

Date of Birth : 04th September1984

Languages known : English, Tamil

Marital Status : Married

Date:

Place: Chennai. (S.Prasanna)