

RAMKUMAR RAGHAVAN

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~ IT OPERATIONS ~ IT PROJECTS ~ IT INFRASTRUCTURE MANAGEMENT ~

BE (EEE), PGPM, CCNA, RHCE, ITILv3, CSM, VMWare VCP, AWS Certified Solutions Architect - Associate offering 20+ years of qualitative experience in IT Infrastructure Management, SAAS, Project Management, Team Management, SLA Management, Vendor Management. Technocrat with specialization in end-to-end IT Infrastructure which includes Servers, Storage, Migration, AWS Cloud, Security, Application Management, and solution design.

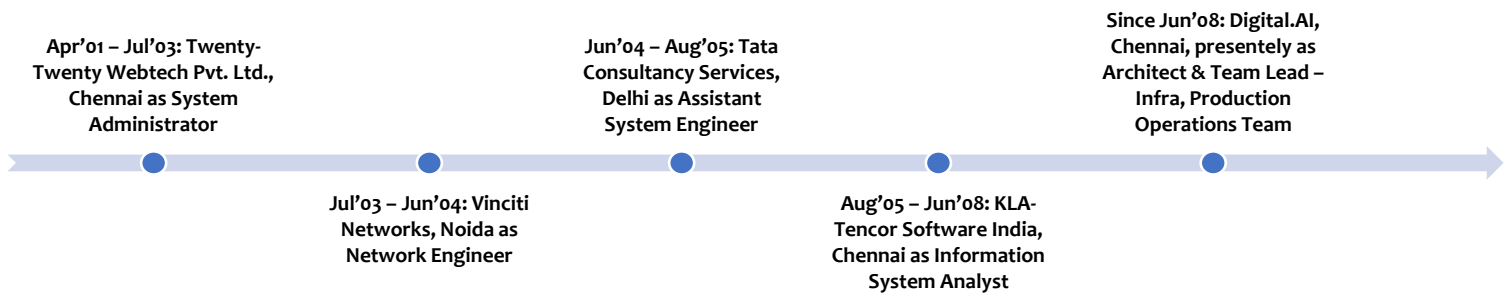
Credited for managing **Projects and Proof-Of-Concepts (POC)** in **Storage/Backup/Encryption/Data Migrations, AWS, Security, Virtualization/Cloud, Server, Data Center and Cloud domains**. Lead projects and initiatives comprising infrastructure projects, operations, and enterprise applications; evolved delivery process & influenced operational issues across the team. Rendered leadership in selection of technology/products, negotiating with vendors, high-quality customer experience, establishing cordial relationships with stakeholders, technical teams & vendors for projects

Credited for providing troubleshooting support, resolution of operational/ technical issues within TAT, formulating strategic solutions for delivery, high-quality customer experience & delivery excellence. Have Regular interaction with the Engineering team to provide inputs related to new product features required and for any bugs encountered during Teamforge release qualification.

Excellent experience in **Transitioning** Infrastructure and Application management to the Indian team.

Result- Driven / Change & Turnaround Agent, recognized for building High-Performance Teams, working with stakeholders, technical teams & vendors and making the organization future-ready in rapid-change environments, while working in SAAS Hosting, Semiconductor, Services and Agile Software Development Industry Verticals.

CAREER AT A GLANCE



EXECUTIVE COMPETENCY & TECHNICAL ACUMEN

Strategic	- IT Project Management - Application Management - Vendor / Stakeholder Engagements	- IT Infrastructure Management - Proof-Of-Concepts (POCs) - Team Building & Leadership	- IT Operations Management - Server/Storage/Cloud Migrations - Training and Documentation
	- System/ Server Administration - Performance Management & Training - Client Relationship Management	- Business Continuity Planning - SAAS Hosting - Risk & Compliance Management	- Contracts Negotiations / SLAs - IT Policies & SOPs/ Best Practices - Shift/On-call Management
Managerial			

ACADEMICS & CREDENTIALS

2020 – 2021: Post Graduate Program in Management from UPGRAD/IMT Ghaziabad
1996 - 2000: B.E. (EEE) from Vellore Institute of Technology, Vellore with 77.7%

Certifications/Trainings:

- AWS Certified Solution Architect - Associate
- VMware vSphere 6.7 Foundations Certification
- VMware Certified Professional 7 Data Center Virtualization
- Certified Scrum Master (CSM)
- ITIL (2011) Foundation Certification
- RedHat Linux Certified Engineer (RHCE)
- Architecting on AWS - 3 Days – vILT – 2020 Training
- Accelerated NCDA Boot Camp Data ONTAP 7-Mode in 2013
- Project Management Professional (PMP)® Training in Sep'18
- TOGAF 9.1 Workshop by iCMG - Year 2015

LEADERSHIP EXPERIENCE

Digital.AI, Chennai

Since Jun'08

GROWTH PATH

Senior Engineer - Production Operations Team	Jun'08 – Sep'15
Architect – Infrastructure, Production Operations Team	Sep'15 – Nov'16
Architect & Team Lead – Infrastructure, Production Operations Team	Nov'16 – Till Date

KEY RESULT AREAS:

- Spearheading Application Hosting through managing all the Digital.ai Hosted SAAS applications
- Planning, upgrading, strategizing the Production/Stage Application Upgrades and Resource Allocation
- Leading operations team for SAAS hosting of the Digital.ai's Teamforge/Agility products and its Infrastructure of Servers, Virtualized Hosts, Storage, Encryption, AWS Cloud for managing mission critical applications
- Validating technical design documentation & implementation strategies for towards addressing single points of failure in IT services used in delivery of core business applications
- Planning Quarterly Maintenance (QMO) Tasks. Scheduling the Shift Roster for the Team Members
- Installing, upgrading & improving the uptime (99.9%) along with troubleshooting of Digital.ai SAAS products including the Digital.ai's Teamforge and Agility
- Creating Operational Process Documentation and ensuring the process are adhered to. Managing requirements for IT Infrastructure HW/Application, DC, DR Operations and recommending solution as per needs
- Establishing standards for various operational areas, implementing quality systems & procedures to facilitate a high-quality Operational excellence, while adhering to SLAs

SIGNIFICANT HIGHLIGHTS ACROSS THE TENURE

- Pivotal in **managing entire SAAS hosting of Digital.AI (formerly CollabNet's) Product and Infrastructure Environment of 100+ Servers** with 300+ Virtualized Hosts, Storage, Encryption, Public/Private Cloud for mission critical ALM/Agility Applications
- **Promoted to sr. positions** for excellent performance and recognized with awards & appreciations as:
 - **E-Staff Award in Q1 2014** and Engineer of the Year in 2008 - Third Place, & Multiple Spot-Star Awards in Digital.ai
 - **Best Performance Team Award** for Server Infrastructure movement at KLA-Tencor Software
- Successfully **ran method-oriented Infrastructure Management & attained business excellence** through process improvement. Monitored existing infrastructure, led preventative maintenance, backup, regular support activities to ensure effectiveness
- Apart from managing the Operations team, set-up & led the L1 Storage Team at Chennai. Imparted trainings & **managed 3 Members Team in Storage (Netapp/Tegile and SafeNet Encryption)**.
- Created a **highly-effective Training & Growth Plan** for the Team Members and created Technological Verticals within the team
- Worked with **major Vendors like HP, Tegile, Super Micro, Netapp and Tegile** as Architect - Infrastructure, Production Operations

KLA-Tencor Software India Pvt. Ltd., Chennai
Information System Analyst

Aug'05 – Jun'08

KEY RESULT AREAS:

- Followed Change Request Procedures and SOX procedures, Managed Projects on Server and Storage Migration
- Performed scripting to automate UNIX environment, monitored UNIX environment through standard scripts
- Planned the movement of the Server Infrastructure and Filers from one location to another
- Worked as a Senior UNIX Administrator in the Enterprise Offshore Support Team to support the Corporate Infrastructure which includes 200+ Enterprise UNIX Servers, Domains, NAS, SAN, Backups, etc.

SIGNIFICANT HIGHLIGHTS ACROSS THE TENURE

- Pivotal in monitoring and maintenance of Infrastructure and took corrective actions and identified permanent solution for any issues
- Drove Automation of monitoring activities using Shell Scripts, single-handedly led maintenance all the Servers during the US nighttime
- Installed (jumpstart/cdrom), configured and administered Solaris 8, 9 and 10 on eEnterprise class SPARC Servers
- Worked with D2D backups using Datadomain boxes, troubleshooting of Veritas NetBackup. Successfully:
 - Configured and managed Netapp NAS Filers, ONTAP OS of Netapp filers
 - Configured NFS and CIFS access to the filers, NDMP backups for the filers to store terabytes of data
 - Configured Sun Volume Manager, Solaris DiskSuite and Veritas Volume Manager to build RAID configuration in Solaris
 - Configured and administered Veritas NetBackup Software, managed tape libraries, master, and media servers
- Worked in Storage Environment (IBM Shark & EMC Clarion). Built Sun Servers, configured them to connect to storage using LPFC software

PREVIOUS WORK EXPERIENCE

Jun'04 – Aug'05: Tata Consultancy Services, New Delhi as Assistant System Engineer

Jul'03 – Jun'04: Vinciti Networks, Noida as Network Engineer

Apr'01 – Jul'03: Twenty-Twenty Webtech Private Limited, Chennai as System Administrator

TECHNICAL SKILLS

- **Operating Systems:** RHEL, CentOS, Solaris, Windows 2017/2019 Data Center Server
- **Blade Chassis:** HP C7000 with Flex-10
- **Servers:** HP/SuperMicro/Dell Rack Servers, HP Blade Servers, HP Rack Servers, Super Micro, SUN Microsystems, SPARC Hardware, Sun Domains, HP Itanium Integrity Servers rx4640, Dell Power Edge Servers, Sun StorEdge 3500
- **Virtualization:** VMWare ESXi, Xenserver | **Container:** Docker
- **Private Cloud:** OpenStack, Dell Virtustream, Rackspace VMWare RPC | **Public Cloud:** AWS
- **AWS Services:** EC2, EBS, FSX, ALB, S3, Route53, CloudFormation, CloudEndure, VPC, Transit Gateways, Cloudwatch, CloudTrail, Cost Explorer, RDS, AWS Backup, SNS, IAM, Systems Manager
- **Storage:** Netapp FAS Arrays, Tegile Arrays, AWS Zadara Storage, Netapp ONTAP Cloud Storage & EMC Unity
- **Hyper-converged Infrastructure:** Datrium DVX
- **Backup/DR:** CloudEndure, vSphere SRM, Netapp SnapMirror & Snapvault, Unity/Tegile Replication, Zerto Backup, Veritas NetBackup, Data Domain (D2D Boxes), NDMP Backups & Tape Library
- **Encryption:** SafeNet Storage Encryption Appliance, Vormetric DSM File Encryption, License Key Manager Appliance, Disk Encryption | **LDAP:** sssd, OpenLDAP, Active Directory
- **Monitoring/Alerting:** Icinga, SNMP, Nagios, Zenoss, PagerDuty, NewRelic
- **LVM/Cluster:** Linux LVM, Veritas Volume Manager, Sun Volume Manager, Sun Cluster 3.1, MS SQL Cluster, MS SQL AG
- **Database:** PostgreSQL, Microsoft SQL Server 2019
- **Critical Technical Skills:** Architecting Skills, Hardware/Storage sizing, Multiple Data Centre/Office Moves, Server/VM/Storage/Data Migrations, Application installs/upgrades

PERSONAL DETAILS

Date of Birth: 26/03/1979 | **Languages Known:** English, Tamil, Telugu | **Nationality:** Indian | **Address:** 18/11, 12th Street, THE NEST, Flat No:3, Thillai Ganga Nagar, Nanganallur, Chennai - 600061

Projects/Portfolio: Project Details as Annexure: <https://ramkumarraghavanportfolio.godaddysites.com/>