

# KAVITI POORNA CHANDRA SHEKAR

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**Target Role:** VMware VDI & Cloud Virtualization Engineer

## PROFESSIONAL SUMMARY

Results-driven Systems Engineer with 3.9 years of experience designing, deploying, and managing VMware Horizon, Azure Virtual Desktop (AVD), and virtualization infrastructures across enterprise environments. Proven success improving provisioning efficiency by 40% and optimizing resource utilization by 30%. Strong background in VDI administration, infrastructure automation, performance monitoring, and incident resolution within Agile and ITIL frameworks. Adept at collaborating with cross-functional teams...

## CORE COMPETENCIES

VMware Horizon Suite • Azure Virtual Desktop (AVD) • vCenter & vSphere • Active Directory & Group Policy • NSX-T • App Volumes • Performance Monitoring (vROps, ControlUp) • Incident & Change Management (ServiceNow, Jira) • Patch Management • Infrastructure Upgrades & Migrations • Capacity Planning • Agile Delivery

## TECHNICAL SKILLS

**Virtualization & Cloud:** VMware Horizon View, vCenter, Workspace ONE, UAG, App Volumes, Azure VDI

**Operating Systems:** Windows Server 2012 R2 / 2016 / 2019 / 2022; Windows 10 / 11

**Tools & Platforms:** vROps, ControlUp, ServiceNow, Jira, SCCM

**Networking:** NSX-T Manager, Troubleshooting using Blast & Debug Logs

**Scripting / Automation:** PowerShell (basic), Auto-scaling Configurations

**Version Control & Collaboration:** Confluence, Microsoft Teams

## PROFESSIONAL EXPERIENCE

**TATA CONSULTANCY SERVICES (TCS)** | Hyderabad, India

**Systems Engineer | Feb 2025 – Present**

- Administer and maintain 700+ persistent VDI systems on VMware Horizon and Citrix Workspace.
- Create and manage desktop pools using Full, Linked, and Instant Clone technologies.
- Perform image migration and golden image maintenance between production and dev environments.
- Coordinate with security, network, and server teams to resolve performance and connectivity issues.
- Monitor virtual infrastructure using vROps and implement proactive fixes to minimize downtime.
- Collaborate with vendors to identify RCA and implement permanent resolutions for outages.

**INFOSYS LTD** | Hyderabad, India

**Senior Systems Engineer | Feb 2022 – Feb 2025**

- Managed a large-scale VDI environment for 1600+ users, supporting 1100+ persistent/non-persistent desktops and 150 RDSH Farms hosting 280+ applications.
- Led VMware Horizon View upgrades and DEM console migrations to newer versions.
- Implemented monthly patching and recompose cycles for RDSH farms and application servers.
- Deployed AppStacks (App Volumes) per business requirements and streamlined DEM profiles.
- Reduced incident resolution times by 25% through Agile (Jira) task tracking and prioritization.
- Oversaw configuration of Connection Servers, UAGs, and App Volumes in production and DR setups.

## PROJECT EXPERIENCE

**Client: Dodge & Cox | Employer: Tata Consultancy Services**

- Designed and supported a secure VMware Horizon VDI environment for 700+ Windows 11 persistent systems across production, DR, and development setups.
- Enhanced system reliability and logon performance through proactive vROps performance monitoring and issue remediation.
- Partnered with cross-functional teams to troubleshoot and resolve network, access, and performance issues, ensuring continuous availability for end users.
- Streamlined VM provisioning and image lifecycle management through automated workflows, reducing manual intervention and downtime.

**Client: Conagra Brands | Employer: Infosys Ltd**

- Delivered and managed a large-scale Horizon View VDI infrastructure serving 1,600+ users and 280+ published applications across production, DR, and development environments.
- Spearheaded the migration of 150+ virtual machines to Azure Virtual Desktop (AVD), cutting provisioning time by 40% and improving resource utilization by 30%.
- Led environment upgrades including DEM console and App Volumes, ensuring compliance with enterprise standards.
- Enhanced system stability through monthly patch orchestration, proactive capacity planning, and coordination with platform and security teams.

## **EDUCATION**

Bachelor of Technology (B.Tech) – JNTU Kakinada, Visakhapatnam | 2016 – 2020

## **CERTIFICATIONS**

- Microsoft Azure Fundamentals (AZ-900)
- Microsoft Azure Virtual Desktop Specialty (AZ-140)

## **ADDITIONAL INFORMATION**

- Flexible to work in 24x7 support environments and rotational shifts.
- Strong communication, analytical problem-solving, and team-collaboration skills.