Sai Ram

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Professional Summary

Results-driven IT Operations Engineer with 4+ years of experience in VMware virtualization, IT infrastructure management, and system administration. Expert in managing vRealize Suite (vROps, vRA, NSX-T, Horizon View) and VMware vSphere environments. Skilled in VM migrations, performance optimization, automation, and disaster recovery. Known for a calm, analytical approach, delivering reliable and measurable results in high-pressure IT environments.

Key Skills

1. Virtualization & VMware: ESXi, vCenter, DRS, HA, vSphere Replication, HCX
2. vRealize Suite: vROps, vRA, NSX-T, Horizon View
3. Migrations & Automation: vMotion, svMotion, cross-vCenter, P2V/V2V, PowerCLI scripting
4. Windows Server: 2012/2016/2019, Active Directory, Patch Management
5. Monitoring & Troubleshooting: Performance Analysis, Health Dashboards, Log Insight, Alerts
6. Network & Storage: Management, Replication, Capacity Planning
7. Soft Skills: Analytical Problem Solving, ITIL Process Compliance, Collaboration

Professional Experience

Technical Engineer | Urban Fox (Jul 2021 – Present)

- Administered VMware vSphere infrastructure (ESXi 7.x, vCenter 7.x) ensuring 99.9% uptime across production workloads.

- Managed vRealize Suite (vROps, vRA, NSX-T, Horizon View) for 500+ VMs, improving resource utilization by 20%.

- Executed cross-vCenter, vMotion, and HCX migrations with zero data loss and minimal service disruption.

- Designed custom dashboards and alert workflows in vROps and Log Insight, reducing incident response time by 30%.

- Automated patching, capacity reporting, and VM provisioning using PowerCLI, increasing operational efficiency by 25%.

- Implemented performance tuning and disaster recovery strategies (vSphere Replication) to ensure business continuity.

- Coordinated with network, storage, and security teams to ensure ITIL-compliant operations.

- Recognized for precision troubleshooting and dependable support during high-priority incidents.

Additional Responsibilities

1. Managed VMware and Windows Server systems, ensuring optimal uptime and end-user support.
2. Assisted in P2V migrations, network maintenance, and patching coordination.

Education

Bachelor of Technology (B.Tech) in Engineering | Bhaskar Engineering College | 2019

Certifications

• VMware Certified Professional (VCP)
• ITIL Foundation

Languages

English | Hindi | Telugu

Achievements & Highlights

1 Successfully completed 500+ VM migrations with zero data loss.

2 Reduced incident response time by 30% through dashboard automation.

3 Boosted operational efficiency by 25% via PowerCLI automation.

4 Maintained 99.9% uptime across critical production systems.