CURRICULUM VITAE



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**PROFILE:**

* 10+ years of technical experience in Windows and Linux server administration and maintenance.
* Detailed knowledge and experience with system migrations, improving security and reliability.
* Proactive and structured approach to projects, ability to lead teams and work within the team.
* Knowledge of and experience in planning and organizing techniques.

**WORK EXPERTISE:**

* Working with Tech Mahindra From Sep 23, 2013 To Till Date.
* Worked with Edu smart service Pvt Ltd as an Asst Manager-operations From July 28, 2011 To Dec 31, 2012.
* Worked with Sai Advantium Pharma Ltd From June 1, 2010 To June 30, 2011
* Worked with the Tanla Solutions Ltd from June 04, 2008 to December 29, 2008.
* Worked with Wipro as a Team lead for GEMS ILABS from: December 15, 2006 to June 03, 2008.
* Worked with VSNL (ISP) from: April 27, 2006 to September 15, 2006.
* Worked with Sify (ISP) from: December 15, 2004 to March 13, 2006.

**TECHNICAL EXPERTISE:**

* **Operating System:** RedHat Linux ES 4.0/5.0,Windows XP/VISTA, Windows 2000/2003 Servers Exchange 2003
* **Network/System administration:** LAN / WAN administration Sub-netting, DNS, DHCP, Samba, Squid Proxy, APACHE Tomcat, WSUS, SCCM, SAV, AD maintenance, OS hardening (Windows)
* **Virtualization**: Xen, Vmware**.**

**MANAGEMENT EXPERTISE:**

* Project management, MIS Reports, SLA and PLA calculation**,** Shift Scheduling, ROFC.
* Coordinated with various Vendors for Service Support, IT Procurements, Warranty / AMC Renewals.
* Checking the vulnerability management sheet which we will be getting and acting on it accordingly.

**Working with Tech Mahindra (From** 23/09/2013 **To** TillDate**)**

**Project 1:**

**Worked as Service Manager for SESIT Foundations Team (Microsoft)**

**Job profile:**

* Managing with the L3 team operations
* Identified the leads portfolio/shift wise
* Pilling out the daily Status Reports (No Action >24hrs,24hr Follow Up's, Unassigned tickets)
* Proactive and consistent follow up with portfolio teams
* Prioritizing Incident resolution by shift and during Month ends, Quarter / half / year ends
* Monitor App Vs. Portfolio threshold’s and expedite resolution.
* Preparing WBR, MBR, and QBR.
* Weekly metrics analysis and Root cause findings and driving the team for corrective actions.
* Data driven interdependencies (Third party, other teams) impeding SLA's and call outs / help needed.
* Knowledge Assimilation/ Retention
* Enable Shift Left initiatives
* Analysis of tickets/issues application wise
* Identification of Top talkers and see if there is some bug / work around to avoid recurrence
* Identification the issues which can be resolved at Service Desk level with / without creating KB
* Track the Alert related action items, Risk Management
* Process Standardization
* Volume Reduction by Shift Left, End Use Education and Problem Management)
* Weekly sync up call with Service Desk Lead depending on the inputs given by SD lead used to, either updated\created the KB articles by L3 accordingly which reduced the volume at for L3 team.
* Monitor the resolved tickets and will report the same to Service Desk on weekly basis.

**Project2:**

**Working as Project lead at GE Appliances**

**Job profile:**

* Managing NOC Operations Team of 15 members as which includes 3 shift leads
* Managing the entire incident management process for Operations Center.
* Pilling out the daily Status Reports (No Action >24hrs,24hr Follow Up's, Unassigned tickets)
* Proactive and consistent follow up with portfolio teams
* Prioritizing Incident resolution by shift and during Month ends, Quarter / half / year ends
* Monitor App Vs. Portfolio threshold’s and expedite resolution.
* Preparing WBR, MBR, and QBR.
* Weekly metrics analysis and Root cause findings and driving the team for corrective actions.
* Data driven interdependencies (Third party, other teams) impeding SLA's and call outs / help needed.
* Knowledge Assimilation/ Retention
* Enable Shift Left initiatives
* Analysis of tickets/issues application wise
* Identification of Top talkers and see if there is some bug / work around avoid recurrence
* Identification the issues which can be resolved at Service Desk level with / without creating KB
* Process Standardization
* SLA Management, Reporting and Analysis.
* Where appropriate raise and own Trouble Tickets and service requests on SNC system.
* Communication, alerting technical staff via assignments and escalating to management, Support & Classification, making an initial assessment into the nature of the incident, assessing the severity, impact and risk. Also comparing the incident to others and referring to Problem Management if appropriate.
* Participate in weekly and monthly vendor calls

**Worked with Edu smart services Pvt Ltd As Asst Manger operations (From** 27/07/2011 **To** 31/12/2012**)**

**Job Profile:**

* Project management
* Updating the PSR
* Aligning the Field Engineers for the Support and Implementation procedures monitoring and handover procedures.
* Configuring and giving the training on NFS, Samba DNS, FTP, HTTPS using Apache.
* Configuring Backup servers and creating restore points.
* Configuring Antivirus server.
* Configuring Nagios for easy networking monitoring.
* Aligning the Vendors for getting the Implementation completion process.
* Conducting review meetings one-on-one with the Field Engineers.
* Data consolidation for review meetings.
* Tracking of short shipment for the project and calculation the difference in TAT
* Getting the issue resolved which are been raised by the cross over teams.

**Initiatives:**

* + Introduced the concept of service call report For tracking the remote field engineer working status due to which the Engineer travel expenditure and local conveyance has come down drastically.
  + Introduced Layout plans and getting the Layout plan Approval from Clients for stating the Implementation process in our Zone due to which the vendor costing has come down.
  + Introduced the site visit plan for safe guarding the Engineer and the company property which is being hand over to the vendor in presence of clients.

**Worked with Sai Advantium Pharma Ltd (From** 01/06/2010 **To** 30/06/2011**)**

**Job profile**

* Server performance monitoring
* Scheduling Backups
* Managing Symantec Endpoint Protection server
* Updating the daily check list
* Administration of Domain Controller & File /Print Server
* Administration / Monitoring of Routers, Switches and maintain uptime
* User Joining and Exit formalities in AD and Exchange2007
* User ID migrations and adding the user to the respective groups
* Mail Box Creation and movement mail forwarding.
* Taking the SEP report and acting on the systems that are not getting and fixing the issue so that the system will be getting automatically updated from the next time.
* Resolving the issues related with OS and Application
* Resolving Live meeting issues.
* Taking Escalations
* Vender management
* User ID migrations and adding the user to the respective groups
* Network troubleshooting
* Coordinating with the ISP
* Network monitoring.
* Creating the registry fix and batch files depending up on the issue requirements.
* Creating policies, VPN Users and blocking the IP on Fortigate Firewall.
* Closely monitoring the ticket queue.
* Training the Junior Engineers.
* Setting up the team policies
* Fine tuning the site engineers regarding the policies set by conduction the team meetings and giving the reviews on their lacking fields.
* Resource management.

**Worked with the Tanla Solutions Ltd (From** 04/06/2008 **To** 29/12/2008**)**

**Job profile:**

* Installing, Configuring and Administering Microsoft Windows 2000, 2003 Servers L2 level
* Updating servers with latest service packs and hot fixes.
* Active Directory users and groups management.
* Configuring and managing of group policies as per approvals from L3 team.
* Creation and deletion of user accounts as per approval from HR department.
* Managing remote desktops.
* Trouble shooting Outlook related issues
* Trouble shooting desktop related network issues as per Helpdesk ticketing management System.
* Working on Patch management by cooperating with Team
* Deploying patch and asset inventory and discovery, OS deployment, software delivery using SCCM.
* Monitoring as well as cleaning virus on domain machines by monitoring through the antivirus server.

**Trouble shooting and Resolving the Linux issue**

* Configuring TCP wrappers

**ADMINISTRATION IN LINUX**

* User administration
* Package management.
* Giving NFS share, and troubleshooting the Linux issue.
* LVM creation and modification
* Quota management
* TCP wrappers
* Configuring Virtual web hosting
* Creating and managing software RAID
* Configuring NIS Server and client
* Connecting to RHN satellite server and updating the Redhat servers by connecting to RHN
* Recovering the system.

**Worked with Wipro as a Team lead for GEMS ILABS (From:** 15/12/2006 **To:** 03/06/2008**)**

**Job profile:**

**Team Leader:**

* Prepared MIS Reports for measuring SLA yield and same will be reviewed by customers.
* Project plans for major projects / activities.
* Coordinated with multiple hand support teams for escalated issues.
* Coordinated the shift roasters, conducted team meetings, tracked & analyzed Performance of all the Engineers.
* Ensured Wing to Wing resolution of incidents within SLA, handled Critical issues, provided feedback to Managers and worked with customer IT SPOCs and Managers.
* Coordinated with various Vendors for Service Support, IT Procurements, Warranty / AMC Renewals.
* Resource management
* Use to schedule the weekend activities.
* Getting in contact with the Client, for getting the required approvals as per the process requirement.
* Managed the team while creating the image as per the client requirement

**L2/L1 Support**

Manage the desktops and Laptops and the applications that are uses by GE.

* User Administration.
* Deleting the Host ID of laptops and desktops From ADS.
* Configuring MS Outlook.
* And guiding the user for proper usage of the PC.
* Troubleshooting the issue when the customer calls and trying to close the issue on the phone conversation itself(ROFC)
* Used to handle the Escalated calls.
* Managed the calls of VP, AVP and Sr Mangers.
* Testing the Group policy.
* Creating the OS image.
* Upgrading the OS Images (Windows XP).
* Solving the Linux issues

**Security Team:**

* OS hardening.
* System sharing to be removed.
* Checking for the latest updates for the antivirus.
* Taking the SAV report from the console and acting on the systems that are not getting updating the systems that not getting updated and fixing the issue so that the system will be getting automatically updated from the next time.
* Checking for the venerable patches.
* Working on WSUS server for pushing the windows patches and moving the system in WSUS to the respective groups
* Conducting UAT for all the patches and all the applications that need to be installed on all the desktops.
* Coordinating with the Application packaging team for the application of the package
* Coordinating with the offsite team for installation package.
* Handling the escalations.
* Security Check of the laptops and Desktops.
* Checking the Vurnabelity management sheet which we will be getting and acting on it accordingly**. Succeeded in raising the sigma from 2.5 %to 4.15%**

**Initiatives**

* Clean activity for AD: Unwanted user names and Systems name has been deleted from the AD.
* Similarly cleaned up the WSUS server, Antivirus server. Coordinated with the Offsite ITAM team for the same clean up from the USD and UAM servers.
* Created the check list for taking the image.
* Managed SLA Yield 100%.
* Managed 0% Attrition.
* Analyzed on repeated issues and fixed them with permanent solutions.
* Implemented performance tune procedures.
* Created SPOC for each team for managing site 24x7.
* Identified critical roles and filled with them with existing team members.
* Prepared TNI for team members and coordinated to conduct as per scheduled.
* Managed and completed following projects / activities within stipulated time.
* Managed the Installation of ADS, DNS, Exchange 2003, DHCP and FTP Servers for new site.Migrated Windows NT Domain to Windows 2003 Domain.
* Migrated the Image Server
* Migrated 2000 Desktops from Windows 2000 to Windows XP OS.
* Installed SP3 for Windows XP Prof in 2000 Desktops and 300 Laptops.
* Upgraded 512 RAM in 2000 Desktops.
* Installed & configured new 600 desktops for new process.

Accumulated configuration of 2000 IT Assets.

**Worked with VSNL (ISP) (From:** 27/04/2006 **To:** 15/09/2006**)**

**Job profile:**

* Working on DSLAM
* Working on AS(3750) & BS(2950) Cisco switches
* Checking the working and non-working ports

**Worked with Sify (ISP) (From:** 15/12/2004 **To**: 31/03/2006 **)**

**Job profile:**

* Trouble shooting and resolved local LAN issues
* Checking the customer’s pc (cause of the problem at the customer end)
* Trouble shooting the wireless devices
* Configuring wireless router
* Checking the customer’s pc (cause of the problem at the customer end)
* Checking the collisions in the network
* Deleing the H/W issues with the user’s PC and guiding the user for the basic troubleshooting
* Training local field engineers & the junior engineers
* working in the routers up to enable mode
* testing the VOIP devices and VPN connectivity
* Configuring the wireless routers.

**Worked for Vasanth Scribes Limited** **Hyderabad** astrainee production monitor inlooking after functioning of almost 300 systems.

# PROJECT FOR WIPRO:

1. Ing vysya

2. Dr. Reddy’s Labs

3. Indian School of Business

**ACADEMIC QUALIFICATION:**

* MBA(Project management)
* Bachelors of Science with Mathematics, Electronics and Computer Science from Osmania University

**TECHNICAL QUALIFICATION**:

* ADCHN: -Advance Diploma in Computer Hardware & Networking from Jetking Infotrain Ltd. Secunderabad.

**PERSONAL PROFILE:**

Date of birth : 23rd April 1984

Languages : Hindi, English, Telugu.

**Date:**

**Place: Hyderabad (D.SREE KRISHNA KUMAR)**