

Name and Contacts:

Name : Agathesh Gk Mobile: +91-9008199822
Email : gopal.gksatish@wipro.com

Profile:

Infra Manager, Implementation manager & IT Manager.

Primary Skills:

Managing 10 members team & as a Infra Manager for TraCE CRM project, Coordinating with External Vendor & third parties on performance & upgrade design planning, SQL Admin support & DR configuration. Platform up gradation like TraCE CRM application migration, SQL clustering configuration & SharePoint support etc.. NSK servers Admin, NSK servers Integration, System Migration, NSK Software Distribution, and UNIX System support. Linux and UNIX network support. RDF setup and migration

Working Experience & Projects:

2+ years of Project Management experience in managing the Infra and Maintenance projects. Completed Project Manager from PM Academy, PMA-1 Completed, PMA-2 and FMP (Future Manager Program, Focused on People Management, customer centricity and emphasis given on behavioral skills) program.

Infra Manager for TraCE CRM: 2009 to till date:

Environment: MS CRM App, SharePoint, IMS & TraCE on Mobility.

Skills : Interacting with third parties & External vendors on all aspects of capacity planning, performance monitoring and tuning of specific infrastructure components. Strong infrastructure maintenance and upgrades front and ensuring the stability and availability of technology infrastructure services to the business, including SQL application DB.

Description

Working with the development team to support the integration of the application's deployment, configure and administer the applications. Understand BCP requirements, plan and undertake effective Disaster Recovery and testing procedures to ensure effective Disaster Recovery plans are developed, documented, tested and implemented. Interact with third party & External vendors on capacity planning, performance monitoring and tuning of specific infrastructure components. Strong infrastructure maintenance and upgrades front and ensuring the stability and availability of technology infrastructure services to the business, including SQL application DB. Guide the team for patch update & rollup installation, etc. Up keeping production server, giving 24/7 support from my team. Roll up update activities include problem analysis and fixing it, execute few sample entities and check for any error message. Interact with various stakeholders for performance issue & etc. Guided team for new OnTrack tool development and successfully completed the same, rolled to the production environment.

Sub-Project within TraCE CRM group:

Virtual hardware migration: Oct 2011 to Mar 2012:

Role : Tech Lead

Environment: MS CRM Application & SQL 2008.

Skills :Successfully migrated SQL & MS CRM application to Virtual environment, Strong infrastructure maintenance and upgrades front and ensuring the stability and availability of technology infrastructure services to the business, including SQL application DB.

Description

As existing physical environment work end of life and to improve better performance of the TraCE application, we have taken up the hardware migration activity as a change initiative project of migration the application to latest supporting OS and database. As a team lead I have planned project plan and coordinated with different stockholders for various external resources like virtual infrastructure and cluster configuration of SQL 2008. Even we have called up MS team for supporting for splitting of SQL clustering environment. Our project was one of best and short time movement to virtual servers, without any major downtime we have successfully moved our business application in phase manner.

Guided team for new SQL clustering configuration and TraCE application movement, entire business application has been rolled to the production environment.

64 Bit environment migration: April 2011 to Sep 2012:

Role : Tech Lead

Environment: MS CRM Application & SQL 2008. (64 Bit Version)

Skills : Converted the existing application 32 bit version to 64 bit environment. SQL & MS CRM application to 64 Bit environment, Strong infrastructure maintenance and upgrades front and ensuring the stability and availability of technology infrastructure services to the business, including SQL application Database.

Description

TraCE CRM application was running with old platform i.e. 32 Bit version including Database (SQL 2005), due to this constrain our application wasn't giving any good performance, as all we know that memory consumption was the key and never able to utilize more than 4 GB of RAM. Hence we have taken the one more change initiative for the Org and completed with successfully.

As Tech Lead, team and me executed very well planned project and converted the existing .NET sources code to 3.5 Frameworks. Biggest challenge was pulling out all the require source code from different module and entity owners. It was Hercules task that we collected the source code and conversion of the same.

Even TraCE database was running with SQL 2005 environment, which was not supporting 64 bit. Hence we have moved even database also along with application migration.

IT Infra & Application Tech Support, AUSTIN, USA: 2006 to 2008:

Role : Consultant and Sr. Tech support

Environment: NeoView Application

Skills : SQL Application databases Maintenance and NSK
Neoview servers Integration and Migration of Release, Maintenance
and Support

Description

Installation of HPIT production NeoView servers and migration of Release updates and SPRs, Patches updates activities include problem analysis and fixing it, needs to report GCSC and follow up. After the installation of New SUTs execute few tests of queries for functionality fix of SPRs and report the same. At the same time HPIT production server are very critical for business purpose and we have very little time for any activities. Console updates and check for new versions on client software like Dashboard, NEObusy, ODBC, and JDBC install them on console and check for functionality.

IT Infra & Application Tech Support: 2008 to 2009:

Role : Sr. Tech support
Environment: NeoView Application
Skills : Very good architecture of all type of NSK servers
and Migration of Release, Integration, Maintenance and Support.

Description

Supported HP client remotely for SQL Installation, fine tuning of DB, Worked with HP client for release update of NeoView products, like server configuration and software migration of DB functionality. After the installation of servers we configure for MESH and HPIT customer environment based on their requirements and restore old Database and update Osimage and check for software functionality and Networking configuration, like NSMweb and perform connectivity checks.

NSK servers Decommission & Disaster Recovery: 2005 to 2006

Role : Sr. Tech support
Environment: NSK Guardian 90 D-series to G-series
Skills : Health checks of all type of NSK servers and
Decommission and Integration, Maintenance and Support

Description

Responsibility includes Decommissioning of each component from NSK servers and Re-Integration. Same has been tested for Hardware failures and configuration functionality. After the re-installation of servers we restored old Database and updated Osimage and checked for software functionality and Networking configuration, like IPV4, IPV6 and Jaguar configuration.

NSK Yosemite DRP Support & migration: 2003 to 2005

Role : Sr. Tech support and System Administrator
Environment: NSK- Guardian & Open system services
Skills : Integration, Maintenance and Support

Description

Installed new DRP system and updated new osimage and other S/w like net batch, Performed system Backups, Restore, LAN Configuration. Check system utilization's via CPUUTIL & VIEWSYS. Upgrading & installing new operating system. TMF transactions analysis. Blade Firmware updates like BMC and etc.

Migration of NSK K-series to S-series: H/W & S/W: 2000 to 2003

Role : Sr. Tech support
Environment: NSK Guardian 90 D-series to G-series
Skills : OSM/TSM, TACL, Maintenance Decommission and Integration, Maintenance and Support.

Description

Responsibility includes Decommission and Integration, Maintenance and Support of Hardware configuration, Data management, OS upgrading, networking configuration, System operation and system setup, installing new applications, planning & System Management and allocating Disks. Upgrading the system, installing the new releases and swapping & testing hardware for new platform and coordinated with team members recovery assistance

**NSK Technical Support and Lab In-charge:
1994 to 1996 & 1998 to 2000.**

Role : System Administrator
Environment: NSK-Guardian & Open system services, UNIX and Windows
Skills : Non-stop Kernel, TACL, Maintenance and Support

Description

Administration of All types of NSK systems like Cyclone, K-Series, Himalaya & S-series, Installation of NSK S/w, Configuration/setup/Debug, Maintenance. Yosemite server's integration and configuration. Console software upgrade and firmware updates. Around 40 NSK servers were maintain and supported nearly 300 and more developer and QA members.

UNIX System Administrator (STG, Japan based client) 1997 to 1998

Role : System Administrator
Environment : Linux and IMG team, UNIX and Windows
Skills : Windows Installation, UNIX server
Installation, UNIX configuration and Team support.

Description

Supported a large infrastructure Linux servers, providing infrastructure (email, file service, etc.) using NIS, NFS, etc. Mentored and trained few juniors on UNIX administrators. Performed an audit of existing systems, integrating legacy spreadsheets and semi-automatically collected data on hardware and software specifications into a centralized LDAP database. Performed hardware maintenance for collocated servers, including equipment replacement and capacity planning, provided end-user technical support for applications, Performed initial installation and configuration of end-user network access equipment.

LINUX and Network Administrator 1996 to 1997:

Role : System Administrator
Environment : Linux and IMG team, UNIX and Windows
Skills : Windows Installation, UNIX server
Installation, UNIX configuration and Team support.

Description

I was a member of the IMG team, which had a total of about 4 members. I was the secondary admin for the Linux servers, as well as the DNS infrastructure and a lot of miscellaneous machine (more than 50). Tested and evaluated client products and services to provide consulting and planning services Installed and administered Debian GNU/Linux systems providing IS infrastructure (mail, web, FTP, streaming media), Administered network infrastructure (Cisco).Linux system integrations, setup & Maintenance.

Operating Systems & Software Administration:

- ✓ Nonstop Guardian and OSS, UNIX, Windows, Linux, Novell NetWare, Windows 98, Windows NT 4.0, Windows 2008 server, Windows 2003 advance server, Windows XP professional, Windows NT 3.51, DOS 6.22, OS/2, Windows 3.1, Windows 3.11, Windows 95, CVS version control system Apache, E-Mail, CVS, SMB, samba Linux, Windows 2000/XP, Solaris, SunOS, RedHat Linux

Programming, Tool and other Languages:

- ✓ ANSI C, UNIX toolbox (Bourne shell, awk, grep, make, etc.)
- ✓ COBOL, Fortran and PASCAL
- ✓ MS CRM, NSK web, NSMweb, SQLMX, EGARTH, EINSPECT, DbVisualizer, NEOscripts, SCF, FUP, PUP, TMF, NSKCOM, COUP, CMI, Pathway, CVS, VCS, Visual Inspect, SNOOP, SQL, Safecom, noft, Spoolcom, TMDS, EMSCOM, DBAdmin, NeoBusy, NeoView reports.

Certifications & Training Attended:

- ✓ FMP (Future Manager Program) completed in Wipro LTD
- ✓ PMA (Project Management Academy) – Part1 Completed in Wipro LTD
- ✓ PMA (Project management Academy) – Part2 Completed in Wipro LTD
- ✓ ELP completed in Wipro
- ✓ CLIP and currently undergoing FMP training in Wipro.
- ✓ Solaris Level-I certification completed.
- ✓ S-series Field support
- ✓ Concept and facilities
- ✓ System Management
- ✓ K-series & S-series difference
- ✓ Tacl programming
- ✓ DSMSCM configuration
- ✓ SWAN Configuration
- ✓ Yosemite(DRP) architecture and configuration
- ✓ Neoview Administration and configuration

Achievements/Certifications:

-
- o Awarded "Feather In My Cap" for my Outstanding contribution for Site migration
 - o Awarded "Thanks a Zillion" award for the outstanding contributions in HP support Tech

Personal Strength

- o Customer Centric
- o Excellent Communication and People Management skills.
- o Effective mentoring, monitoring and motivating skills
- o Perform under stress and tight schedules
- o Quick learner, flexible and Adaptive

Education:

- ✓ Bachelor of Computer Applications
- ✓ Advanced Diploma in Networking Engineering and Hardware Engineering