SINDURA VISHNU

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Summary

Experienced IT Professional with **over 12 years of experience**, including **6+ years specializing in hybrid environments**. Proven track record in excelling at Azure cloud platforms and CI/CD automation. Achieved 98% client satisfaction by optimizing identity management and provisioning processes. Recognized for cross-team collaboration and a solution-focused mindset, driving significant operational improvements.

Technical Skill Matrix

- **Cloud Platforms:** Proficient in **Microsoft Azure** and **AWS** ecosystem management.
- **DevOps & Automation:** Expertise in **Ansible**, **Jenkins**, **Maven**, and **GitHub Actions** for end-to-end CI/CD and infrastructure automation.
- **Infrastructure as Code:** Skilled in **Terraform** and **CloudFormation** for scalable resource provisioning.
- **Container Technologies:** Advanced orchestration using **Docker** and **Kubernetes**.
- **Database Administration:** Management and optimization of **SQL Server (SSMS)**, **PostgreSQL**, and **MySQL**.
- **Data Visualization & Analytics:** Proficient in **Power BI** for developing infrastructure performance dashboards.
- **Scripting & OS:** Automation via **Python, PowerShell, and Bash** across **Windows** and **Linux (RHEL)**.
- **ITSM & Collaboration:** Expert use of **Jira, ServiceNow, and Confluence** for workflow and audit documentation.
- **Security & Resilience:** Deep knowledge of **IAM (Entra ID)**, SSL/TLS, and disaster recovery strategies.

Experience

10/2018 - Current
SUTHERLAND Global Solutions

Software Implementation Engineer

- **Led 5+ end-to-end Allscripts EHR integrations** (design, build, and cutover) across On-Prem, SaaS, and Azure environments, achieving **98% client satisfaction** and zero Sev-1 issues during go-live.
- **Automated certificate lifecycles and SQL user provisioning** using PowerShell and Jenkins, **reducing onboarding time by 40%** and streamlining CI/CD validation for staging and preproduction environments.
- **Hardened identity flows using Microsoft Entra ID (Azure AD)**, resolving SAML and REST API issues via Postman to achieve **99.9% SSO reliability** and a 40% reduction in authentication downtime.
- **Optimized SQL Server performance by 35%** through advanced query tuning and indexing in SSMS, partnering with DBAs to provision and maintain high-availability client environments.
- **Secured hybrid platform communications** by managing SSL/TLS certificates and asymmetric key renewals while troubleshooting IIS configurations and application files for stable deployments.
- **Standardized technical runbooks and Jira/ServiceNow workflows**, improving audit readiness by 15% and collaborating cross-functionally to resolve complex infrastructure and integration bottlenecks.

03/2017 - 08/2017
DELL TECHNOLOGIES

Infrastructure Engineer

- **Provisioned and configured Windows Server (2009-2012) and RHEL (6/7) environments** using **vRealize Automation (vRA)** and Orchestrator, ensuring 100% alignment with enterprise build specifications and regulatory standards.

- **Delivered zero-defect server builds** by executing rigorous build validation, software installation, and security hardening protocols across large-scale regulated environments.
- **Optimized system reliability and endpoint security** through the expert installation and configuration of **IIS** and enterprise-grade tools, including **IBM Tivoli, WebSphere, and Control-M**.
- **Administered VMware vSphere infrastructure**, managing critical DNS configurations and Linux mount points to ensure high availability and scalability for production workloads.
- **Enhanced infrastructure compliance by 15%** through proactive audit preparation, structured technical documentation, and the resolution of complex environment bottlenecks.

09/2010 - 03/2017
IBM, Global Business Services

Infrastructure Engineer
- **Built and provisioned Linux virtual servers** based on precise build sheets for production and staging, ensuring 100% alignment with enterprise deployment standards and infrastructure scalability.
- **Migrated 200+ client servers from Windows XP to 7** using Telnet and FileZilla; maintained data integrity and system availability during large-scale operating system transitions.
- **Resolved high-priority Severity requests** by performing system rebuilds, executing **vMotion** between hosts, and configuring **RAID 5** arrays; managed local hardware escalations to ensure minimal downtime.
- **Led cross-functional server readiness** with DBA and Network teams as the focal lead, implementing backup strategies via **Tivoli and Autosys** while validating builds to enhance audit readiness.

09/2010 - 10/2012
IBM, Global Business Services

Remote Desktop Engineer
- **Installed and supported enterprise applications**, including Microsoft 365 and Qfiniti, ensuring 100% operational continuity and compliance with corporate licensing standards.
- **Managed Active Directory and Group Policy Objects (GPOs)** to streamline user provisioning and harden endpoint security, consistently upholding rigorous enterprise audit standards.
- **Executed seamless OS migrations from Windows XP to 7**, performing full data backups and integrity checks to ensure zero data loss across critical enterprise endpoints.
- **Exceeded SLA targets by 20%** while providing remote support for connectivity and Outlook issues, achieving a **95% first-contact resolution rate** using the Van Web ticketing system.

11/2009 - 08/2010
Tata Business Service Support

Customer Service Representative
- Provided L1 support for mobile data services; resolved escalations with strong negotiation.

Education

05/2007
India

Bachelors in Electronics and Telecommunications
JNTU University

Training And Project Work

- DevOps & Database Integration, Udemy, 01/01/24, Built CI/CD pipelines using Docker, Kubernetes, Jenkins, and GitHub Actions. Automated infrastructure with Ansible and deployed PostgreSQL-backed apps with Maven. Integrated open-source monitoring tools like pgAdmin, Prometheus for performance insights and container health.
- Microsoft Certified (MCSE) Training, Instructor-led, 01/01/23, Windows Server, Active Directory, Networking, Infrastructure Management

Certifications & Licenses

- Microsoft Certified: Azure Administrator Associate (AZ-104) — Credential ID: 991691487 (2021)
- AWS Certified DevOps Engineer – Professional — Credential ID: 516276368 (2025)
- Former Certifications (Expired): RHCSA & RHCE — Credential ID: 160-055-885 (Expired 2020)
- ITIL Certified
- WES Credential Evaluation Verified — Reference ID: 612867