**Reema K Patel**

**Advisor – IT Infrastructure**

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**Career Objective:**

A dedicated and ambitious graduate who holds a MCA complemented by a Bachelor of Computer Applications degree to achieve a challenging position as a System Engineer within an organization that makes use of information technology to solve its business challenges and to solve the application orientation skills to help it leverage the benefits of information technology to improve its competitive advantage within the industry.

**Core Competencies:**

Good Exposure to the future technologies of Virtualization (**VMware,** **Cisco UCS).** Be part of the DC support Team helping to the successful delivery of various international projects which are delivered remotely and help the team achieve the set targets of the project. Work closely with Project Managers, and the customer to ensure a smooth implementation and transition from start-up to integration/production mode.

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| --- | --- |
| Hardware | Cisco UCS 240, B200 M4, B460M4, C240, C460, ATOS, C880, Dell |
| OS | Windows 2008/2012/2016, RHEL 7,Suse Linux |
| Other skills | Information Security Management, Patch management, |
| Devops | Git Hub , Jenkins, Maven |

**Professional Summary:**

* Technically Sophisticated Professional with over 7 years’ experience in Systems Administration, Technical Support and Troubleshooting.
* Good understanding of Documentation, IT Processes and Team management.
* Good communication, team building skill and multi-tasking ability. Innovative ideas and methods to improve work process.
* Adapt in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management
* A technocrat with exposure in managing projects on installation, maintenance, IT infrastructure Management and Implementation

**Education Qualification:**

**1. MCA** – Master in Computer Applications

University : **Sikkim Manipal University** [2012 - 2014]

2. **BCA-** Bachelor in Computer Applications

University : **Bangalore University** [2007 - 2010]

**Professional Experience:**

1. **Advisor - IT Infrastructure – Dell EMC ( Jan 2017 - Till Date)**
2. **As Operations Analyst – Accenture (June 2015 – Jan 2017)**
3. **As Technical Executive – NTT data ( Jan 2012 – May 2015)**

**Professional Certifications**

* **VMware Certified Professional 6.5 – Datacenter Virtualization**
* **ITIL V3 Certification**

**Organization:** DELL EMC (**From Jan 2017 to Till Date**)

**Role**: **Advisor - IT Infrastructure**

**Client:** **Virtustream Enterprise Cloud**

**VMware and Cloud Services**

* Provided technical assistance on enterprise platform support for planning, implementation and management of VMware based architecture.
* Performed project reviews, initiation, prioritization and execution of project related tasks
* Perform P2V (Physical to Virtual) server migrations using VMware Converter.
* Responsible for planning, tracking, testing, and delivery aspects of the project
* Designing and building services offerings like:
  + VMware Infrastructure.
  + Data Centers
* Managing VMware infrastructure environment with 600+ ESX servers, 14000+ virtual machines.
* Deploying the New VM from the Template and Cloning an Existing VM) as per the client request through change management process.
* Installing and configuring ESX servers in physical hardware of DELL, HP and Cisco UCS environment.
* Creating and managing resource pools and adding the VM’s into resource pools.
* Creating and managing virtual machines and installing VM Tools into VM’s.
* Manage VM’s using VMware virtual center via vSphere desktop and Web Client.
* Installation and configuration of virtual machines in an Enterprise SAN and NAS environment.
* Firmware upgrade on server hardware and Upgrading ESXi hosts (Baseline up to date) or Applying Patches
* Creating and managing VM Ware cluster. Enabling HA and DRS features in a cluster.
* Configurations of Virtual switches and network connections for storage/ backup, VMotion and VM network.
* Performing Snapshots, Cloning, cold migrations and hot migrations.
* Performance tuning of VMware servers, Virtual sessions and management of server resources between virtual machines.
* Root Cause & System Log Analysis and reporting.
* System Administration tasks like User Accounts, access, Permissions, Security, Planning
* Good hands-on knowledge of Source Code Management (Version Control System) tools like Git and GitHub
* Proficient in developing CI/ CD pipelines using Jenkins
* Hands-on knowledge of software containerization platforms like Docker and container orchestration tools like Kubernetes
* Collaborated using Atlassian tools including Jira, Confluence.
* Installing, configuring and managing virtual infrastructure and virtual center.
* Mentored and trained interns and team members in VMware and Windows Server administration

**Cisco UCS Roles and Responsibilities:**

* Working on Cisco hardware modules blade models – B200 M3, B400 M4, B420 M3, and B Series, UCS manager 2.1 (1e).
* Creating VLANs based on policies and common vNIC templates on new UCS PODs.
* Create Organization and customer specific vNIC templates.
* Create service profiles and associate with each blade also provision UUID and WWN numbers for the blades.
* Creating Service profiles for customer blades on Cisco UCS Pods.
* Create vNIC on blades and Customer specific vNIC templates and bind them on UCS.
* Planning and execution of Cisco UCS Firmware upgrades UCSM/ Chassis/ Blade Server Firmware upgrades
* Monitor faults, alarms, and the status of equipment
* Creating UCS Polices and templates as per our standards.
* Building physical HANA on Cisco B460, C880 and Bullion S4 & S8 servers with SAP certified configurations with SUSE Linux.

**OS Administration**

* Installation and configuration of Red Hat Enterprise Linux 6.x 7.X, Cent OS, SUSE Linux servers on virtual and physical platform.
* Working with Storage team for LUN allocation for Linux / Suse physical servers.
* Managing Logical Volumes and filesystem on Linux physical and virtual servers
* Supporting SAP infrastructure running on Linux platform.

**ACHIEVEMENTS:**

* Planning and execution of critical storage migrations.
* Successfully migrated 100 Clusters from 6.0 to 6.5
* Planning and migration of VMs across clusters.
* Capacity Management initiatives to balance the clusters.
* Upgraded IT infrastructure, established quality assurance standards, and recommended new products to enhance clients’ operational efficiencies.
* Built a new team and successfully transitioned project to steady state which included transition, hyper care, and SteadyState Operations support.

**Organization – Accenture (June 2015 – Jan 2017).**

**Role**: **IT Operations Analyst - VMware Engineer.**

**Roles and Responsibilities:**

Worked for US clienton IAASplatform to build and deliver new VMware vSphere setup forcustomers hosted on cloud, this includes below day to day activities.

* Working in various modules like Request Management, Incident Management, Change Management, Work order for the clients.
* Managed Virtualization Environment using VMware ESXi 6.x, 5.x, Virtual Center, vSphere Client.
* Installation, Configuration, and Administration of 6.x, Virtual Center, vSphere Client.
* Virtual Servers build & rebuild (Deploying the New VM from the Template and Cloning).
* Installing, configuring and managing virtual infrastructure and virtual center.
* Manage VM’s using VMware virtual center, Installation and configuration of virtual machines in an Enterprise SAN and NAS.
* Configurations of Virtual switches and network connections, V2V conversions by using VMware Converter Standalone.
* Performing Snapshots, Cloning, Cold Migrations, Build virtual machines as per customer requirement.
* Troubleshooting virtual machine issues, adding a new Virtual Disk and Extending existing Virtual Disk.
* Designing backup strategy, ensuring scheduled / unscheduled backups as per the backup plan.
* Installation of Windows Operating system and creating new virtual machines for the customer.
* Experience with installing Operating System: Windows7, Windows server 2008/R2 and Windows 2012/R2
* Patching more than 1000+ windows servers (VM and Physical M/C) through Lumens ion every month and ensure that we achieve 100% of compliance.
* Experience in handling server hardware related issues like hard drive replacement,
* Handling CITRIX application related issues and VDI related issues.

that are published for the users from the jump servers and that is hosted in vCenter.

* Creation of VDIs and assigning it to the users after having all the necessary approvals in place.

**Organization – NTT data Global Delivery Services (Jan 2012 – Jun 2015)**

**Role**: **Technical Executive - VMware Engineer**

**Roles and Responsibilities:**

* Managing more than 100 ESX/ESXi servers and 2100 Virtual Machines.
* Configuring and building ESXi Servers from the scratch and adding it to the vCenter.
* Regular BAU activities such as increasing disk size, adding additional drives, Cloning, Increasing or decreasing CPU, and Memory.

**Personal Information:**

Name : Reema K Patel

Gender : Female

Date of Birth : 18-08-1988

Father’s Name : Kirti Kumar B Patel

Nationality : Indian

Religion : Hindu

Languages Known : English, Hindi, Gujarati & Kannada

Address : #188/B, 56th Cross, 4th Block, Rajajinagar. Bangalore – 560010

Hobbies : Painting, Play badminton & cooking.

**Declaration:**

I hereby declare that all the information furnished above is true to the best of my knowledge.

(**Reema K. Patel**)