

RAMAKRISHNAN IYER

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Since my days as a trainee, I have been drawn to simplifying operations. As a Tech-Specialist, I help our clients with tailored solutions ranging from in-house PowerShell modules, monitoring solutions, infrastructure automation, to cloud migration plans.

EXPERIENCE

Cognizant Technology Solutions

2010 – present

Technical Lead (Cognizant Infrastructure Services)

My current client is a renowned paper manufacturer in the US. I work as part of the Wintel Team, which initially handled the client's Citrix and Exchange environments, but grew to be the largest contributor among all our IT teams to security update compliance, performance management, service improvement and automation.

- I helped our teams with a custom PowerShell module, with over 60 functions for simplified hiring and termination, backup, clean-up, migration, capacity management, server healing, troubleshooting and auditing.
- I led the implementation of SCOM, collaborating with the Windows Infrastructure team. Simultaneously, I also helped my team in the migration to SCCM for updates; automated updates increased the update compliance by 31%.
- Over the last year, I revisited and automated several audit reports, leading to over 36 hours a month saved in creating the reports. The simplification also reduced the time required to understand and leverage the data by about half.

CERTIFICATIONS

- Microsoft Specialist: Implementing Microsoft Azure Infrastructure Solutions
- Enabling Office 365 Services
- ITIL® 2011 Foundation Certificate in IT Service Management

OFF-WORK

PowerShell 6.0 Linux Administration Cookbook 2018

Co-author | Packt Publication

Out of curiosity, I installed Linux on my personal laptop in December 2017. I loved using it. I started experimenting with PowerShell on it. I liked the experience. Today, I'm a co-author of the book, which is scheduled for release in October 2018.

Meraki Post 2015 – Present

IT Architect, Book Reviewer, Podcaster (because, passion)

A few of us friends started a site, Meraki Post (<https://www.merakipost.com>), initially set up on Blogger. When we needed flexibility and some freedom, I ported the site to Jekyll with its code hosted on GitLab, built using GitLab CI, hosted out of AWS S3, delivered by CloudFront. It helped us focus on performance and end user experience.

EDUCATION

Birla Institute of Technology and Science, Pilani 2013 – 2017

MTech (Software Engineering, Work-Integrated, 8-semester)

- The course made me aware of all of those developments and practises in the field with a practical approach. I learnt the concepts of Cloud Computing and Infrastructure as a Code here.
- For my dissertation, I developed a GUI-based Windows administration tool written in PowerShell, which when implemented in Cognizant, helped 18 clients by reducing the turn-around and resolution windows by ~25%.

Alpha Arts and Science College, University of Madras 2007 – 2010

BSc (Electronics and Communication)

During my time here, I served as the President of the Students' Forum, as well as the Editor of our departmental journal. I graduated as the *Best Outgoing Student* of the batch, along with a University rank in my Major.

° A more detailed version of this resume is available online at <https://resume.ramiyer.me>.