RAMAKRISHNAN R. IYER

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HIGHLIGHTS

Cognizant Technology Solutions   2010 – present

Technical Lead (Cognizant Infrastructure Services)

- Associate of the Quarter (twice: Q2, 2011 and Q4, 2016).
- Trainer in PowerShell in our SBU.

AUTOMATION

- Led the community on PowerShell-based Automation, at the SBU level, aimed at contributing to hard- and soft-dollar benefits of over USD 100,000.
- Implemented over 60 PS automation projects (Windows, Exchange, AD, System Center, Citrix and VMware PowerCli); cost reduction of about USD 6,700/yr.
- Help out up to eight delivery teams per year, with automation in Windows, Exchange and Azure, as part of the pan-organisation Microsoft Community.
- Created and delivered PowerWin, a PowerShell- and Windows Forms-based Windows administration tool (with a GUI) to several clients, reducing the troubleshooting, planning and resolution time by ~30%.
- Redefined and automated several technical reports to project only those metrics that are important for decision-making and to use IT at its full potential.

SERVICE IMPROVEMENT

- Designed and drove the implementation of SCOM 2016 in the environment, including best practices in monitoring and lightweight administration.
- Delivered zero unplanned downtime in Exchange over the last year.
- Implemented Solarwinds Web Performance Monitor to measure application performance, and coordinate with SMEs to meet >99% application availability.
- Architect at Meraki Post, a site built using Jekyll, continuously deployed using

GitLab CI, hosted at Amazon S3, and delivered by Amazon CloudFront CDN.

- Published author of a fiction novelette, working on a non-fiction about understanding Multi-level Marketing, and its workings and statistics.
- Blogger: blog about technology and social issues, and write short stories.

CERTIFICATIONS

- Microsoft Specialist in Implementing Microsoft Azure Infrastructure Solutions
- Certified in ITIL® 2011 Foundation Certificate in IT Service Management

AWARDS AND RECOGNITION

Cognizant Technology Solutions   2010 – 2017

- Associate of the Quarter (Q4, 2016; Q2, 2011)
- Outstanding Dependability
- The Leading Light
- Best Tutor
- Best Team Automation/Innovation (team award)
- Techie Mavericks (team award)

EDUCATION

Birla Institute of Technology and Science   2013 – 2017
M.Tech. (Software Engineering)

- Studied through the Work-integrated Learning Programme (8-semester).
- Created PowerWin as part of my technical dissertation.
- Studied Cloud Computing and IaaC as part of the curriculum.

Alpha Arts and Science College   2007 – 2010
B.Sc. (Electronics and Communications)

- University of Madras rank-holder in Major (13th).
- Recognised as the Best Outgoing Student (2007 – '10 batch).
- Served as the President of the Students' Forum, and as the Editor of the yearly departmental magazine.
- Won awards in several national- and state-level intercollegiate competitions.

EXTRACURRICULAR

Published Author   2016 – present

Fiction and non-fiction books

- Published author of a literary fiction novelette, The Damp Roman Candle.
- Writing a book on an analysis of Multi-level Marketing, Pyramid on My Ceiling.
- Working on the publication of a fiction novel, The Restrained Fireball.

Enterprise-grade Web Solution and Collaboration   2015 – present

Meraki Post: book reviews, author interactions, and all things literary

- Set a custom design and logic for build and deployment based on requirements.
- Set up the domain and email exchange, including security best practices.
- Implemented Slack and configured custom integrations for monitoring, communication and social interactions.
- Performed an SEO-friendly migration, with UX improvements.
- Hosted the site on Amazon S3, built by GitLab CI, delivered by CloudFront.

This site or our work in it *does not* cause a conflict of interests defined in Cognizant's COBE. Meraki Post is a community site created and maintained by a group of friends with a shared interest in literature.

Part of the Blogosphere   2011 – present

Tech, literary and general

- Collection of short stories (link).
- Tech blog focussed on beginners in IT (link).
- Blog of opinions, and on life in general (link).

Other Miscellaneous   2010 – present

Catch-all

- Taught Computer Literacy to children from government schools as part of the CSR wing of Cognizant, called, Outreach.
- Psychology enthusiast with interest in Behavioural Psychology.
- Judge debates that focus on exchange of ideas, rather than being battle of egos.
- A cycling enthusiast.

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