RAMAKRISHNAN R. IYER

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EXPERIENCE

Cognizant Technology Solutions   2010 – present

Tech Lead (Cognizant Infrastructure Services)

- Recognised as the Associate of the Quarter twice (Q2, 2011; Q4, 2016).
- Led the PowerShell-based automation community at the SBU level.
- Implemented over sixty PowerShell-based automation projects for the client.
- Part of the pan-organisation Microsoft community, contribute to automations.

ACHIEVEMENTS AND CERTIFICATIONS

Microsoft Specialist   2017

Implementing Microsoft Azure Infrastructure Solutions

- Microsoft transcript ID 1013053

ITIL® 2011 Foundation   2013

ITIL® Foundation Certificate in IT Service Management

- Certificate Authentication number 4843583.20192091.

AWARDS AND RECOGNITION

Cognizant Technology Solutions   2010 – 2017
- Associate of the Quarter (Q4, 2016; Q2, 2011)
- Best Team Automation/Innovation (team award, 2017)
- Outstanding Dependability (2016)
- Techie Mavericks (team award, 2016)
- Best Tutor (2015)
- The Leading Light (2014)

EDUCATION

Birla Institute of Technology and Science   2013 – 2017

M.Tech. (Software Engineering)

- Studied through the Work-integrated Learning Programme (8-semester).
- Created a Windows Forms- and PowerShell-based GUI tool for management of Windows computers for dissertation.
- Studied Cloud Computing and Infrastructure as a Code 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.
- Wrote 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

- Migrated the site from Blogger CMS to a static site built using Jekyll.
- Hosted the site on Amazon S3, built by GitLab CI, delivered by CloudFront.
- Set a custom logic for build and deployment based on requirements.

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

- Part of Cognizant's CSR wing, Outreach; taught Computer Literacy to children from government schools.
- Psychology enthusiast, with a goal to write a paper on Psychology and Ethical Marketing, someday.
- Participate in and judge debates that focus on exchange of ideas, rather than being battle of egos.
- Cycling enthusiast.

EXPERIENCE (DETAILED)

Cognizant Technology Solutions   2010 – present
Tech Lead (Cognizant Infrastructure Services)

- Recognised as the Associate of the Quarter twice (Q2, 2011; Q4, 2016).
- Led the PowerShell-based automation community at the Sub-Business Unit level.
- Implemented over sixty PowerShell-based automation projects for the client.
- Part of the pan-organisation Microsoft community, contribute to automations.

Current job role

Tech Lead, Cognizant Infrastructure Services (2015 – present)

- Drove the implementation of SCOM 2016 in the environment including implementing best practices in monitoring and lightweight administration.
- Reduced several weeks' worth of manual efforts per year by implementing automation solutions using Windows PowerShell.
- Worked on redefining several technical reports for the client to project those metrics important for business decision-making, to use IT at its full potential.
- Managed application performance monitoring using Compuware ClientVantage, and later, implemented Solarwinds Web Performance Monitor; help maintain an application availability SLA of >99%.
- Managed Microsoft Exchange 2010, end-to-end, delivered zero unplanned downtime over the last year.
- Helped implement PowerWin, a Windows-Forms-and-PowerShell-based GUI tool for Windows administration, for several clients, speeding up troubleshooting and planning by up to 30%.
- As part of Microsoft Community within Cognizant, shared recommendations on implementation of solutions, and created custom scripts for automation with several teams working for different accounts/customers.

Technical profile

Technological specialisation

- Windows PowerShell.
- Understanding of container-based infrastructure. (I built this site on a Docker-based container, for instance.)
- Trained and certified in Microsoft Azure (Infrastructure).
- System Center Operations Manager (currently implementing SCOM 2016).
- Solarwinds Web Performance Monitor.
- Microsoft Exchange 2010.

Technologies worked on

- Windows PowerShell, including PowerShell modules for:
  - Microsoft Exchange 2010
  - Microsoft System Center
  - VMware vSphere (PowerCLI)
  - Citrix XenApp 7.6
  - Active Directory
- Microsoft System Center 2016 Operations Manager
- Microsoft Exchange Server 2010
- Solarwinds Web Performance Monitor
- Microsoft System Center Endpoint Protection
- Windows Server 2008 R2, 2012 R2

Past experience

- Sr. Systems Executive, Cognizant ITIS (2012 – 2015)
- Systems Executive, Cognizant ITIS (2011 – 2012)
- Graduate Trainee, Cognizant IT Infrastructure Services (2010 – 2011)

EXTRACURRICULAR (DETAILED)

Enterprise-grade Web Solution and Collaboration   2015 – present
Meraki Post: book reviews, author interactions, and all things literary

- Migrated the site from Blogger CMS to a static site built using Jekyll.
- Hosted the site on Amazon S3, built by GitLab CI, delivered by CloudFront.
- Set a custom logic for build and deployment based on requirements.
- Set up the domain and email exchange, including security best practices.

- SEO-friendly migration, along with UX improvements, including typography.
- Designed the site (from a fork of Ghost's theme).
- Implemented Slack and configured integrations for monitoring, communication and social interactions.

Cognizant's Code of Business Ethics allows for such work as long as the annual income from the same is under $250, and such work is carried out outside of work hours.

Meraki Post is a community site created and maintained by us, a group of friends with a shared interest in literature.