  

**SUNDARAM R**

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**Objective**

Seeking a career as Site Reliability engineer / Technical Consultant / Sr Web Administrator that will require me to utilize my skills, knowledge and experience

**Professional Certifications**

* Certified Visual Basic 6.0. From NIIT
* Microsoft Certified Professional MCP (ID 6402957)
* ITIL Foundation V3 Certified (GR750137128SR)
* MCSE Trained from RJP InfoTech Chennai
* Exchange 2007 and Windows 2008 Server (MCITP) Trained from SMART ENTRY Chennai
* WAS External Training from IBM
* AWS Administration from Simplilearn
* DevOps Docker/Kuberneties trained from Cognixia
* AWS Associate Architect certified

**Academic Qualification**

* MCA from Annamalai University, Chennai in 2009
* B.Sc. (Computer Science) from Bharathidasan University, Trichy in 2003

**Awards**

* Recipient of two-time **Best Performer Award** in SOS Online Back Up
* Bagged appreciations from customers during IBM service
* Acknowledged as Best performer of the year Award received from CSS Corp
* HighFlyer Award from CSS Corp

**Technical Skills**

**Operating System : Windows 2000, 2003, 2008, 2012 & 2016 Servers, Linux RHEL. AIX**

**DevOps Tools : Docker, Kubernetes, Jenkins, Git, HELM**

**Databases : MS SQL 2000 , 2005, 2008 & 2012, Oracle 8.1.7, 9i & 10 g, My SQL and MS Access**

**Web & Application Servers: Microsoft IIS 6.0, 7.0, 7.5 & 8.5, IBM Http Server & Apache Webservers, IBM Websphere 7.0 & 8.0, Weblogic Application Servers**

**Backup & SAN :Acronis Backup, Windows NT Backup, Dell SAN storage MD 3000i, MD 3000,**

**MD 1000, VTrak DAS storage**

**Firewall : Sonic wall, Microsoft ISA 2006**

**Virtualization : VMware VSphere 4.0, 5.0, vCenter 4.0, 5.0, ESX 4, Work station, VMware server.**

**Scripting : VB script, Powershell & Windows script**

**Server Monitoring Tools :** Dynatrace, SCOM, PRTG, HP Business Services Management, Keynote, Adobe Omniture site catalyst

Applications Monitoring : Splunk, Catchpoint, SCOM, Gomez

**Experience Summary.**

**CSS Corp Pvt. Ltd., Bangalore.**

**Consultant – Dec-2017 - Present.**

**Client: - MaryKay Inc. USA**

**Roles & Responsibilities:**

* Manage the scalability and efficiency of the Livestream platform
* Respond to and resolve platform problems
* Solve tasks in a generic way that can be automated
* Engages with the Account Team to ensure Critical Application Services client expectations are being fulfilled
* Respond to support requests and co-ordinate Customer support teams where appropriate
* Attend and participate in all customer service review meetings
* Identify opportunities for growth and advancement of the Service offering
* Support web based applications with systems administration, configuration, troubleshooting and monitoring
* Evaluate Linux systems and make recommendations to improve security, scalability, performance and availability
* Production application monitoring and support
* IIS 8, 8.5 & 10.0 Administration, Implementation, Advanced troubleshooting, BCP management, deployment, incident, change and problem management.
* Monitoring Applications using Splunk and Catchpoint Monitoring tool and analysis the KPI.
* Monitoring the systems with Dynatrace and SCOM tools. Create dashboards to receive daily KPI reports.
* Review KPI report and recommending solutions to increase the performance.
* Review tickets trend analyse and propose solutions to the stakeholders.
* Support on DevOps Tools and Containers CI/CD pipelines, Docker/Kubernetes/Gits/HELM, GitHub, Terraform
* Regularly attending stakeholders meeting to present the KPI reports and provide suggestions to improve scalability and reliability of the Applications environment.
* Provide architectural and practical guidance to software development to improve resiliency, efficiency, performance, and costs
* Monitor and report on service level objectives for a given applications services. Work with business and product owners to establish key performance indicators
* Capacity planning and management – create, use, maintain a capacity model for on-prem and AWS hosting, based on E2E user flow profiles.
* Work with product operations team to resolve trouble tickets, developing and running scripts, and troubleshooting services in a hosted environment
* Working knowledge of virtualized environments; VM management and provisioning
* Assist with testing and validating production applications
* Keeping the ship sailing! Monitoring and supporting the IT infrastructure environment
* Monitoring and diagnosis of systems for optimal performance
* Generating well defined and documented standard processes for the enterprise
* Identifying, gathering, analysing and automating responses to key performance metrics, logs, and alerts
* Documenting the SOP and Work Instruction in Confluence.
* Engineering solutions in the long term to make everyone’s life easier
* Implement and follow ITIL process, problem, Incident, Change managements.
* We use Agile methodologies for the Project implementations.
* Windows patch file, powershell scripts to use automating regular tasks.
* Deployments / Manage incidents / Ownership of Problem Tickets / Deliver Projects / Mentoring

**DXC Technologies (HPE), Bangalore,**

**Specialist - June 2016 – Dec 2017**

**Client:- eOn, Germany, Europe**

**Roles & Responsibilities:**

* Providing 24/7 global web (IIS) support to multiple clients in middleware perspective, and troubleshooting the issues.
* Creating the change ticket in HPSM, attending TAB/CAB meeting regularly for customers change requirements and getting approval on time with HPE & client end.
* Acquiring infrastructure and application KT from various customers during the cloud migration transition. Coordination with global technical teams.
* Provide end to end support for Middleware technologies Microsoft IIS 6.0 – 8.5
* Handle projects build , upgrade , Migrations and uninstall etc
* Handle Incidents and problem tickets related to the Web and IIS.
* Perform regular changes and releases on PROD and QA environments.
* provide on call support on non-business hours
* Taking ownership and lead the monthly maintenance activities.
* Apply Security vulnerability related to the web servers.
* SSL Install, upgrade and renewal.
* Working closely with customers and requester for all service requests and mail requests.
* Microsoft Forefront TMG, Biztalk, Microsoft Internet Security and Acceleration Server (ISA Server) administration, , Load Balancer NLB & F5.

**IBM India, Bangalore,**

**Technical Services Specialist - Feb 2013 – May 2016**

**Clients:- IBM Global Accounts, 300MM**

**Description**

The project is to build new architecture for different projects assigned and move it to production level. This also includes support to projects at all level.

**Roles & Responsibilities**

* **IIS Administration & WAS/HIS Administration**
* Providing Support of IIS, CWS, WAS Plug-in and other log archiving tools during UK business hours.
* Documenting various setup procedures that we used in our hosting environments, strictly adhering to the process and procedures defined for an activity.
* Carrying out transitions with high priority to ensure the applications are into production environment by go-live date.
* Carry out various level of documentation and service page creation for the handover of Production LIVE servers to the 24/7 Support.
* Building of new Windows Servers( 2003/2008) on VMware/Physical environment
* Configuring CWS and WAS plug-in to the newly built servers
* Supporting UAT/FTE/NFTE Environment based on the assignment.
* Moving content and configuration changes in UAT/FTE/NFTE Environment to production
* Deploying the customer websites in IIS Server
* Performing IIS migrations and production changes along with changes management approval.
* Maintenance and troubleshooting of customer project related IIS web servers.
* Monitoring web server & site utilization through Perfmon, capture the logs, Trouble shooting Performance issues and providing signoff for the servers.
* Performing various test before go live to production.
* Co-ordination with various teams for post build server tasks such as Tivoli configuration, Backup configuration, F5 load balancer configuration.
* Backup/Restore of IIS METABASE file
* Enabling SSL for websites, implementing SSL binding for the multiple websites
* Configuring IIS authentications and CWS authentication based on the project requirement.
* Working with project team during code deployment, production change & production move.
* Trouble shouting problems reported by users on the applications
* Checking Logs and fixing issues related to the applications and web servers
* Coordinating with various project teams on deploying a new application and in migration process of the servers
* Creating new websites, Application pool for production and dev environment
* New code deployment, performing unit testing and NFTE performance testing, collecting the reports and sharing with project teams.
* Troubleshooting issues based on log files
* Decommission of web sites and web servers while it ends of life cycle.
* Worked on Incident Management, Change Management (ITIL Process)

**Clairvoyant Tech Soft Pvt. Ltd. (Client TCS), Chennai,**

**IIS Administrator - Apr 2012 to Dec 2012**

**Client:- Comcast, USA**

**Roles & Responsibilities**

* **IIS Administration**
* Provide IIS supports for 400 + servers in VPN Environment through Remote.
* Build new windows servers 2003 & 2008 R2 servers and IIS Environments for production, QA, and staging environments.
* Provide administration supports to IIS 6, 7 & 7.5 web servers in production, Staging and QA Environments.
* Server Build, Hardening, Configure IIS and ASP .NET Applications, FTP Server, SMTP Server, Roles and Features installation , required software’s installation like MS web deploy, Gzip, VIM editor ,Process monitor, Weblog Expert and etc.
* Creation of new websites, virtual directory, Web garden, Web farm, FTP sites & App Pools.
* Setting up IIS authentications, Redirection Site level & Page level, Directory enable, session timeout setting, Adding MIME
* Servers Migrations and IIS environment migrations using web deploy tool.
* Provide Change and incident management supports to the production and other environments staging, and QA Web servers.
* Handle Change management and service requests for daily application deployments coordinate with windows, DBA, Network, Security, QA, Hardware and Developer teams using ITIL process.
* Involving Change Managements and Services Requests (changes on applications, new version release, Critical alerts, application unhealthy, SSL certificate generating, install, renewals & pfx file backup).
* Install and register .Net frameworks 1.1, 2.0, 3.0 & 3.5.
* Generating CSR and Installing, Renewal & Backup SSL certificates.
* Provide mid-level support to MS SQL 2000, 2005 & 2008 DB servers in Windows 2003 and 2008 cluster Environments.
* Provide support through Remedy ticketing system.
* Implementing deployments using VB script, Power shell, Windows script and MSIs.
* Monitoring Alerts and resolving issues using Server monitoring tools HP Business Services Management, Sitescope.

**SOS ONLINE BACKUP, CHENNAI.**

**Senior System Administrator - Sep 2009 to Mar 2012.**

**Client:- SOS ONLINE BACKUP, USA & AUSTRALIA**

**Roles & Responsibilities**

* **IIS & Microsoft SQL**
* Managing and maintaining 50+ domains at godaddy.
* Installing, configuring and securing business application on IIS 6.0/IIS 7.0.
* Configuring load balance and failover for mission critical business sites on UltraDNS.
* Deployment on live application and web servers, including script on database servers.
* Incident response, incident handling when outage occurs.
* Implementing test environment for dev team, QA and providing deployment support for developers as per the requirement.
* Installing and configuring SQL Server 2000 & 2005, critical updates and patch update.
* Database backup, restore, SQL management tasks including script writing.
* Database mirroring, clustering and troubleshooting SQL servers.
* **Server Management**
* Manage a 24x7 mission-critical operation.
* Install, configure and support Microsoft Windows 2003/2008 servers, web servers, In house Application and database Servers.
* Install software releases and patches, setting up security baseline for various roles of servers.
* Deploying Automatic Security Hot fixes based on the requirement for the Environment.
* Manage Active Directory, Exchange, MS-SQL Servers 2000/2005 and IIS Servers 6.0/7.0 and FTP.
* Monitor systems and network for general health, performance and address issues as they come up.
* Analyze performance, and recommend and implement strategies for improvement.
* Providing On call support based on the roaster as and when needed.
* Solving long pending issue with escalating to Microsoft.
* Documenting Server Performance Analysis reports and database.
* Regular health check for all critical servers.
* Handling assigned new projects as per management requirement.
* Coordinates with datacenter / Vendor, Work collaboratively with other staff.
* Conducting Training on Process, Incidents and Technologies.
* Dell (MD3000i & MD1000) Storage Servers Administration.
* Administration of OnTime 2008, WIKI (Onconfluence) & Email domain.

Previous Work Experience

**Sep’08 to Sep’09 with C-Support Inc. USA, Chennai as System Administrator**

(**Environment:** Windows 2003&2008, IIS 6.0 & 7.5, MS SQL 2000&2005, My SQL, PHP My Admin, HELM, PLESK)

**Aug’06 to Sep’08 with Silver Tide Software Private Limited (Silver Tide Software Inc. – USA), Chennai as System Administrator**

**(Environment:** Windows 2000 & 2003 ADS, DNS, FTP, SMTP and MS Exchange 2000 & 2003, IIS 6.0, Apache Tomcat, IHS, MS SQL 2000 &2005, Oracle 8i & 9i , Tomcat, Web sphere, VSS, Mail clients, Data centre servers and storages, VOIP Setup)