

## MD NASEER K

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Cloud Administration | VMware Administration | Window Server Administration | Incident / Problem/ Change Management  
| Project Management

*Certifications: Azure Administrator / AWS Cloud Practitioner / GCP Associate Cloud Engineer / VCP / ITIL Foundation V3*

### PROFESSIONAL SUMMARY

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A Lead with a strong track record in managing Priority Incidents, SRs, and CRs, while also providing guidance to team members on project management and major incident resolution. Proficient in client interactions for RFS/builds, collaboration with hardware vendors, and data center maintenance. Experienced in vMotion and svMotion for seamless server migrations, P2V conversion, Windows upgrades, and ESXi host setup, upgrades, and patching. Actively involved in disaster recovery planning, including VMs and physical servers. Also well-versed in VM template creation.

Expertise in performing maintenance, backups, and system upgrades including service packs, patches, hotfixes, and security configuration issues raised by clients. Keen customer-centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT (turnaround time), thereby attaining client delight and high compliance scores. Expertise in performing transitions from current to future business operations; transforming necessary processes, tools, and environment from the “present” state to the agreed “future” state. Proven success in troubleshooting complex problems (typically related to system failures), implementing & documenting backup & recovery processes, and in capacity planning for a specific data system.

### WORK EXPERIENCE

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#### **Lead II System Administration | Kyndryl | Since Sep'20**

##### **Client: AT&T**

- Administered Microsoft Azure environments, handling hybrid and cloud configurations.
- Managed Azure AD for user, group, and device administration, including migrations using AD Connect.
- Configured Azure resources such as VMs, VMSS, Load Balancers, Virtual Networks, and Network Security Groups.
- Proficient in Azure resource management encompassing virtual machines, storage, and resource groups.
- Expertise in Azure Virtual Network setup, including Subnets, Load Balancers, and Application Gateway.
- Implemented device management via Hybrid Join and Azure AD Join, enforcing MFA, and application integration.
- Utilized Azure AD features like PIM, B2B, Dynamic groups, B2C, SSPR, Password Protection, and License assignment.
- Familiar with Terraform for infrastructure management.
- Administered physical and virtual servers using VMware technology, including installation and configuration.
- Managed project builds, ensuring timely delivery and OS-level support for pre-production servers.
- Performed Windows server builds through SCCM.
- Deployed and maintained VMs in VMware environments, including P2V and V2V conversions.
- Configured data stores on ESXi hosts, utilizing various storage technologies.
- Managed vSphere 6.x and 5.x, including clusters, resource pools, templates, and clones.
- Proficient in VM migration techniques, such as vMotion and update patching using VMware Update Manager.

#### **Technical Services Specialist | IBM India – Hyderabad | Jul'17 – Aug'20**

- Managed vSphere 6 environments with 500+ ESXi 6 Hosts on Dell VRTX hardware across multiple locations in the US
- Maintained hardware and software inventory for the data center
- Conducted migrations from physical to virtual environments when necessary
- Provided ongoing remote support for VMware and Windows systems, covering upgrades, service packs, and troubleshooting
- Ensured patch updates using Update Manager and manual VIB updates
- Handled priority incidents, problem tickets, and service requests
- Previously automated a Security Compliance Project with the IBM Chef Tool, enhancing security and compliance adherence based on CIS standards

#### **Computer Science Corporation - Malaysia | May'08 – Jun'17**

##### **Client: Manulife (June 2015 to June 2017)**

- Installed and configured ESXi 5.1 and 4.1 Hosts and vCenter on Windows 2008.
- Addressed priority incidents, problem tickets, and service requests.
- Provided ongoing onsite support for VMware virtual environments and Windows, including upgrades, service pack installations, security updates, and troubleshooting.

- Proactively monitored, tuned performance, and troubleshooted Windows Servers.
- Managed patch updates in VMware using Update Manager and coordinated with the Application team to resolve application issues.

**Client: Manulife (Oct 11 - May 2015) (Onsite assignment CSC Japan and CSC Malaysia)**

- Led the construction and migration of the Manulife Environment in Japan.
- Successfully installed and configured ESXi 4.1 Hosts in a CISCO UCS Environment, ensuring the UCS blades aligned with the Technical Architect's VMware deployment design.
- Managed patch updates for ESXi hosts using Update Manager.

**Client: Nation Grid (UK Account from offshore) (Jun 2011 - Oct 11)**

- Installed and configured various versions of P2V Converters.
- Conducted P2V and V2V migrations, transferring systems from the client Data Center to the CSC Data Center.

**Client: Anglian Water (UK Account from offshore) (Oct 2009 - Jun 11 )**

- Installed and configured Windows 2003/2000 servers.
- Provided comprehensive support for all Windows-related activities on servers.
- Configured printers and installed drivers for Citrix servers.

**Cognizant Technology Solutions | India | May' 08 – Oct' 09**

**Client: Blockbuster Inc (USA Account from offshore) (May 2008 - Oct 2009)**

- Installed and configured Windows 2003 server and Windows XP Professional.
- Managed AD, DNS, DHCP, and IIS.
- Conducted upgrades, service pack installations, security updates, and troubleshooting activities.
- Proactively monitored, tuned performance, and troubleshooted Windows Servers.
- Took responsibility for deploying applications in production releases and updates.
- Configured network printers and standalone printers.

**PREVIOUS EXPERIENCE**

**Aug'03 – Mar'08 with Computer Maintenance Agency, Hyderabad, India as Systems Engineer**

*Client: NRSA*

**Apr'00 – Jul'03 with Computer Maintenance Agency, Hyderabad, India**

*Client: VST*

**CERTIFICATIONS**

- Certified Azure Administrator (AZ 104)
- Certified Azure Fundamentals (AZ 900)
- Certified AWS Cloud Practitioner
- Certified GCP Associate Cloud Engineer
- VMware Certified (VCP 5.x & 4.x)
- ITIL Foundation v3 Certified
- Sun Certified Systems Administrator (Solaris 7.x)
- Microsoft Certified Systems Engineer (Windows NT)
- Certified Novell Administrator

**TECHNICAL SKILLS**

**Operating Systems:** VMware, Windows family, Solaris, Novell Netware  
**Virtual Environments:** VMware ESXi 6.x 5.x and 4.x, vCenter  
**Cloud Environments:** Azure, AWS & GCP

**EDUCATION**

- Bachelor of Commerce, Osmania University, Hyderabad
- Diploma in Hardware and Networking, Crescent Computer Education Center, Hyderabad