# Objectives

Seeking a challenging position with an organization of repute to add further business value by adopting latest technology

# Summary

* Result oriented professional with **15 years** of versatile experience across diverse organizational domains
* Distinguished holder of multiple certifications, currently functioning as **Lead IT Operations & Infrastructure** with **Drydocks World, Dubai,** involved in leading a team of System Engineers, Network Engineers, Desktop Engineers & Helpdesk.
* Key strengths VMWare Virtualization, SAN Storage, System Designing, Project Management, Vendor Negotiation
* Analyze information system needs, evaluate end-user requirements & building solutions design, and pushing the IT Infrastructure to next level
* Preparing and presenting solutions to management

# Professional Certification

* VMware vSphere 6.5 Foundation
* ISO 20000 Foundation
* COBIT 5.0 - Foundation
* ITIL v3 - Intermediate Certificate in Operational Support and Analysis
* VMware Certified Professional on vSphere 5
* ITIL v3 Foundation Certified
* MCTS – SharePoint Server 2007 Installation & Configuration
* MCTS – Exchange Server 2007 Installation & Configuration
* Microsoft Certified System Administrator

# Professional Training

* VMware vSphere: Install, Configure, Manage [V6.5]
* VMware vSphere: What's New Fundamentals [V6.0 to V6.5]
* VMware vRealize Automation: Install, Configure, Manage [V7.0]
* VMware vSphere: Design Workshop [V5.x]
* Business Continuity and Disaster Recovery Design [v5.X]
* VMware vSphere: Install, Configure, Manage [V5.0]
* ISO 20000 Foundation
* COBIT 5.0 Foundation
* ITIL Foundation
* ITIL v3 - Intermediate Certificate in Operational Support and Analysis

# Academic Qualification

* **Diploma in Computer Technology,** Maruthi Polytechnic, Attur, India, 2001

# Technologies Worked

* **Servers & Application**
	+ MS Windows Server (2000 / 2003/ 2008/ 2012)
	+ MS Active Directory, DHCP, DNS, IIS, DFS, Group Policy, PowerShell Scripting, Print Server
	+ MS SQL Server 2005/2008 R2 / 2012
	+ MS Exchange Server 2003/2007 / 2010 / 2013
	+ MS SharePoint Server 2007/2010
	+ MS System Center Configuration Manager 2008 / 2012 R2
	+ MS System Center Service Manager 2012
* **Virtualization**
	+ vSphere 4.5 / 5.1 / 5.5 / 6.1 / 6.5
	+ vCenter 4.5 / 5.1 / 5.5 / 6.1 / 6.5
	+ vCenter Site Recovery Manager 5.1 / 5.5 / 6.1 /6.5
	+ vVols 2
	+ vSAN
	+ VMware View 4.5
	+ XenApp 6.0 /6.5 / 7.0
* **Storage**
	+ HP3Par Administration
	+ NetApp Storage Installation / Administration,
	+ SAN Switch Administration
* **Mobility Solution**
	+ Blackberry Enterprise Service 10 Installation / Administration
	+ Citrix XenMobile 10 Administration
* **Backup Tools:**
	+ Commvault 11
	+ HP Data Protector
	+ VMware Advanced Data Protector 5.0 / 6.0
* **Infrastructure Tools**
	+ VMware vRealize Operations Manager 6.0 / 6.5
	+ VMware vRealize Log Insight 4.5
	+ Solarwinds SAM
	+ BMC System Monitoring
	+ Sysaid
	+ Quest Intrust Log Management
	+ ManageEngine EventLog Analyzer,
	+ SAMLite - Software Asset Management

# Projects Handled

* Installed & Configured Microsoft Windows Storage Server 2003
* Installation and Configuration of Windows Server Update Services 3.0
* Installation and Configuration of Sharepoint Server 2007
* Active Directory Domain up gradation from 2003 to 2008
* Active Directory User Migration of for consolidation of 3 Domain to 1 Domain farm
* Consolidation of 3 Microsoft Exchange Farm to 1 Microsoft Exchange farm with 2000 Users & Mailbox Migration
* Data Center relocation
* Branch Office Replication of File Server
* Installation of Remote Branch office deployment of Active Directory
* Installation and Configuration of Microsoft System Center Configuration Management 2008
* Server Virtualization & Consolidation using VMware vShpere 4.1 & vCenter Site Recovery Manager
* Virtual Desktop Infrastructure using VMware View
* Enterprise SMS Gateway System Setup & Installation
* Implementation of Multi Factor Authentication using RSA
* Server Virtualization with VMware 5.5
* Installation and Configuration of System Center Service Manager 2012
* Implementation of Manage Engine Evenlog Analyzer, Firewall Log Analyzer, AD360
* Installation and Configuration of System Center Configuration Management 2012
* Consolidation of SQL Server 2008 R2 with Windows Failover Clustering
* Migration of E-Mail Server from Exchange 2003 to Exchange 2007
* Installation and Configuration of Enterprise SMS Gateway System
* Installation and Configuration of SAN Switch
* Upgradation of vSphere 5.5 to 6.1
* Installation and Configuration of vReplication
* Installation and Configuration of Site Recovery Manager

# Experience

## Drydocks World, Dubai

## *Lead IT Operations & Infrastructure - Sep 2016 - till date*

* Accountable for IT Infrastructure and Operations Deliverable (Data Centre facilities, Servers, Storage, Network, Desktops and other IT Services)
* Defining and monitoring Department KPO’s & KPI’s
* Improve deliverables by analyzing the trending and frequent incidents
* Prepare Initiative proposal to extend IT Services and to promote the deliverables to next level
* IT Asset Management (Hardware / Software / AMC)
* Annual Budget Preparation and Cost Control
* Prepare Weekly and Monthly reports to Management
* Team building and motivation.

*Senior Systems Engineer - Aug 2012 - Sep 2016*

* Coordinate & review progress of server log management
* Render level 2/3 support on escalated servers and application issues
* Maintain updated documents of system designs, specifications, and configurations including IT Process, Procedures and Policy.
* Align technology to business through Evaluation and introduction of latest technology to products, services & solutions
* Liaise with vendors for resolution of escalated issues in compliance to SLA parameters
* Involved in hardware sizing/ price negotiation,
* Administration of Microsoft Windows 2003/ 2008, Microsoft Exchange Server 2007 and Microsoft SQL Server 2005/2008
* NetApp SAN Storage administration including management of FC Switch
* Citrix XenApp & XenMobile Administration
* Generate various reports for the senior management team & other stakeholders
* Draft proposals, prepare presentations and user manuals.
* Automation of administration using PowerShell scripting

## Drydocks World, Singapore

## *Senior Systems Engineer - June 2010 – July 2012*

* Coordinated activities related to three geographically separated DC including regional network infrastructure
* Maintained/ updated network/ system designs, specifications and configurations
* Evaluated infrastructure products, services and solutions
* Rendered Tier-2/3 level support on escalated servers and network issues
* Liaised with vendors in resolution of escalated issues in compliance to SLA parameters
* Involved in integration/ administration of IT security controls within the scope of Network, Domain and DC Management
* Defined security processes with regards to prevention, detection/ notification, response and recovery/restoration of disaster recovery processes
* Administered VMware (vCentre, 14 Host, SRM), Microsoft Windows 2003/ 2008 (100+ Servers), Microsoft SharePoint Server 2010 (2 SharePoint Server Farms with 100’s of sites deployed), Microsoft Exchange Server 2007 (3 Exchange Server Farms with 2000 E-Mail Users), Microsoft SQL Server 2005 /2008 (3 Consolidated Servers) and NetApp SAN Storage
* Generate various reports for the senior leadership team & other stakeholders
* Draft proposals, prepare presentations and user manuals

## Fujitsu Asia Pte Ltd, Singapore

## *Data Centre Support Engineer - Nov 2008 – May 2010*

* Involved in server management, server hardening, active directory/ user rights management, troubleshooting, housekeeping & performance tuning including site provisioning, creation, migrations
* Worked on e-Mail ID creation & quota management, server hardening, troubleshooting & housekeeping
* Managed database, backup & replication, prepared SQL statements to extract AD-Hoc reports
* Performed Backup & Restoration of Windows Servers, Exchange Server, SQL Server
* Generated/ updated various reports for the senior leadership team
* Focused on Change Management, Incident Management, Service Request Management, Problem Management
* Involved in receipt of IT equipment & coordinate with vendors for warranty support & services, deployments & implementations
* Prepared/ updated IT Infrastructure documents using Visio, Manage Process & Procedures document, operational/ user guides
* Manage client installation, policy management, update management, version upgrades
* Render desktop support for end users & VIPs, deployment/ troubleshooting of laptop & workstations
* Conduct monthly scheduled maintenance for the entire server including health monitoring & patch management

## Icon Resources & Technologies Pte Ltd, Singapore

## *Technical Specialist - Sep 2007 – Nov 2008*

* Rendered IT Infrastructure support for clients including NAS storage support for enterprise customers
* Involved in implementation of Storage Solution at client place, NAS, data security with encryption,
* Implementation and Configuration of Qlikview (BI Tool)
* Planned/ deployed Backup & Restore policy on Tape Drive
* Guided the sales team in creating demos and POC of the Security Product
* Administered Mail Server/ VPN /Domain, maintained back up of servers
* Developed IT Infrastructure Documents using Visio 2007

## Futurenet Technologies India Pvt. Ltd, India

## *Sr. MOPS Engineer - Apr 2006 – Jun 2007*

* Led a team of 5 Engineers involved in rendering level 3 Support for 3 IT Infrastructure setup
* Focused on implementation of data center, redundancy for the servers including setting up disaster recovery for critical systems. Rendered remote support for branch offices
* Involved in scheduled preventive maintenance for hardening Desktops & Servers
* Maintained updated documentation of setup/ daily process and procedures involved in disaster recovery

## Vignesh Systems, India

## *Senior Customer Support Engineer - Nov 2003 – Apr 2006*

* Led a team of 4 Trainees and scheduled job for team members
* Maintained records of repairs/ services, updated price list of computer components
* Optimized resource utilization to maximize productivity
* Involved in configuration of network, internet connectivity/ sharing and antivirus management
* Maintained various reports and documents

## Unidart Technologies (P) Ltd, India

## *Hardware Engineer - Oct 2002 – Sep 2003*

* Involved in installation of Operating Systems (Win 98, 2000), applications like MS – Office, Photoshop and configuration of Outlook Express
* Set up/ troubleshot system at customer site