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|  | **S. SATHYARAJ** | |  | | --- | | **E-MAIL** sathyahraj@hotmail.com  **MOBILE** +91-9790847239  **SKYPE** sathyay2k  **LinkedIn**: https://www.linkedin.com/in/sathyaraj-s-a800aa16/ | |
| **A VMware & Red hat** Certified Professional offering **over 10 years of rich and qualitative experience** in **IT Tech Support;** targeting **challenging profiles** as **Consultant/ Architect** with an organization of high repute  **Preferred** **Location**: Chennai/ Bengaluru | | |
| **PROFILE SUMMARY**   * Extensive **IT** experience in providing **Server & Virtualization Support**, **Operating Systems Support**, **Datacenter Operations**, **Installation & Hardware Troubleshooting**, and **VMware & Linux Administration** skills * Excellence in providing in-depth **RCA** (Root cause analysis) on critical issues Like **PSOD** (Purple screen of Death), managing escalations and addressing **SEV1 cases**, supporting wild card products such as **SRM & VDP** * Proficiency of operating **VMware technology** in **enterprise environment** as well as providing Datacenter and Infra Structure level support * Skilled at mapping client’s requirements, custom designing solutions and troubleshooting for complex information systems management * Highly skilled in **creating**, **installing**, **configuring**, and **maintaining** **virtual machines**, migrating virtual machine through **v-Motion** and **s-Vmotion** across the **datacenter**, assisting customers during conference calls with **Server**, storage, and Network vendors, and understanding product defect * Proven expertise in maintaining all **server hardware & software systems** and administering all server performance and ensuring availability for same, monitoring server availability as well as assigning timely escalation to appropriate teams, performing daily system monitoring, verifying the integrity and availability of all hardware * Recipient of: * Customer Satisfaction Award in 2019 and Best Performer at VMware in 2016 * Best Performance Award for customer satisfaction from SABU team in Jun’19 * Successfully managed escalations and addressed SEV1 cases & able to work in highly pressurized environment   **CORE COMPETENCIES**   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | **Design Implementation** | **Data Centre Operations** | **Hardware Troubleshooting** | | **Infrastructure Management** | **Customer Relationship Management** | **Incident / Escalation Management** | | **Capacity Management** | **BCP & Disaster Recovery** | **Team & Stakeholder Management** | |  |  |  |  |  | | --- | --- | --- | --- | | **TECHNICAL SKILLS**   |  | | --- | | Esx/Esxi, vCenter Server, vCenter Update Manager, vCenter/Standalone Converter, storage vmotion, and backup & recovery of Virtual Machines, installation services like DNS, DHCP, NFS, SAMBA, and Printer Configuration, SSH & Send mail | | vSphere Storage (iSCSI, FC, NFS), vSphere Networking (Standard and Distributed switches), RDM (Raw Disk Mapping) and virtual MSCS Clusters for load balancing, VMware Snapshots, VMFS, Resource pools, and RAID | | **CERTIFICATION** | | | |
| **CAREER TIMELINE**  **VMware India Pvt. Ltd., Bengaluru as Technical Support Engineer-2**  **ABCO Advisory Board, Chennai as Senior System Administrator**  **HCL Comnet, Chennai as Senior Specialist**  **Master Sys Tech Pvt Ltd., Chennai as Senior System Administrator**  **Wipro Infotech, Chennai as Linux Administrator**    **Feb’ 15 – Sep’ 15**  **Apr’ 10 – Oct’ 10**  **Oct’ 10 – Jan’ 12**  **Jan’12 – Feb’ 15**  **Since Oct’ 15**  **WORK EXPERIENCE**  **Since Oct’15 with VMware India Pvt. Ltd., Bengaluru as Technical Support Engineer-2**  **Key Result Areas:**   * Managing **day-to-day problems** logged by the users as well as troubleshooting them to provide proper support to the customers * Performing the planning, designing, and implementing enterprise solutions involving **VMware**, **SRM**, **VDP** as well as **Linux** * Leveraging skills possessing in the design, architecture and implementation of Virtual Infrastructure environments using **VMware v-Center, Esxi, SRM&VDP** * Troubleshooting the issues related to snapshots and backup and upgrading vCenter and Esxi & Update manager * Adhering to SLA for critical customers and ensuring closure of the cases within deadline * Installing, configuring, and troubleshooting storage with respect to ESX server, such as hardware and software iSCSI, NFS and FC * Evaluating product defects and referring old /existing bugs to understand the fixes/workarounds * Re-engineering processes to drive efficient delivery of service to end-users * Managing escalations and urgent requirements from business; steering incident management during major impact outages along with service request management & process improvements * Enabling and leading cross-functional collaboration with other Enterprise Infrastructure Support Teams for: * Design and Transition of new IT services / processes * Incident / problem resolution * Effective management of changes to existing IT services / processes   **Highlights:**   * Rendered remote support for **Australia, New Zealand, NASA & APJ** region customers * Retained resolution focus under pressure by supporting with extensive troubleshooting in vSphere products * Resolved complex datacenter problems with the help of remote access tools (Cisco WebEx), phone to ensure maximum uptime of Virtual Infrastructure. Perform log analysis and stack trace decoding of Esxi crash * Reproduced issues in the house on the test-lab environments in the house and analysed technical functionalities of the product and infrastructure * Identified and isolated infrastructure level issues at different tiers of a datacenter * Performed virtual machine management on ESX such as snapshots, backups, cloning p2v, RDM as well as on the power operations * Successfully designed and implemented **vSphere 6.0,6.5,6.7** and performed the installation and configuration of v-Center server (6.0,6.5,6.7) with external and embedded PSC node     **Feb’ 15 – Sep’ 15 with ABCO Advisory Board, Chennai as Senior System Administrator**  **Key Result Areas:**   * Performed **change** and **problem** management in **server hardening** and **capacity management** * Rendered support in Patching the ESX, V-Center servers, Windows, and Linux servers on monthly basis * Scheduled and monitored jobs using crontab in Database server. Created Volume groups, Logical Volumes and File systems on Linux systems * Upgraded and installed the 3rd Party software in Linux and windows servers * Installed and configured all RAID Levels and conducted the performance tuning for Linux and Windows Servers * Conceptualized and managed resource pools, added the VM’s into resource pools & virtual machines as well as installed VM Tools into VM’s, and VM Ware cluster enabling HA and DRS features in a cluster   **PREVIOUS WORK EXPERIENCE**  **EDUCATION**   * **MBA in Systems Management** from University of Madras, Chennai in 2014 * **Bachelor of Science in Electronics** from New Prince Shri Bhavani Arts and Science College, Chennai in 2007 | | |
| **PERSONAL DETAILS**  **Date of Birth :** 5th February 1987  **Languages Known :** English and Tamil  Passport Number : K5957690  **Address** : 29, Gubera Munu Swamy Street, Nanganallur, Chennai 600061 | | |