GOPIKRISHNAN PARTHASARATHY
Contact: +91 9884914484
E-Mail : gkrish84@gmail.com

Profile Summary

Nearly 12.5 years of experience – Including 3 Years of Managerial position in the field of IT Infrastructure Services with specialization in handling Service Design & Delivery for Unix Platform based Applications running on Various Unix & Linux Servers, Oracle & DB2 Databases

Work Experience (Cognizant Technology Solutions) – July 2010 to Till Date

Project Name : IT Technology Services, Digital Platform – Chennai/Bangalore
Client : Cognizant Application Services, Cognizant IT
Team Size : 12 (Unix Platform Engineering & Delivery Team)

Role #3 : IT Service Manager (July 2016 to Present)
Role #2 : IT Service Lead (July 2013 to July 2016)
Role #1 : IT Specialist (July 2010 to July 2013)

Project Objective

IT Technology Services provides the all the IT Infrastructure services required to host the Enterprise Applications of Cognizant which are Mission Critical and Business Critical & It's Business Units. The Services consist of various IT Technology Teams to Support Infrastructure for Applications Hosted in Cognizant Owned Data Centre, Private & Public Clouds.

Project Description

IT Technology Services project provides various services for hosting Cognizant's Enterprise Applications like Cognizant's ERP (PeopleSoft). IT Technology Services is responsible for Service Design, Transition, Delivery, Operation's Governance and Continuous Improvement of the Platform Services, Database Services and Web hosting services. Platform Team provides support on various flavors of Linux, UNIX and Windows Operating Systems in both Physical and Virtual platforms. Platform Team provides support on the IBM DB2, MS SQL server, Oracle and MySQL databases. Project is responsible for designing the architecture of the services, implementation, maintenance and performance tuning of the services. Provides DR Design & Replication for the Mission Critical and Business Critical Cognizant Applications and helps IT App Teams to perform BCP drill periodically. Service provides the business as usual support for both Development and Production environment.

Role #3 - IT Service Manager (July 2016 to Present)

Role and Responsibilities

- Handling End to End Service Design & Delivery Activities including Engineering Projects Governance
- Creating & Maintaining KPI for Service Design & Delivery
- Owning the BCP Drills
- Managing New hires, Mentoring Teams including Learning & Development
- Working with Vendors to Identify the Solutions for the Customer Requirements & Facilitating them

- Handling Consolidation projects to save the Infra Cost
- Preparing Project plan and deliver as per the plan for infra owned projects
- Compliance with Design Standards & SOX Norms
- Handling Operations Governance, Release & Change Management activities

Significant Accomplishments

- Portfolio Delivery for PeopleSoft ESA & HCM, ECM, Insight Compass, Hyperion, Identity & 1CAAP and Applications Governance done with Zero Escalations
- Enterprise Content Management (ECM) Application Successfully moved to Oracle Systems as part of Consolidation
- Rsyslog Implementation done to have Centralized monitoring and governing project servers
- Non Windows Monitoring Tool Setup planned and Implemented
- Data warehouse Analytical Application Infra Consolidated to Oracle based Technology including Oracle Repository Database, Oracle Data Integrator & Oracle Business Intelligence
- Played Innovation Champion Role for GCS Service Tower with Innovation Value of $4.9M
- Successful Completion of Sizing, Planning & Upgrade on Exadata & Exalogic Appliances in Production & DR
- Unix Service's Yearly Audit walkthroughs given and maintained with No Zero Observations
- Oracle 100% DR Program Successfully Completed with Replication Technologies like Farsync, ZFS Replication, SRM, Storage Replications
- RHEL & OEL End of Life Versions running on IT & Business Units Successfully Upgraded to Standard Version
- Servers Tech Refresh Ownership and Execution
- Antivirus for Unix Servers & Patch Management for Unix Servers Implementations
- GDPR Compliance related Projects like Data at Rest Encryptions, Backup Encryptions, Segregation of Duties, Network Encryptions Implemented
- Exadata & Exalogic Engineered Systems Tech Refresh Projects - Re-Architecting & Implementation Completed
- Mountain Mover Award for Q4 2016
- Standing Ovation Award Q2 2018

Role #2 - IT Service Lead (July 2013 to July 2016)

Role and Responsibilities

- Acting as SPOC for Customers and Delivering the Service Requirements
- Working with Customers in gathering the requirements for new services & infra setups
- Owning Innovation for Unix Team
- Working with CorpSec Team and ensuring Security Standard Are Implemented & maintained
- Reviewing and the Changes for maintaining stable infra
- Maintaining all documentation related to projects like Service Map, Inventory, FMEA, KB Documents, Issue & Change Trackers
- Owning the transition of new technology to Operations Team including KT, Training & documentation
- Organizing Technology Trainings from Product Vendors to Core & Operations Team
- Preparing Monthly Customer Reports
- Playing SME role for Oracle & DB2 Database Technologies
- Performing the Oracle Support Engagement Review and improving turnaround time
- Maintaining & Monitoring DR Replications and maintaining Near Zero Latency
- Preparing DR Run books, driving DR Drills for Unix Portfolio Applications
- Capacity Management for Compass databases

Significant Accomplishments

- Snap View Implementation for Non Production helped to save 50% of Storage requirement also helping Customer improving the Quality & Faster Delivery of Databases Post Refresh
- Transformed the traditional Backup approach to Data Domain helping releasing the Backup Space requirement in Servers
- Owned the Design Setup & Delivery of the Infra for the CAPI Change Management Tool for Application Team
- Played a Key Role in setting up the Infrastructure for HCM Time & Labour Environment
- Key Role in Recovering IT Unix Services Post Outage Caused by Chennai Floods
- Owned the Migrations of Production VMs from Discrete to Converged Infrastructure and Datacentre Consolidations
- Implemented ROW Level Compression for Production Databases, which resulted in 30% reduction in Database Size and related Prod & Non Prod Utilizations
- Owned DB2 Infosphere Warehouse Database Implementation for Analytical Application
- Migration of PeopleSoft ELM, ESA, HCM from DB2 to Oracle Exadata with DataGuard Setup
- DB Vault Implementation which prevents Privileged users from accessing application data
- Role in planning & implementation of DR Drills for PeopleSoft Applications
- Got Project of the Year Award (2015) under the Category that project Delivered Maximum Business Impact for PeopleSoft ESA Application Upgrade
- Associate of the Year for 3 Consecutive Years 2013 (Special Contribution), 2014 & 2015
- Spot Award for Top Idea Generator

Role #1 - IT Specialist (July 2010 to July 2013)

Role and Responsibilities

- Managing DB2 Production Databases Performance & Availability of IT Applications
- Ensuring Backups Compliance, Daily Restores & Tape out of the Databases
- Production & Non Production Databases Patching, Upgrades & Migrations
- Managing System Alerts & Notifications
- Handling Maintenance Activities
- Contribution to Knowledge Base Documentations for Technical SOP
- Maintaining Unknown Error Tracker
- Working with Corporate Security Team on IT risks Assessments
- Automating repeated tasks, Database Reporting using UNIX shell scripts
- Co-Ordinate for POC activities on Database Enhancements related Backup, Recovery, Performance and Availability
- DB2 to Oracle Transition KT for Operations Team

Significant Accomplishments

- Got Project of the Year Award (2013) under the Category that project Delivered Maximum Business Impact for PeopleSoft Applications into Exadata & Exalogic Engineered Systems
- Got Star Engineer Award for Q4 2013

Work Experience (TATA Consultancy Services) – Mar 2007 to Jul 2010

Project #1

Project Name   :   SAP Managed Services – 4R Programme, Mumbai
Client   :   SAP Labs India
Team Size   :   15
Role   :   Database Administrator
Period   :   March 2007 – March 2010

Project Objective

The Project provides 24*7 Development and Production – First Level Support to SAP AG & Hostings and its Customers on various Database supports involving Troubleshooting, Installations and Maintenance activities based upon Service Level Agreement.

Project Description

SAP Managed Services - 4R Programme project provides various services to SAP AG & Hostings and its Customers. SAP Managed Services- 4R Programme is responsible for all daily operational and maintenance activities of the databases. SAP Managed Services - 4R Programme provides support on various flavors of Linux, UNIX and Windows operating system in both physical and virtual platforms. SAP Managed Services - 4R Programme provides support on the MS SQL server, IBM DB2, Oracle and MAXDB databases. SAPMS is responsible for installations and maintenance of the Databases. SAPMS provides support for both development and production environments with agreed service level as part of the service operations.

Role and Responsibilities

- Involved in Installations, Troubleshooting, Maintenance and Monitoring on Production / Development Databases
- Installing of DB2, Oracle, MSSQL and MAXDB Databases.
- Configuration and Administration of Database servers.
- Handling Backups and Restore on the Databases.
- Monitoring ALC (Alert Cockpit) and handling Backup Failures, Archive Struck, Table spaces Full & Database down Alerts.
- Coordinating weekly and monthly Maintenance, Bulk activities like Fix pack and quarterly patching of databases.
- Creating check lists and templates for Database upgrades and Installations
- Automated activities like handling archive struck, space issues and databases downs, using Unix Shell Scripts. Leading the Shifts and Coordinating Handovers.
- First Level Database SPOC for TCS-SAP DEV-PSS's Group meetings

Project #2

Project Name   :   Distribution Business Intelligence, Chennai
Client   :   Target India
Team Size   :   10
Role   :   DB2 Data Modeler
Period   :   April 2010 – July 2010

Project Objective

The Project involves the migration of Warehousing Data to Enterprise Database using ETL Tool.

Project Description

Distribution Business Intelligence provides services to Retail Client Target India, Bangalore. The project involves the migration of Warehousing Data to Enterprise Database using ETL Tool. Distribution Business Intelligence Release I is responsible for Data Modelling and High Level Flow Designing.

Role and Responsibilities

- Creating DB2 Data Models using Erwin Tool
- Designing High Level Design flows

Education

MBA (Systems Management) from University of Madras, Institute of Distance Education, Chennai : 2012

BE (Computer Science and Engg) from DMI College of Engineering (Anna University), Chennai : 2006

Certifications

Oracle Cloud Infrastructure 2018 Architect Associate

CyberArk Certified Trustee

IBM Certified Advanced Database Administrator - DB2 10.1 for Linux UNIX and Windows

IBM Certified Database Administrator - DB2 9 DBA for Linux UNIX and Windows

ITIL Service Operations Certified

ITIL Foundation Certified in IT Service Management

IT Skills

Hardware / Platforms	Exadata, Exalogic, Exalytics, Converged Infrastructures, DataDomain and Intel Servers
Operating system	RHEL 7, 6 OEL 7, 6 Ubuntu 18, 16 CentOS 7, 6 Solaris 11, 10
Database	DB2 10.5, 10.1, 9.7 And Oracle 12cR2, 12cR1, 11gR2
Scripting Languages	UNIX Shell Scripting
Tools	Manage Engine - Application Manager, Oracle Enterprise Manager BMC Remedy – IT Service Management, Mainspring, VMware SRM & Putty

Personal Details

Date of Birth	30th November 1984
Marital Status	Married
Passport Details	Passport No. : L6219610 Visa : USA (B1 - Business Visa)
Mobile	+91 9884914484
Email ID	Gkrish84@gmail.com
Present Address	8, SBY Nilaya, 5th Main, Anugraha Layout, Bilekhalli, Bengaluru, 560 076
Permanent Address	No. 31, New Bethaniya Nagar, 2nd Street, Valasaravakkam, Chennai - 600 087