



Ravi Kumar Chavali

A proficient and highly skilled information technology manager with a broad background of 18 years of Experience in IT infrastructure, Cloud management, Server, Data Center management, Asset management, Inventory & Procurement, IT security, Computer operations & implementations, and Network administration, A highly knowledgeable mentor able to drive productivity and motivate cross-functional teams. Improves processes to increase efficiency.

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Skill Set

Profile Summary

Infrastructure Management	★★★★★	► Manage & Monitor IT infrastructure for different environments. (like Dev, QA, Pre-prod, and Production)
Cloud Management	★★★★★	► Project/Service Delivery Management for End-user computing, IT Infrastructure, Cloud Management, System Center Configuration Manager, Microsoft Intune, Azure, and O365.
ISMS Management Implemented Successfully	★★★★★	► Successfully Implemented ISMS management & played a major role in SOC2, HITRUST, ISO auditing in getting the company certified "ISO/IEC 27001:2013", SOC2, HITRUST.
Virtualization Administration	★★★★★	► Gained functional expertise in Hyper-V, VMware, Oracle Virtualization, and Infrastructure Designing
Linux, Windows, & MAC Administration	★★★★★	► Monitor & Managing Linux, Windows & Mac Servers & Machines. Built & managed code repositories on Git and SVN. JAMF for Mac machines.
IT Infrastructure Management	★★★★★	► Displayed excellence in managing complex infrastructures and data centers design, installation, configuration, deployment, administration, management, and troubleshooting complex security configurations.
Data Centre Operations	★★★★★	► Installation and configuration of Switches, Routers, Cisco, Juniper, Palo Alto, & Fortinet Firewalls and troubleshooting LAN networks.
Network Infrastructure Upgrade	★★★★★	► Successfully upgraded IT infrastructure, established quality assurance standards, and recommended new products to enhance client's operational efficiencies. Skilled at Datacenter Mgmt., Risk Management, Security Management, Backups & Restoration.

IT Documentation	★★★★★	<ul style="list-style-type: none"> Excellence in creating and maintaining technical documentation regarding Data Center Management & Network Configuration, Network Mapping, and Service Records including IT Service Catalog, Service Level Agreements, and Operational Level Agreements.
Team Builder & Leadership	★★★★★	<ul style="list-style-type: none"> An effective communicator with exceptional relationship management skills with the capability to relate to people at any level of business and management. Supervised IT Teams of different technologies.
Risk management & Business Continuity	★★★★★	<ul style="list-style-type: none"> Leveraged skills in mapping client's requirements, custom designing solutions, and troubleshooting for complex information systems management. Experience in setting up secure ODC by following ISO /SOC 2 security standards
Cross-functional Coordination	★★★★★	<ul style="list-style-type: none"> Hands-on experience in Amazon Web Services Cloud, Linux & Windows Administration, Application Server administration & Performance Tuning in Windows & Linux Servers. Automatic infrastructure provisioning and code deployments on AWS EC2 and VPC using Chef.
Asset Management	★★★★★	<ul style="list-style-type: none"> Generate inventory reports organized by device type, age, manufacturer, and properties of the device (handy to quickly identify underutilized assets, assets out of warranty, and assets that need to be upgraded)
IT Infrastructure Upgrade	★★★★★	<ul style="list-style-type: none"> Experience in leading and managing large IT projects and rolling out IT infrastructures across various technologies. Proven track record of successful implementation of new technology solutions to various internal business units.
IT Infrastructure Procurement & Vendor Management	★★★★★	<ul style="list-style-type: none"> Managed and built relationships with third-party vendors, performed negotiations for long-term contracts, and collaborated cross-functionally with the program management and engineering team to ensure services and equipment met quality standards.

Education

- ▶ B.Sc. (Computers) from Osmania University, Hyderabad in 2002.
- ▶ MBA (IT) from Indira Gandhi Institute of Higher Education in 2012

Trainings Completed

- ▶ ITIL
- ▶ RHEL
- ▶ AWS Security
- ▶ Google Cloud Computing
- ▶ Risk Management
- ▶ Security Incident Response Team Operation.

Certifications Attained

- ▶ Cybersecurity Awareness
- ▶ AWS Certified Solutions Architect Associate

Work Experience

“Apr 2022 – Oct 2022” with “SMEDC Services Pvt Limited” (Subsidiary of SMC Squared, LLC – USA), as IT Manager.

Key Responsibilities Areas:

- Designed & implemented the new Data center, Network Infrastructure & VOIP services and configured all the IT security policies.
- Managed Infrastructure Operations and delivery team for IT production systems and services based on operational requirements and service agreements.
- Monitor and measure the effectiveness of the Incident, Problem, and Change Management process recommending changes as part of SIP.
- Responsible for day-to-day management of the IT Systems Management Team including hiring, training, motivating, and goal setting as well as productivity reporting to upper management.
- Accept/Reject change & Release requests RFCs as and when it is required as part of the project's daily IT requirements.
- Supervised a team of 6 IT analysts and managed relationships with external vendors and advisers
- Analyzed and forecasted financial budgets to ensure 100% of technical projects were delivered on time and within budget. projects in alignme
- Directed technical team with organizational goals that drove over profit in annual revenue
- Worked with the Technical Design team to evolve standards for hardware, software, and security in the desktop environment
- Managed technical change control to ensure that all IT changes are implemented in a formal and controlled manner and the appropriate levels of communication are taken when implementing change Effectively deliver/manage Staff Management including recruitment, mentoring, training, target setting, and performance assessment.
- Executed client & infrastructure change requests as required either by business or the customers. Coordinated with Service Management and Client Engineers on any non-technical or technical issues that needed clarification or understanding. In charge of Datacenter Capacity planning by identifying and allocating the rack space.
- Handled hardware break-fix, rack, and a stack of servers, Storage devices, and Network and Firewall devices.
- Plan and coordinate “lift and Shift” of hardware between Datacenters. Perform daily backup tape management.
- Schedule daily transition meetings with customers and understand the daily operations. Develop the transition plan and document the process.
- Troubleshoot server hardware and software issues and escalate accordingly.
- Responsible for the 24 X 7 data center operations such as rack installation, server configuration, server health monitoring, switch installation, etc.
- Providing technical consultation in designing and implementing MDM security policies, Device policies, AD/LDAP/Microsoft Exchange/SharePoint Server Integration, and performing defined MDM Consultative tasks.
- Build and lead a new Cloud Services team to architect and implement a new public/hybrid/private cloud platform.
- Assists in providing IT consultations & recommendations for implementations, ensuring services are not compromised.
- Chaired regular meetings including change/emergency change advisory board (CAB) meetings, Critical Incident Report (CIR) meetings, problem management meetings, and release meetings.
- Drive internal and third-party service review meetings covering performance, service improvements, quality, and processes.
- Increased SLA's/OLAs performance by introducing processes that improved communication between end users and the IT support organization.
- Manage the delivery of virtual enterprise infrastructure services for clients in virtual environments Manage the implementation and operations of the mobile device management solution (Microsoft Intune 2,000 devices), which includes Planning, Design, POC, Deployment, Training, and Runtime Operations.

- ▶ As part of the Architecture and Engineering Team, Involved in the Planning and Deployment of Intune products including Autopilot (Hybrid AD, Azure AD), Co-management, WIP Configuration, SCEP and PKCS deployment, Windows 10 management, Apple ADE/DEP, Apple VPP, Mac Integration, ClearPass Implementation, Connectors, RBAC Design, Per-app VPN configuration, HoloLens 2, Surface Hubs, Graph API, Mobile SSO, O365 Integration, Android Enterprise, and Conditional Access policies across all platforms and services.
- ▶ Assisting & testing with daily operational support to reduce risk through the development and implementation of MDM policies including security and reporting.
- ▶ Producing and maintaining documentation for supported systems including architecture diagrams, technical specifications, and detailed design documents.
- ▶ Create a patch management system for on-premises and off-premises systems to be updated methodologically through phased patch rollouts through Intune.
- ▶ Network Access Control (NAC) integration with Intune Setup Multi-Factor Authentication Server for ADFS to complete single sign-on.
- ▶ Successfully delivered IT infrastructure projects to agreed parameters of time, budget, scope, and quality. Consult with management and review project proposals to determine goals, time frame, and funding limitations
- ▶ procedures for accomplishing projects, staffing requirements, and allotment of resources. Direct and coordinate activities of project personnel to ensure the project progressed on schedule.
- ▶ Manage project scope and manage project changes through the change management process
- ▶ Manage people with diverse skill sets and reporting structures in a matrix organization. Prepare project status reports and kept team, management, clients, and others informed of project status and related issues.
- ▶ Maintained ITIL process documentation, and managed knowledge database including Standard Operating Procedures for Service Management Staff.

Mar'2011 to Jan '2022 with TEKsystems Global Services, as Team Lead IT.

Key Responsibilities Areas:

- ▶ Responsible for Managing & Monitoring IT infrastructure for the Hyderabad Location of 2000 Employees.
- ▶ Administering Data Center Management, installing & configuring Hyper V administration on HP BL460 C blade servers for virtual server deployments, SAN management, and maintenance
- ▶ Supervised a team of 10 IT Admins and managed relationships with external vendors and advisers
- ▶ Migrating data center and converting physical servers to virtual servers
- ▶ Configuring & deploying Linux servers in the Rackspace cloud
- ▶ Administration & support of AWS for Clients & Dev Teams.
- ▶ Managing AWS Instances & Cloud Networking
- ▶ Managing AWS Instances of DEV & Prod teams.
- ▶ Configured & Deployed SCCM Server Management
- ▶ Designed & implemented the Risk management Support for Symantec & Sentinel One tools
- ▶ Checking & applying SEP client policies in regular intervals & taking the necessary actions regularly for securing the LAN
- ▶ Maintaining both development box & production servers; GIT & SVN Server in Linux & creating repositories, and backups.
- ▶ Configuring Monitoring Tools (Nagios, MRTG, PRTG, NTOP, TOP, Sarg)
- ▶ Managing Enterprise backup systems for multiple servers Linux & windows using Symantec Backup Exec on respective tape backup drive, LTO 3 drive.
- ▶ Supporting development teams in Linux & Windows platforms in scripting to automate tasks
- ▶ Service-Now App for IT ticketing Management.

Highlights:

- Configured & maintained 20 physical Hyper V hosts & 1 oracle virtual server host remotely in the Dallas location
- Successfully Implemented ISMS Management & completed ISO Audit 270001:9001 Information security Management.
- Exposure to SOX-related IT reviews, including automated controls, IT general controls reviews, and baselining system-generated reports
- Installed & configured:
- Supporting client 'Sony' production Environment from past 4 years of *Linux servers*.
- Oracle Virtual server hosted in Dallas location & deployed Linux virtual servers for Development Teams
- Subversion server in Linux & creating repos for the dev teams & configured email alerts for the repo users
- Oracle 10g & 11g servers for development environment
- Hyperion, Informatica, DAC & OBIEE application server's in RHEL-6 for development environment
- Subversion Server in Linux with email alerts
- Symantec End Point Protection 12.1.7 Server & Manager, deployed 1000+ clients.
- Sentinel One Agents Deployed & Managed
- Hyper-V Administration & Management
- VMware Virtualization Administration & Management.
- Deployed 100 + virtual servers (Linux & windows) for production & development teams in the company on Hyper V Hosts, resulting in a reduction of rack and power usage, decreased downtime during maintenance and upgrades, and improved management and monitoring tools.
- Migrated SVN Server from Bangalore to Hyderabad
- Interacted with vendors to source, identify and procure products such as servers, computers, laptops, IP-telephony Equipment, Projectors, and so on.

Oct'2004 to Feb'2011 with Saven Technologies Ltd. (Subsidiary of Saven Technology Inc. – USA), as Sr. System Administrator.

Build & Managed Windows Server 2003 Domain Environment; created distribution lists, added workstations on the domain; created/removed users; reorganized containers and set policies for better management and security.

Key Responsibilities Areas:

- Installed & configured the following:
- Linux Servers Subversion, Samba, Squid, DHCP server's
- MySQL 4 & 5 Server with phpMyAdmin
- IP tables firewall on Linux as the gateway
- Subversion Server in Linux with email alerts. (SVN)
- Very Secure File Transfer Protocol
- Squid Proxy Server with Sarg report tool
- Apache & Tomcat web servers on Linux & Windows
- Cisco Firewall 5510 ASA & Juniper firewall SSG 20
- Multiple VPN IPSEC Tunnels Cisco Firewall 5510 ASA & Juniper firewall SSG 20
- VMware ESXi server on IBM Rack server 3560, configured multiple virtual machines Windows & Linux servers
- Open Filer Storage
- Voice, data, and video equipment (VOIP)
- Network Area Storage (LACIE 4 Tb Storage) Device
- Internal Messenger Server (open source)

Highlights:

- Successfully managed TCP/IP environment and implemented DHCP and WINS server
- Installed a Centralized Server Farm which subsequently reduced the number of servers required for smaller offices.
- Implemented Open-Source Instant Messaging Solution which improved user communications and reduced telephone costs
- Upgraded Network Infrastructure Design & Upgraded LAN & WiFi connectivity to 1 Gbps

Server Implementations:

- Subversion Server in Linux (SVN)
- GIT
- GLUU server
- Docker
- Jenkins
- Nagios
- SAMBA
- My SQL 5.1 Server
- Oracle database
- Apache 2.0 server
- JBOSS server
- Bugzilla, wiki Server
- FTP Server (RHEL & Windows 2003 server)
- DHCP (RHEL 6 & Windows 2003 server)
- AWS Cloud (Amazon web services)
- NFS
- Apache Tomcat Server 5.0, 5.5, 6.0 & 7.0
- RAID & LVM
- SQUID 2.6
- FIREWALL (Linux IP tables)
- DNS (RHEL 5,6,7, & Windows 2003 server)
- Open Filer
- Windows 2019 ADS
- MS SQL 2005, 2008 Server
- Symantec Anti-Virus Corporate Edition 10.1 Server
- Symantec End Point Protection 14.0 Server
- Symantec Backup Exec 12d Server

Technical Skills:

- Hypervisor, Virtualization & Cloud: VMware ESX & ESX - i 4.0, 5.0, 6.0, Oracle Virtual Servers, Microsoft Hyper V – 2018 R2 & 2012 R2, and AWS Cloud (Amazon Web Services).
- Servers & Operating Systems: RHEL Servers 4, 5, 6 & 7, SUSE Linux 11.0, CentOS 7.0, Mac OS X, Windows 2003/2008/2012. Windows 7 & 10.
- Applications & Databases: Apache, Tomcat, Subversion, Git, VSS, ISS & MS-SQL, MySQL & oracle databases Oracle Hyperion, OBIEE, Bigdata
- Scripting: Bash, Shell & PowerShell.
- Hardware: HP blade servers BL 460 C G1 & G8, IBM & Dell Rack Servers, PowerEdge server setups and updates, fiber channel storage, HP Storage Works HSV300 storage array configurations, disaster recovery plans, network backup devices.
- Networking Protocols: TCP/IP, LAN/WAN, Fiber Channel.

- Backups & Restore: SVN Tape Backups (Dell LTO 3), Using R Sync Tool for Linux Server, Symantec Backup Exec 11d Server, MS SQL 2005 & 212 Databases, and MySQL 5.1 Databases.
- Applications and Tools: Tortoise SVN, Git, Open Filer, Bugzilla, Xampp, and Trac.
- Service-Now Application for IT ticketing Management.

Security Products/Technologies – Working Knowledge

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| ➤ SIEM | Symantec, Splunk |
| ➤ Encryption | Symantec SED/SEMS/SEE, Microsoft Bit locker |
| ➤ DLP | Symantec Data Loss Prevention |
| ➤ Web Security | Cisco IronPort WSA, Force Point-Triton WCG |
| ➤ AV/NGAV | Symantec Endpoint Protection, Sentinel One |
| ➤ VM | Nessus NP, Acunetix |
| ➤ HIPS | Symantec Critical System Protection, Data Center Security |
| ➤ Email | Symantec Messaging Gateway, FireEye EX, Symantec CASMA |
| ➤ PKI | MS AD Certificate Services, PKI in a box |
| ➤ Cloud Compliance | Netskope, Dome9, Netskope CASB |
| ➤ Pen Testing | ZAP, Burp Suite, Nmap |
| ➤ Mobile App Security | MobSF, Quixxi |

Hardware – Working Knowledge

- Dell LTO 3 Ultrium Tape Drive
- IBM Rack server 3560
- Dell Power Edge 840 & 2900 Server
- HP blade servers BL 460 C G1 & G8,
- Network Area Storage (LACCIE 4 Tb Storage)
- HP Storage Works HSV300
- HPE 3PAR StoreServ Storage
- Cisco Switches 2960, 3560, 3750
- Cisco Miraki Switches MS120, MS225, MS350
- Cisco Router 2800,2900, 4300
- Blue Coat SG200
- Juniper firewall SSG 20
- Cisco ASA 5510 Firewall
- Palo Alto PA-3050 Firewall
- FortiGate 200F Firewall
- Aruba EdgeConnect EC-M-H SD WAN Device
- Avaya VOIP Gateway
- Grandstream UCM6302A VOIP Gateway

Personal Details

Date of Birth: 16th October 1981,

Languages: English, Hindi, and Telugu.

Location: Hyderabad.