**NAVEEN KUMAR EMMEDISHETTY**

**Experience Summary:**

Total 11.4 years of Experience as a **System Administrator in Wintel & VMware-Multi Client Project** with expertise in IT Domain Infrastructure management including setup, design, implementation and support of various Windows Server Operating Systems and basic VMWare and AD Skills.

**Education qualification:**

* Master Of Computer Applications – Osmania University – 2002-2005 - Full time
* Bachelor of Computer Science – Osmania University – 1999-2002 – Full Time

**Technical Certifications**:

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| **ITIL® V3 Foundation Certified** |
| **AWS Associate and Solutions Architect Certified** |
| **Vmware Vsphere 6.5 Foundation Certified** |
| **Microsoft Azure Administrator(AZ-103)** |

**Technical Trainings:**

* Completed VTSP MA (VMware Technical Solution Professional Management Automation 7.3) Training from VMWARE as External Training from Tech Mahindra with respect to Project Requirement.
* Completed AWS Associate and Solutions Architect Training from Tech Mahindra with respect to Project Requirement.

**Skills:**

Windows Server 2003 / 2008 / 2012 ~ Planning, Design & Implementation

System Administration – Troubleshooting - Server Maintenance /Clustering/Patch Management Symantec Endpoint Protection Administration/ Customer / Technical Support ~ Vendor Relations ~ User Administration~ VMware, **AWS Sysops and Architect Knowledge**, Basic knowledge of **Microsoft Azure Sysops**.

**Server Management skills:**

* Supporting End to End Services in OS, Backup, Networking in Windows and VMWare.
* Ensuring Sanity Test of Apps and OS after Change Activities
* Run Performance Counters for RCA and finding the Issue and engage SDM (Service Delivery Manager) to get the Maintenance Window to Troubleshot
* Rebuilding the Server, when it Crashes/Has issues
* Service Improvement Plans to reduce Frequent Tickets, Automation, Making Process
* Working on Many Ticketing tools and fixing Tickets within SLA
* Communicate with Onsite Canada Clients on Business Improvement Plans
* Ensuring End to End Ownership of Servers with Multiple Applications
* 2003/2008/2012 Windows Clustering and getting Resources online
* 24\*7 support to Multi clients with Rotational shifts (Offshore and Onshore Application Teams)
* Built and prepared process documents for internal training
* DNS/WINS/DHCP management and troubleshooting and Inventory Mgmt by SCCM
* Print Queue Management and creation, Remote Datacenter Management by iLO and iDRAC.
* File Service capacity management and queue management
* Use performance analysis tools, event viewer, etc. to troubleshoot issues
* Root Cause Analysis and performance analysis by Performance Counters
* Wintel Servers-Maintenance (Delayed Reboot, Service not starting, Performance Issues , Health checkup)
* Increasing capacity to VM
* Installation of servers using HP Integrated Lights-Out (ILO)
* Played role as a VMware Admin to provide L2 support in a complex Environment.
* Implementation of VSphere, users and groups management.
* Perform system trouble-shooting, performance tuning and capacity planning.
* Use VSphere VCenter Server to monitor virtual machine resource usage.

**VMware Skills:**

* Building Cluster, Performing VMotion, HA, DRS, Cloning, EVC by VCenter
* Worked on Migrations P2V and V2V
* Knowledge in Virtual Center and VI Client
* Capacity Augmentation

**Professional Experience Summary:**

Working as a **Senior System Administrator** **in “Tech Mahindra”** from Sep 2017 **to till date**

**Job Responsibilities:**

* Supporting End to End Services in server domain migration.
* Providing L3 remote support to more than 5000 Windows servers in both 24/7 support environment and on-call support.
* Independently delivering the services, without SLA enforcement.
* Installing and troubleshooting of 2008,2012 servers.
* Accessing the servers remotely and providing services as per the problem/ change tickets.
* ON-CALL support on Weekdays (after business hours) and Weekends.
* Manual and automated OS Patching and Upgrades using HPSA
* Managing User and group accounts.
* Checking of antivirus scans and live updates.
* Configuring schedule tasks for routine jobs.
* QA check on new build servers.
* Transition / Decommissioned activities.
* Reporting and Tracking the progress of Knowledge transfer.
* Motivate team members to work cross accounts by self-initiating
* Trained team members, both technically & process wise, and thus ensuring effective service delivery.
* Creating knowledge repository for the Project to get it Streamlined which will help new system administrators to understand the things easily in my project and for future references
* Maintaining DNS & DHCP servers.
* Coordinating with other teams for trouble shooting technical issues.
* Involved in P2V, V2P Migration as per client Requirement.
* Creating Virtual Machine Templates
* Creation of resource management framework like creation resource pools, adding the VMs into resource pools.
* Knowledge on migration like VMotion, Storage VMotion cold or hot migration.
* Creation of templates from VMs and Creation of VM’s from templates.
* Knowledge on P2V and V2V conversions by using VMware Converter.
* Commissioning and Decommissioning of VMs & creating snapshots
* Played role as a VMware Admin to provide L2 support in complex Environment.
* Resolving issues and ensure 100% SLA

**Key Responsibilities**:

* Take ownership of customer and partner issues through resolution and provide enterprise level technical support to our customers and partners via phone, email, web and other support channels as required.
* Research, diagnose, troubleshoot and identify resolutions to resolve customer and partner issues related to application use, design and configuration.
* Provide prompt and accurate feedback of issue status to customers and partners.
* Effectively and professionally communicate complex technical issues to a broad range of customers, partners and departments within GE.
* Ability to be in an on call rotation and work extended hours on occasion to resolve issues experienced by healthcare providers.
* Accurately and professionally document all communication with customers and partners in case management system.
* Proactively collaborate in a team environment with peers to assist in resolving customer and partner issues.
* Perform or oversee servicing on returned materials.
* Elevate customer issues to senior staff as needed, providing detail description of problems along with steps taken to analyze the problem.
* Use approved protocol to communicate with software engineering on the analysis of software issues.
* Elevate hot fix requests to Technical Support Managers for processing based on approved protocol.
* Contribute to the body of knowledge by creating and maintaining knowledge base articles and other technical documents.
* Prepare and utilize test systems for replication of user issues.
* Attend all required product training in order to learn new technology.
* Participate in regular Technical Support team meetings..

Worked as a **Technical Services Specialist** at **IBM India Pvt Ltd**, HYD from May 2016 – Sep 2017.

**Job Responsibilities:**

* Working on Windows Server Administration (2003,2008,2008R2,2012 and 2012R2).
* Windows 2003/2008/2012 Failover Cluster Troubleshooting.
* Data center management of enclosures, servers using HP OneView.
* Working on Semantic veritas NetBackup Client experience
* Working on Incidents, Problem, Change Tickets, Service Requests in Service Now Tool.
* Working on Incidents and providing RCA for Severity 1and 2 incidents.
* Working on Physical and Virtual Servers builds.
* Involved in Windows Servers Patching.
* VMware VCenter 6.x/5.x Administration
* ESX and Virtual Machine patch deployment using Update Manger.
* Monitoring performance and health of virtual infrastructure using VMware vRealize Operations Manager
* Responsible for deploying, managing, and maintaining Enclosure Blade System c7000 G3/G2 & HP ProLiant BL-series C-class blade servers.
* Installation and configuration ESX/ESXi 6.x/ESXi5.X on Blade Servers (BL660c G9, BL660c G8) through ILO. Support the setup, configuration, and maintenance of an effective AWS cloud environment.
* Working as a part of AWS build team. Build and release EC2 instances Amazon Linux, and Windows for POC, Development and Production environment.
* Setup and attached EBS volumes to EC2 instances
* Setup and managed security groups, VPC's specific to environment.
* Monitored and worked on alerts send by Cloud Watch on various issues related to server availability, disk issues CPU, memory, processes, etc.
* Setup and managed backup and recovery using snapshot.

Worked as a **Consultant – Infrastructure Management Services and Transformations** at **Infosys** Limited from Dec 2014 – April 2016.

**Job Responsibilities:**

* Working on Application Software Support at Infosys for the Client.
* Monitoring and Troubleshooting Applications Dashboards related to Production, Dev and QA Environments.
* Working on Application Deployments regards to QA and Dev Environments under UAT Deployment request notes.
* Working on Change Tickets for Applications Deployments related to Production Environments.
* Working on Performing Daily Checks of Apps Dashboards and Troubleshooting if any abnormal occurs in the Dashboards.
* Monitoring IBM Netcool alerts and troubleshoots accordingly if any issue persists.
* Participating in Client Meetings everyday regards to the status of Apps Dashboard, If there is any Prod issues and any Challenges facing in the Change Tickets during the Implementation.
* Creating Change Tickets in BMC Remedy Ticketing Tool for Prod Apps Deployments.
* Everyday sending MOA Report to the Client and attending the MOA Call with the Client.
* Involved in Bridge call if there is any prod issue and resolving the issue within SLA Timelines.
* Working on Installing, Configuring and Managing Windows Failover Clustering
* Working on Installing, Configuring and Managing windows file server Issues.
* Working on Windows 2008,2012r2 Server Builds with respect to Service requests.
* Working on Windows Server OS Troubleshooting.
* Working on VMware Tasks such as Drive expansions, Increasing Memory and CPU.
* Working on Windows Server OS Security Patches Installation.
* Working on ESXi Patching using Update Manager.
* Working on application Installation & Configuration by coordinating with Application Teams.

Worked as an **IT Analyst** with **TCS**, Hyderabad from Nov 2011 to Nov 2014.

**Job Responsibilities:**

* Working on Altiris 6.9 SP4 Tool for OS deployments which includes Windows 2003,2008,2008 R2,2012 & 2012 R2 Servers OS Images.
* Working on Collecting Preconfigure and Post configure details related to OS Deployment.
* Working on Troubleshooting of OS Deployments Issues.
* Working on Windows Server OS Patching using Tools Shavliknetcheck Protect and lumens ion.
* Working on Windows Server Administration (2003,2008 and 2008R2).
* Working on raising Hardware cases with Vendors (HP&DELL) for any Hardware issues in the Servers and Following up with DCO Team and Vendor till faulty part to be replaced.
* Windows 2003/2008 Failover Cluster Troubleshooting.
* Working on Semantic veritas NetBackup Client experience
* Working on Incidents, Problem, Change Tickets, Service Requests in BMC Remedy Ticketing Tool.
* Working on Incidents and providing RCA for Severity 1and 2 incidents.
* Working on Physical and Virtual Servers builds.
* Involved in Windows Servers Patching.
* VMware VCenter 5.x Administration
* Involved in ESXi and Virtual Machine patch deployment using Update Manger.

Worked as a **SMO Server Analyst** at **HSBC**, Hyderabad from Aug 2010 to Nov 2011

**Job Responsibilities:**

* Working on GSD Tickets across HSBC Global and resolving the tickets within SLA.
* Installing, Configuring and Managing the Lotus Notes Server.
* Creating User Accounts, Security Groups, Configuring User Profiles in ARS Tool.
* Working on ITSR’S Requests for share folder permissions, Network Printer Access, Lotus Notes Accesses.
* Implementing on approved CO’s (Change orders) during non-peak hours of Business.
* Providing permissions to End Users on SharePoint Portal as per the Business Demand.
* Generating report for All File Servers Disk Space by running the script and taking action for low disk space alerts.
* Monitoring BMC Impact Explorer Tool for Server Health Checks which we get email trigger from Tool and will action accordingly based on the alerts generated.
* Installing, Configuring and Managing the SCOM 2007 R2 in all Windows Servers across all sites of HSBC Global.
* Installing, Configuring and Managing McAfee in all File servers across HSBC Global.
* Installing, Configuring and Managing Network Printers on all Windows Servers across all sites of HSBC Global.
* We reboot all File Servers and lotus Domino Servers as per the Change Schedule reboot calendar during non-peak hours.
* We reboot AIX BOX (etcs application) every month as per Change Schedule Calendar.

Worked as a **Junior System Administrator** at **Dan law Technologies**, Hyderabad from Sep 2009 to Aug 2010

**Job Responsibilities:**

* Installing, Configuring and Managing End User Desktops, Printers, Laptops.
* Monitoring Firewall (Watch guard firebox 500) across the Organization.
* Generating the report of Internet Bandwidth utilization every day using Firewall software (Watch guard firebox 500).Performing Server Health Checks every day to make sure Smooth Operations deliverables.
* Taking Backup of File Server for every Friday using Veritas Net Backup 5.0 utility tool.
* Installing, Configuring and Managing the Active Directory, DNS and DHCP Servers.
* Installing, Configuring and Managing the Windows XP, windows vista, windows 2000-prof, windows 7 and windows 2000/2003 Server.
* Installing, Configuring and Managing the Red Hat Linux, Fedora 12, Ubuntu 9.10, ubuntu 10.0.4 server.
* Installing, Configuring and Managing the VMware Workstation 6.5.1.
* Installing, Configuring and Managing the Software Applications with respect to End-user requirement.
* Installing Dual booting Operating Systems with respect to End-user requirement.
* Desktop, Laptops, Printers hardware Maintenance and Troubleshooting.
* Taking system inventory every week.

Worked as an **Associate Technical Engineer** at **CTS on behalf of CMS Computers Ltd** since April 2008 to Dec 2008

**Job Responsibilities:**

* Installing, Configuring and Managing End User Desktops, Printers, Laptops.
* Working on Incidents in GSD Ticketing Tool and resolving the tickets within SLA Timelines.
* Involving in Sev 1 Bridge calls if required.
* Creating Home Folders for End users in ARS Tool.
* Installing, Configuring and Supporting End User Project related Applications.
* Involving in Weekly Meetings with CTS Infra Team for any Gaps in Process and Technical Issues.
* Repairing Windows Client OS (Windows XP, Win2000 Professional ,etc) and Troubleshooting Client OS Issues.
* Performing Ghosting of Windows Client OS Images as per End User Requirement with respect to Project Deliverables.
* Installing, Configuring and Troubleshooting Lotus Notes and MS Outlook 2003/2007
* Managing Asset Inventory includes Desktops, Laptops, Printers.
* Preparing Incidents Reports and Presenting in the form of Dashboard in Monthly Review Meeting with CTS Infra Team.

**PERSONAL DETAILS:**

Name : Naveen Kumar Emmedishetty

D O B : 5th August, 1982

Languages : Telugu, Hindi, English

Passport : J5495368