**Jagan Modepu**

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**PROFESSIONAL SUMMARY**

A technology leader with 15+ years of hands-on experience in VMware virtualization, storage design, Microsoft technologies and network infrastructure. I bring an innovative and pragmatic approach to analyzing complex business needs, enabling me to conceptualize, design and implement cutting edge solutions based on the latest virtualization, storage, DevOps and cloud technologies.

* 12+ years in thorough understanding of various virtualization technologies, specifically VMware
* 10+ managing private cloud setups and operational escalations within the Windows, Linux and VMWare Technologies space.
* 5+ years of DevOps architect or related experience with demonstrably increasing responsibilities.
* 5+ years of team management experience with focus on software development .
* 5+ years of Experience building and leading a DevOps team that delivers and maintains a DevOps platform and enables project/product teams to leverage DevOps capabilities and operations covering 24x7 environments.
* 5+ years managing VMWare NSX-V 6.x
  + 2+ years managing VMWare NSX-T 2.5 operations.
* 5+ years architecting IT Infrastructure components in the areas of servers, storage, and networking
* 5+ years in design and implementation of Windows, Active Directory, Exchange and VMWare Technologies.
* 5+ years managing multiple infrastructure teams responsible for large enterprises with over 10000 plus ESXi server’s environment.
* 3+ years of experience with databases like SQL Server, MySQL, PostgreSQL, MangoDB/MariaDB
* 3+ years experience in Public Cloud Infrastructure platforms such as AWS/Azure/GCP.
* 3+ years in the area of Business Consulting, Business Intelligence & Data Delivery, Development & Integration, and Project Management.

**EDUCATION**

* Master of Science **(Comp. Science)** from Maharshi Dayanand University in the year 2003.
* Post Graduate Diplomain Management Information Systems and Computer Application **(MISCA)** from Osmania University In the year 2001.
* Bachelor of Science **(M.P.C)** from Osmania University in the year 1997.

**CERTIFICATIONS**

* VCP 5.0 (VMware Certified Professional)
* MCSA (Microsoft Certified System Administrator)
* IBM - SAN Fundamentals
* Undergone IBM IT Architect training.

**TECHNICAL SKILL SET**

**DevOps**

* Hands on experience with system configuration and orchestration tools such as Puppet, Chef, ansible,SaltStack & Terraform.
* Hands on experience in versioning tools such as Git/Github,Gerrit.
* Comfortable setting up CI/CD environments using Jenkins / Spinnaker or equivalent.
* Good Understanding of Monitoring,Alerting and Logging frameworks such as Prometheus,Nagios,Fluentd, ELK and Grafana.
* Experience in container management framework Deployment ,Orchestration using tools
* (Docker/Docker Swarm or Kubernetes (K8’s),Calico as a CNI (Container Networking Interface) Helm Charts and OpenStack Helm (OSH) components in K8's cluster.
* Hands on experience in Infrastructure build/provisioning tools such as Shipyard ,Drydock,DeckHand,Prominade & Armada.

**Cloud Computing (AWS/Azure/GCP)**

* (Route53, EC2, ELB, CloudFront, ECS, RDS,ElasticCache, EBS & S3),VPC/VNet networking and security
* Creating subnets, setting up peering, ACL’s and VPN/Direct connect, CloudFormation, Autoscaling,Cloudwatch, AWS Config, Cloudtrail, ELB, AWS/Azure Migration services.
* Execute on implementation plans to deploy Azure/GCP infrastructure and move workloads.
* Experience with Azure Resource Manager, Resource Groups, Virtual Networks, Azure Virtual
* Machines, Azure Blob Storage, PowerShell DSC,Azure Automation, Azure Active Directory, and Azure Site Recovery.
* Experience hosting an application on GCP using Compute Engine, App Engine, Cloud SQL,Kubernetes Engine, Cloud Storage.
* Experience in architecting and deploying AWS Landing Zone architecture with CI/CD pipeline
* Experience on architecture, design of AWS cloud services to address scalability, performance, HA, security, availability, compliance, backup and DR, automation, alerting and monitoring and cost.
* Hands-on experience in migrating applications to AWS leveraging proven tools and processes including migration, implementation, cutover and rollback plans and execution

**VMWare & CISCO UCS**

* vSphere Infrastructure Suite 3.x/4.x/5.x/6.x, VMware NSX 6.x, vSAN 6.x, vRealize Suite,VMware VDI, View 4.5, vCloud Director v1.0/5.0, VMware vCloud Automation Center v4.5 (DynamicOps),VMware vCenter Site Recovery Manager, VMware vCenter Converter. PlateSpin Migrate, SRM, and ThinApp,Cisco UCS Manager v1.3/1.4(y)/2.0.

**Operating Systems:**

* KVM, OpenStack 2.5/3.x/4.0, Windows 2000, 2003, 2008 Server, XP, Vista, Windows 7, CISCO IOS, Linux (RHEL) 5.x/7.x

**Architecting Tools:**

* Experience with Visio, Lucid Charts
* Create diagram and notation of target state architecture in AWS – with enough detail.
* Experience with well Architected Review, Cloud Readiness Assessments and defining migration patterns (MRA/MRP) for application migration e.g. Re-host, Re-platform, Re-architect etc

**Scripting:**

* C,C++,Java, JavaScript, Perl, Python,Shell,PowerShell, Node.js ,VMWare PowerShell,

**Protocols:**

* ARP, RARP, PPP, HDLC, Frame-Relay, STP, RSTP, MST, VTP and CDP  
  HTTP, HTTPS, FTP, SMTP, POP3, MAPI, IMAP, DNS, DHCP, TELNET  
  SSH, ICMP, OSPF, IGRP/EIGRP, RIP.

**Platform/Hardware:**

* Cisco UCS B & C Series Servers
* UCS FI-6120XP/FI-6296UP and UCS 2104XP/2208XP, Fabric Extender, Cisco UCS UCS5108 blade server chassis.
* HP BL460c/BL620c, DL580 G6, iLO-2, HP Blade System c7000 Enclosures
* Dell DRAC, Dell PowerEdge R720XD, R730XD, R740XD
* PROLIANT DL380 G7, GEN8, GEN9.
* IBM Blade Center, HS20/50, IBM System x3550 M49 Rack Mount), RSA -II

**Storage & Network**

* Good understanding of EMC VNX/VMAX,Hitachi , CEPH, NetApp Data Management & Cloud Storage Solutions.
* Brocade and Cisco Switches

**Networking Tools:**

* Wire shark, Cisco SDM, PRTG, Visio, Ping Sweep, CDP, TraceRoute, SecureCRT, HyperTerm, Putty, VNC, Remote Desktop Protocol, TeamViewer.

**PROFESSIONAL EXPERIENCE**

**AT & T Global Business Services India, July 15 – March 20**

*Network Cloud Infrastructure & Operations*

**Cloud & DevOps Architect (**Manager, Information Mgt**)**

AT&T provides world class digital content delivery and is continuing to expand its role as the largest digital video service provider in the world - diving into engineering challenges with OTT content delivery, mobile streaming, video on demand, interactive services, recommendations, cloud DVR and dynamic ad insertion. Develop and architect the future of cloud infrastructure that scales seamlessly to meet the growth of services and exceed customer performance expectations.

The AIC is AT&T's standard cloud infrastructure designed to support diverse workloads on shared physical resources through orchestration. AT&T has invested heavily in purpose-built network devices tailored to the supported workload. Lead the AIC Platform and Connectivity Operations team, provides 24x7 Tier 2 & Tier 3 server, storage, VMWare and Openstack operations for all AIC zones in service. Lifecycle and ongoing operational support of the AIC underlay and overlay network elements within the AIC zones.

**Responsibilities**

* Follow current market and technology trends in DevOps/CI/CD/pipeline tooling and provide regular updates to engineering and architecture management.
* Design and rollout of multi-tier, high-availability infrastructure architectures in an Enterprise & cloud environments (AWS, Azure) adhering to DR, Business Continuity and availability best practice.
* Building and recommending a migration approach to lift and shift the workloads to Azure /AWS or architecting a green field development and/or production platform for new applications.
* Active engagement with development teams to understand opportunities for improvement, pain points, gaps and work with pipeline engineering to develop a roadmap and plan to address
* Create work practices and processes for implementing routine maintenance, incident response, CI/CD pipeline for all production applications
* Lead design discussions and create HLD / LLDs from the IT development teams
* Implement and maintain cloud solutions across AWS, Azure and GCP platform
* Propose Cloud designs for new on-boarding services and Provide design analysis and cost estimation
* Act as Subject Matter Expert for Cloud and DevOps issues.
* Collaborate with various sub-teams and rollout new DevOps initiatives.
* Automate processes for provisioning and setup of infrastructure.
* Create and maintain tools to help automate provisioning and upkeep of AWS resources
* Expand, maintain establish new best practices for infrastructure management
* Maintain the AWS/Azure/GCP cost and budget reports.
* Manage and maintain uptime and SLIs / SLOs /SLAs levels are aligned to Global delivery of NCIO operations.
* Plan and coordinate the monthly review of service level performance ,analyze monthly SLA / KPI and KRA metrics and take proactive and reactive actions on those indicators and run improvements.
* Deploy, manage, control and coordinate the financial, physical and human resources required to complete specific work tasks, activities, goals and objectives over time.
* Lead technical teams, solution development and technology delivery. Interface with clients to ensure that any system created is developed to meet client business needs and specifications.

**TCS Ltd at Cisco India Pvt Ltd, Bangalore, Oct 13 – Jun 15**

*Advanced Technical Services*

**Assistant Consultant**

As an **Advanced Services Team**, we will collaborate with a hardworking, dynamic, passionate, and diverse team to build intellectual capital, design and deliver services supporting intent-based infrastructures. The Cloud Solution NCE will be responsible to support the development and delivery of Cisco Advanced Services Optimization deliverables. Perform analysis and diagnosis of highly complex networking problems. Perform analysis of highly complex network designs. Build simulated networks in test labs to resolve highly complex problems and compatibility issues. The Cloud Storage team works collaboratively with providers to make these capabilities available to end customers in fast, secure, scalable delivery models that meet and exceed customer SLA requirements and expectations. Working with the latest products, technologies and solutions will be part of the job, CX engineering consultants and architects are trusted advisors to Cisco customers and directly impact Customer loyalty with Cisco which reflects Cisco's success as a business leader.

**Responsibilities:**

* Manage the team of Network Consulting Engineers for TCS at Cisco Advanced Services.
* Architecture, design, install, configure VMware ESX, ESXi, within VI3, vSphere 4 and vSphere 5 environments with Virtual Center management, Lab Manager, vCloud Director, Consolidated Backup, DRS, HA, DPM, vMotion, VMware Data Recovery, VMware Site Recovery Manager (SRM), vCenter Operations Manager, Horizon Workspace, Horizon Mirage, ThinApp and VMware View desktop virtualization infrastructure (VDI).
* Plan, design and implement enterprise solutions involving VMware, NetApp, and Microsoft Technologies.
* Designed and deployed multiple vCloud and vSphere environments including proof-of-concept, pre-production, and production.
* Designed VMware virtualization based on vSphere for multiple leading banks for development and testing division with consolidation of 500+ Wintel Servers, 100+ Sun Solaris x86 boxes and 650 Linux Servers using a VMware vConverter. Automate the provisioning process of VMs.
* Designed 6+ VMware vSphere projects in leading institutions in the US and India.
* Designing cloud-based infrastructure virtualization tools and concepts, including architecture, design & engineering, implementation, and operations;
* Technical author of LLD, NIP, NRFU for highly complex networks.
* Act as a transition consultant to work with project/transition manager to ensure transit of client’s IT environment into a 'safe pair of hands'
* Provide technical guidance and training to the implementation teams as well as ensuring that the implementations follow the finest practice of configuration principles.
* Performed hands-on technical implementation, troubleshooting, and remediation on complex client projects requiring high-touch or strategic vision.
* Mentoring and providing quality assurance oversight to professional services engineers during the course of technical engagements to ensure that VMware solutions were delivered in accordance with best practices and professionalism.
* Generate standard project documentation including Customer Requirements Documents, High Level Design, Low-Level designs or detailed test plan for highly complex networks
* Proactive Software Recommendations and periodic critical defect analysis reviews
* Provide informal knowledge training on technical topics or related deliverables

**JPMorgan Services India Pvt Ltd, Jan 11 – Oct 13**

**Hyderabad,**

*DTS - Global Server Engineering team*

**Associate** Engineer Lead**,**

**JPMorgan Chase & Co. (NYSE: JPM)** is a leading global financial services firm with assets of > $2 trillion and operations in more than 60 countries. The firm is a leader in investment banking, financial services for consumers, small business and commercial banking, financial transaction processing, asset management, and private equity.  
**Global Technology Infrastructure (GTI)** is the technology infrastructure organization for the firm, delivering a wide range of products and services, and partnering with all lines of business to provide high quality service delivery, exceptional project execution and financially disciplined approaches and processes in the most cost effective manner. The objective of GTI is to balance both business alignment and the centralized delivery of core products and services. GTI is designed to address the unique infrastructure needs of specific lines of business and the demand to leverage economies of scale across the firm.

**Responsibilities**

* Manage the team of cloud engineers at offshore following Sun Model covering 12hrs support.
* Analyze and troubleshoot on an advanced level, performance of SAN-backed VMware ESX infrastructure to determine proper allocation of resources to a multi-department user population with widely varying needs.
* Managing and leading the operations of Windows and VMWare environments per SLAs or KPI's and create framework for SLA's where SLA's need to be created for the better delivery of services
* Organize the right distribution of task according to projects deadlines,
* Come prepared for implementation status meetings with key performance metrics and status details for each team.
* Provide Standard Operating Procedure and Best-Practices documents.
* Interact & support with Technology Relationship Management team, Project implementation team, Policy team, for ensuring state of art Infrastructure and adherence to Infrastructure standards
* Provide coaching and direction to team leaders in the implementation arena. Meet with individual team leaders at least weekly to review performance and development plans that align with departmental goals. Solicit feedback from internal leaders on team performance for the development and recognition opportunities.
* Responsible for reviewing business processes on a regular basis to identify opportunities to improve effectiveness and achieve efficiencies. Communicate opportunities for improvement and work with key stakeholders to implement the agreed upon solutions.
* Demonstrate management skills and the ability to determine key business issues developing and executing appropriate service improvement plans from a shared services perspective.
* Manage departmental human resource activities to include recruiting/hiring, employee development and performance management. Foster a work environment conducive to developing departmental bench strength by providing guidance, training and mentoring. Utilize performance management processes to reinforce the use of approved tools and applications for client implementation.
* Compile key performance indicators and analyze outliers for performance improvement opportunities at a functional and organizational level. Prepare the metrics for executive and department level updates.

**IBM India Pvt.Ltd, Hyderabad, Jul 08 – Dec 10**

*ITD – Global Delivery*

**Tech Lead (Virtualization)**

The IBM CIO is transforming how we provide IBM Internal Cloud services. The group will provide a services environment that focus on Cloud hosting services, Infrastructure Operations and DevOps. Customer satisfaction and automation is the key focus and will be a significant contributor delivering IT Support that will delight our IBM Users. As one of the first to join this exciting new team of collaborative and customer focused advisors, our goal will be to deliver excellence in solving specific end user problems. As a creative problem solver, take pride in the service that we deliver.

**Responsibilities**

* Design and architect innovative and practical cloud-based solutions for our clients, good knowledge and prior expertise of sizing in Virtualization, Network, Storage, Security etc.
* Experience in Microsoft & Linux based environments with messaging/collaboration service management capabilities.
* Ability to build a Cloud Services Catalog;
* Co-define and recommend the Cloud Adoption Roadmap for our Clients along with the onsite team.
* Understand IBM’s architectural model for cloud computing, elements necessary for building a cloud data center (private/public and hybrid cloud).
* Defining the integration of the various Cloud solution components (IaaS/PaaS/SaaS) into the cloud infrastructure.
* Workload Migration: Architect the migration of non-cloud workloads into the cloud (including optimization)
* Ability to analyze existing business process workflow and suggest solutions to enhance profitability and productivity.
* Develop and build Development and Test Solutions with IBM cloud offerings.
* Lead cloud computing strategy and roadmap development from a technical perspective including identification of potential obstacles and solutions regarding the use of cloud computing in a client environment.
* Assist the senior SA in the resolution of investigations to identify technical solutions
* Support for all VMware ESX base servers, Build New ESX Servers.

**Keane India ltd, Hyderabad Apr 07 – Jul 08**

*Network Infrastructure Services*

**Network Administrator**

Keane was founded in 1965 in Boston, Massachusetts by John F. Keane. The company's initial focus was in the healthcare technology sector. The company grew to over 100 employees within ten years. By the 1990s Keane had become a publicly traded company and expanded into software engineering, application maintenance, program management and consulting services February 7, 2007 - Caritor acquired Keane, Inc. The combined entity retained the name of Keane. The corporate headquarters was relocated to San Francisco, CA and then to Boston, MA

**Responsibilities**

* Upgrade ESX Servers from 3.0 to 3.5
* Build New ESX Servers. Configuring DRS and HA including VM DRS and HA rules.
* VMware virtual infrastructure running on HP blades migrating servers P2V.
* Upgrade to newer versions as per the release and company requirements.
* Exchange 2003 Server administration, troubleshooting and application break fix support
* Exchange 5.5/2000/2003 Administration, Windows Server Basic Admin tasks, mailbox Backup/Recovery Skills, Exchange Migration Skills.
* Perform as a minimum, daily health checks of the servers e.g. Performance, disk utilization etc,

**Hewlett Packard, Bangalore Oct 05 – Apr 07**

*GSDC- Global Service Delivery Center*

**Technical Support Engineer**

At Hewlett Packard Enterprise (HPE), live by three core values that drive our business: Partner. Innovate. Act. These values combine to help us create important work all over the world to advance how people live and work.  
HPE makes Hybrid IT simple. Customer Solution Centers are made up of teams that provide remote (offsite) service; customer access, pre-sales, post-sales, and service delivery. Technical teams focus is to solve various business systems and applications problems for customers, onsite engineering personnel and Authorized Service Providers on standard, specialized or complex systems. Our Enterprise Group (EG) combines the portfolio of Enterprise Servers, Storage, Networking and Technology Services to solve the complexities of the extended enterprise and deliver advanced solutions and services to our global, commercial and public sector and SMB customers, throughout the regions.  
  
**Responsibilities**

* Installing, upgrading, and removing Exchange Server 2000/2003.
* Performing daily exchange maintenance, checking logs and Monitoring event viewer for potential issues.
* Ensuring that service levels are met by monitoring performance levels conduct performance tuning activities to ensure that system, network and application performance is maximized.
* Troubleshooting Internal/Internet Email routing problems.
* Perform system backups and recovery including VM’s. Build VM from Template.
* Migrate a VM virtual disk file to another VMFS Volume.
* Add a Raw Disk Mapping Virtual Disk to a VM
* Creating a new Virtual Machine from scratch for any OS.
* Monitor Performance of ESX Servers and VM’s Through Virtual Center Server.
* Perform health checks on ESX and VC Servers.
* Taking care of backup and restore of the servers

**Sutherland Global Services Pvt.Ltd, Oct 04 – Sep 05**

**Chennai**

*Technical Support for NA*

**Technical Support Engineer**

Sutherland is a process transformation company focused on helping companies rethink the way business gets done. Whether transforming your financial processes, applying analytics to customer care, or leveraging experience design to build a customer journey map, we are experts in re-engineering processes. We design exceptional customer experiences for the digital age, by deconstructing business processes, rethinking, rebuilding, and delivering them back smarter, more efficient and more effective than before. We're the people behind the screens, the clicks, the voice commands and all the points in-between where customers connect with your business. At Sutherland, we're where people and process come together.

**Responsibilities**

* Troubleshooting business specific applications and problems pertaining to Windows & Microsoft environment such as Windows NT,Windows 2000/2003 Exchange 5.5/2000/2003,Exchange Backup and Restore, Outlook Clients,OWA,
* Experience on Design and Implementation of Active Directory Infrastructure.
* Responsible for day-to-day support,administering,maintenance and upgrading windows operating systems
* Installing and Configuring TCP / IP, DHCP, DNS Services, Good understanding of Group Policy,
* Installation of hardware and software on Microsoft Windows 2000 server.
* Managing the email Exchange server Provide Desktop support and any issues with hardware and software.
* Taking care of backup and restore of the servers.