**CH Vikram Kumar Mobile: +91 8499903558 Email: vikramchetti@gmail.com**

**Objective**

* To excel in any role, I play by integrating initiative, responsibility and constant learning qualities.
* To utilize my academic and work experience to system and network related issues.
* To develop efficient, feature-rich in implementing Desktop, Server & Network delivery solutions.

**Professional Summary**

Over Ten Plus years of extensive experience in System support and Server administration.

**Strengths**

* I am good at organizing, prioritizing, multi-tasking and enjoy new technologies.
* Possess a good grasping power and easily adapt to a new working environment.
* Ability to learn and understand new technologies in a short period of time.
* Creative ability to evolve innovative solutions.
* Ability to mingle easily with people and work harmoniously in a group.
* Sense of responsibility.

**Technical Skill Set**

**Technical Proficiency:** Working Knowledge in Active Directory, VMware vSphere, vSAN, vxRail, Exchange Server 2016, 2010, Microsoft Office 365, Veeam Backup, Symantec backup Exec.

**Operating Systems:** Server OS: Windows Server 2016, 2012, 2008 Client: windows 10, 7.

**Professional Experience**

**Last Organization: Family Health Plan Insurance TPA Ltd.**

**Duration: January 2015 to 30th Sep** **2022.**

**Designation:**  **Manager IT.**

**Job Description:**

* Managing Virtual machines hosted on VMware vSphere platform. Performing operations such as creating new Virtual Machines, adding resources (RAM, Hard Disk and CPU cores) as per the requirements.

* Migrating VMs to new clusters. Removing unwanted VMs as per the confirmation received from respective server owners.
* Creation of VM’s in different flavours like Windows, Linux as per the requirements.
* Configure resource pools.
* P2V and V2V migrations using VMware standalone converter.
* Configuring HA and DRS on Clusters with the help of VMware support and vendors.
* Import and export of OVF/OVA files.
* Upgrading ESXi hosts to higher versions with the help of VMware and vendors support.
* Follow the process Service request, change management, incident management and problem management using third-party tools.
* Ensure Virtual machine backups are working fine as per the schedule and maintain job success rate.
* Working knowledge on Active Directory for creating users, group policies, OUs, Distribution Lists Etc.
* Assigning licenses to mailbox users using Office 365 console, creating mailboxes using Exchange on Prem console.
* Recently started working on Microsoft Azure for providing access to VM Servers hosted on Azure Cloud.
* Working knowledge on Symantec Backup Exec which uses Tape as Media in Auto loader.
* Migrating Virtual Machines from older clusters to vSAN, vxRail Clusters for tech refresh of older Hardware.

**Previous Organization: KSK Energy Ventures Limited.**

**Duration: September 2009 to 2015.**

**Designation:**  **Senior Executive - Systems Support.**

**Job Description:**

* Maintains and monitors server hardware, tape libraries and associated tape hardware. Storage associated hardware; and vendor –provided storage management software.
* Advice in the storage/data management plans.
* Perform data backups and recovery operations using Symantec backup.
* Monitoring of Back up jobs with Symantec Back Exec tool.
* Perform data backups and disaster recovery operations.
* Applies patches to device firmware, operating systems and application software.
* Continually monitors and investigates how those technologies might be implemented to improve storage and backup services.
* Effectively communicate with vendors and technical support to solve backup system issues.
* Evaluates company needs and available technologies for backup solutions.
* Writes and updates technical documentation.
* Controls systems access and security aspects of critical systems.
* Works remotely to provide 24X7 support on critical systems.
* Under guidance from senior staff, assist in the implementation of configuration changes to the backup and storage infrastructure.
* Ensure adherence to Change Control Policies and Procedures by creating and using Implementation Plans to manage modifications to the backup and storage infrastructure configuration.
* Scheduling of maintenance and/or downtimes for backup subsystems.
* Collect hosts and storage hardware configuration data and keep documentation current.
* License Management for Symantec Backup Software.
* Advanced troubleshooting of backup and restore failures on multiple operating system platforms using vendor documentation, knowledgebase, or support services.
* Manage backup job schedules by working with remote offices on backup or recovery related issues.
* Plan/ design and implement new enterprise backup solutions that meet system maintenance schedules and recovery time objectives.
* In conjunction with DBAs and other systems administrators, develop and maintain backup/recovery policies and procedures.
* Perform backup system capacity studies and planning.
* Plan, design and maintain backup system monitoring solutions of backup and recovery processes.
* Plan, design and maintain job auditing and procedures and reporting solutions.
* Assist in Disaster Recovery planning process to ensure backup/recovery solutions meet recovery time objectives.
* Assist with maintaining existing systems including backup software, operating systems and tape library.
* Maintain an inventory of computer & Network parts for emergency repairs.
* Recommend changes to improve systems and network configurations and determine hardware or software requirements related to such changes.
* Maintain and administer computer networks and related computing environments, including Server hardware, Application software, and all configurations.
* Maintain users and Systems that locate in Active Directory.
* Installation and regular check-up of Windows updates.
* Regular maintenance of Servers and network devices with the help of vendors.
* Follow up & raising a ticket with vendors when system and network faults occur.
* Monitoring of Servers downs with Solar Winds tool and reporting of down time to the management.
* Creating Incident report when a server went down and reporting to Management accordingly.
* Able to explain technical problems in a simple way, when an escalation has come in the picture.
* A clear understanding of employer’s business and the needs of the system users.

**Previous Organization Brigade Corporation India Private Limited.**

**Duration April 2007 to May** **2009.**

**Designation** **Technical Support Executive.**

**Job Description:**

* Providing technical support for HP laptop computers to US customers over chat.
* Probing end user to isolate the issues and guiding them with proper solution.
* Maintaining chat response template and average handling time for a chat session.
* Creating cases for warranty replacements and part shipments using HP tools.
* Following up customers with email.
* Educating customers about product usage and technology.

**Education**

* BSC in Computer Science, 2007 from Government City College Affiliated to OU.
* Board of Intermediate, 2004 from Sri Chaitanya Junior College.
* SSC, 2002 from Board of Secondary Education.

**Personal Vitae**

Date of Birth:30th April 1985

Gender  : Male

Nationality:Indian

Marital Status   : Married

 Language Proficiency  : English, Telugu, Hindi.

**Technical Training Attended**

Trainings Attended from VMware and Microsoft.

VMware vSAN: Deploy and Manage.

VMware vSphere: Install, Configure, Manage.

VMware Horizon Cloud Service: Deploy and Manage on Microsoft Azure.

Microsoft Exchange Server 2010 from Microsoft.

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