

**THIWAGAR BHALAJI ELANCHERRAN**

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# SUMMARY

* More than 6+ years of experience in Enterprise application support, development and administration using Microsoft .Net Technology and SQL in 24X7 environment.
* Expertize level of experience in setting up Lab infrastructure on Windows operating systems for MS environments (INT, PPE and PROD) by using Active Directory, DNS, DHCP, SCVMM, WDS, SCOM, Hyper-V, SCVMM, TS Gateway, VLAN and Switches updates for managing the network on Physical host servers.
* Expertize level of experience in Azure VMs/application/web services deployments, hosting, configuring and maintaining Azure hosted services.
* Experience with configuring Cloud Services, Storage Services, Service bus, HDInsight clusters, Azure Traffic manager, Azure Control namespace and scheduler jobs in Azure.
* Managing services using Azure Storage Explorer, Blob Explorer, Table Explorer and Service Bus explorer.
* Experience with SQL Azure: Configuring security, setup Geo-replication and data sync and manage, backup and restore databases using Azure portal.
* Tracking Azure SHD and configuring alerts to monitor the health of Cloud services, VMs and Azure Dbs.
* Restoring Databases, Managing Servers, Managing Clients, Automating Administrative Tasks, Managing Security.
* Expertize level of working in designing and developing tools using PowerShell, C# and ASP.NET for deployment automations, IPAK/Monthly security patches, Build creations, E2E (Pre-bvt and Post-bvt) Tests verification, Hardware/IP’s inventory reservation and Networking.
* Experience in maximizing Performance and Tuning using Indexing, detecting fragmentations, Partitioning, and Database Engine Tuning Advisor.
* Expertise in mentoring and setting up High availability environments like active-active and active-passive clustering, Database Mirroring, Replication (Snapshot, merge, transactional), Log shipping, setting up servers from scratch on clustered environment and load balancing.
* Extensive experience in planning and implementing Disaster Recovery solutions, data archiving, backup/recovery strategies, Performance Analysis and optimization of SQL server.
* Experience in creating documentation of installation and monitoring procedures, security policies, configuration changes, migration procedures and best practices for development teams.
* Expertise in RDBMS S/W Installation, applying patches, Upgradation, configuring, managing, monitoring, and troubleshooting of SQL Server 2012/2008 R2/2008 on Windows servers.
* Expertise in writing joins, creating Indexes and in-depth knowledge of T-SQL.
* Expertise in Developing and Tuning T-SQL, PL/SQL Complex Queries, Stored Procedures, UDF’S, triggers, cursors, views, Indexed views and error handling using Try-Catch blocks.
* Expertise in Using DMVs Performance dash board and database snapshot.
* Expertise in Data/Table partitioning, online Indexing, rebuild/reorg indexes and Update statistics at regular intervals for better performance. Extensively involved in Query and Index tuning for the better performance of SQL server.
* Hands on experience in using Scope for Cosmos, T-SQL for developing complex Stored Procedures, Triggers, Tables, Views, User-Defined Functions
* Expertize level working experience in Live site monitoring, incidents investigation and find out root cause of those issues, Resolve the issues in time and maintain proper automations/documentation to avoid unexpected issues.
* Extensive working experience in IIS Administration including installing, configuring IIS web servers and migration of web applications between different versions of IIS servers.
* Good experience in writing various automations for deployments, Host/VMs administration, IIS tasks, SQL and Patching by using PowerShell and batch scripts.
* Very good experience in using Windbg, Network monitor, Perfmon, Fiddler, Log parser for debugging complex production issues.

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| **TECHNICAL SKILLS** |
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# WORK EXPERIENCE

**Microsoft May 2015 – June 2017**

**Kusto & Application Insights (***Redmond, USA)*

**Service Engineer**

* Primary SME of Kusto which is a big data engine providing users with fast, ad-hoc, and interactive experience for analyzing structured and free text logs data.

**Responsibilities:**

* Onboarding new customers to Kusto Service which includes Creating Cloud Service, Storages, Service Bus, Azure DBs and deploying Data Management & Compute service in Customer’s subscription.
* Responsible for reviewing the Dev/PM specifications and understand the requirements for each sprint release.
* Design and develop Dash boards (by using Aps.net and C#) to monitor the deployment status, health of services and alerts monitoring through Geneva metrices.
* Develop and optimize T-SQL, PL/SQL Complex Queries, and Stored Procedures, UDF’S, triggers, cursors, views, Indexed views and error handling using Try-Catch blocks.
* Manage Customer’s Azure Subscriptions and Azure components like **Service bus**, table and blob storage using Service bus explorer and Storage explorer tools.
* Responsible for configuring Kusto ingestion Service that uses different data pipelines such as **Cosmos,** **Geneva**, **Aria.**
* Administer Kusto Clusters and databases & managing permissions for Customers.
* Assist customers in optimizing Kusto Queries for better performance and converting SQL to Kusto queries.
* Responsible for identifying and resolving service issues like Ingestions failures, Merge failures, queries timeouts and identify potentially bad queries that impacts Service health.
* Coordinate with development and test teams on re-occurring tasks including, but not limited to: service upgrade and deployment with newer build, service maintenance and troubleshooting.
* Creating **PowerBI** Dashboard using Kusto Queries to report various metrics on Usage, Data Size and average Data growth.

**Microsoft (June 2014– May 2015)**

**SharePoint Online (***Bellevue, USA***)**

**Dev Ops Engineer**

**Responsibilities:**

* Writing PowerShell scripts to perform day to day tasks, improve productivity and running scans for various projects to gather useful information
* Worked on various scripts for Load Balancer projects from updating the Certificates, creating new VIPs for SMTP server, removing profiles, applying new I-Rules.
* Setup, validate and handover new hardware in timely manner for the network failovers
* Providing support to disaster recovery team for network failover project to migrate customer data from old hardware to newer hardware and bigger capacity
* Deploy, configure and maintain over 50 SMTP role virtual machines for SharePoint Online
* Dealt with various VM deployment issues, patching, SMTP high mail queue related problems
* Create, configure and assign network shares for SQL database backups of customer data on SharePoint online
* Responsible for any network share issues including permission, access problems, and missing shares for over 150 network shares
* Maintain, reserve and investigate network issues for more than 300 pairs of F5 load balancers for SharePoint online
* Investigate and resolve high priority network issues coordinating with external teams
* Part of an on call rotation system in to investigate and resolve high priority issues in timely manner

Handle change management related to network device and generating daily reports for the organization awareness of change

**Microsoft (Nov’ 2012- Apr 2014)**

**Antimalware operations** (*Redmond, USA*)

**Service Engineer**

**Responsibilities:**

* Coordinate with the Microsoft Antimalware operations engineering team on re-occurring tasks including application deployment, Server maintenance and troubleshooting.
* Involved in deploying web.config files using Octopus tool to applications hosted on Azure.
* Installed, upgraded, configured, compiled, support of various .NET applications on windows 2003, 2008 R2 machines for Prod, QA, staging and on development
* Involving in Configuring and administering VLAN, VPN and VTP.
* Deployed the ASP.NET and Web applications in IIS from the server and from different shared location to the target servers.
* Responsible in providing virus definition modules for Windows defender, SCEP and Intune services.
* Experience in working with Dell/HP servers and storage.
* Experience is writing PowerShell scripts for the server management and application functionalities.
* Experience with SQL Server 2008R2/2008 DDL/DML Triggers, Database Mirroring, Migration and Upgrading
* Experience in implementing different types of Replication models like Snapshot, Merge and Transactional in SQL Server 2008/2008 R2
* Good experience in resolving blocking and Dead Lock Issues by using TSQL commands
* Assisted other teams in stress-testing applications, locating bottlenecks, and recommending possible solutions.
* Troubleshoot day to day issues associated with IIS, SQL servers
* Configured ASP.net applications in IIS 7.0 on win 2008 servers in a clustered and Load Balanced Web Farm environment to achieve reliability.
* Monitoring Event viewer, SQL Error logs and Log File Viewer for Software and hardware related errors.
* Configuring multiple external and internal sites in IIS 7.0 /6.0 on windows 2008/2003 servers.
* Created and Configured Virtual Directories Using IIS Manger to support new additional applications located in different place to the existing Web Sites.
* Monitored Network Load Balancer using NLB Manager to create a cluster.
* Requested & Installed SSL certificates for the websites, to ensure a secured communication between the client and the server. .
* Maintained Lab environments for testing server applications prior to production pushes or changes.
* Debugged IIS issues like memory leakage, security issues, and IIS logs.
* Used PERFMON, PROCMON, tools for trouble shooting and to improve the Performance and High Availability of the web applications.

**Microsoft (May 2011- July 2012)**

**Dynamics CRM (***Microsoft, Redmond, USA***)**

**Service Engineer**

**Responsibilities:**

* Involved in day to day systems management, ensure reliability and performance of systems in product datacenters and production environments, implementation of standard service requests, identify software bugs, troubleshoot complex issues escalated from service teams, and provide proactive problem resolution.
* Installing, Configuring and managing ASP.NET web applications hosted on Windows Server 2012 Environment.
* Troubleshooting runtime application issues in PPE and Production Environments and drive to the resolution as per service agreement.
* Troubleshooting runtime issues with IIS Web Server 8.x and SQL Server 2012 Always ON Availability groups.
* Responsible for maximizing Performance and Tuning using Indexing, detecting fragmentations, Partitioning, and Database Engine Tuning Advisor.
* Performing database administration tasks like database backups, restores, recompiling stored procedures etc. and troubleshooting issues with Stored Procedures and Deadlocks.
* Involved in migration projects from Windows Server 2008 to Windows Server 2012 and SQL Server 2008 to 2012
* Managed Virtual Servers and Pools in F5 BIG IP load balancer to load balance web applications on the frontend.
* Deploying ASP.NET web applications as part of monthly and quarterly releases using Octopus and Octopus Sequence Manager.
* Performing maintenance tasks like applying monthly security patches, service account renewals, SSL certificate renewals etc.
* Used various monitoring tools like Jarvis, App Dynamics, CheckMK etc. to monitor server and Service alerts and troubleshoot issues accordingly.
* Provided 24X7 On-Call support for production environment.
* Perform Incident management, change management, problem management duties on daily basis as per service level agreement.
* Project documentation, provided TSGs for Tier-1 and Tier-2 teams for troubleshooting issues.

**EDUCATION**

**Master of Science** in **E**lectrical and **C**omputer **E**ngineering (MS- ECE) (**Aug 2010-May 2012)**

University of Massachusetts, Lowell, MA

**Bachelors** in **E**lectronics and **C**ommunication **E**ngineering (BE-ECE) (**Aug 2006-May 2010)** Anna University, Chennai, India.

**Certifications:**

**Cisco Certified Network Associate -** CSCO12553103(Jan 2014)