

## CONTACT

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📍 Hyderabad

## EDUCATION

- MBA (Systems) in the year 2015 from JNTU Hyderabad with 74%.
- B. TECH (Computer Science and Engineering) in the year 2012 from JNTU Kakinada with 64%.
- HSC (Math's, Physics, Chemistry) in the year 2008 from Board of Intermediate Education with 84%
- SSC (Andhra Pradesh State) in the year 2006 from AP Regular with 80%.

## TECHNICAL SKILLS

Operating Systems

Windows, Linux

Scripting

Power shell, Python

Version control tools

GIT

DBMS

MS SQL Server

Cloud Services

Azure, AWS

CI/CD Tools

ADO, Terraform

Web Servers

IIS

Configuration Management Tool

Ansible

Monitoring Tool

Nagios

Ticketing Tool

Service Now, JIRA, AZURE DevOps

# DHUPPATI BALA

## OBJECTIVE

To pursue a career in a company which gives me a platform to implement & enhance my skills in the areas of Cloud Automation, Cloud Services and designing and deploying Cloud Infra.

## PROFESSIONAL SUMMARY

- Total 6+ years IT experience, around 2 Years of experience as Cloud Infra Engineer with experience in the areas of Software Configuration Management, Version Control, Build and Release management, Windows System Administration in Azure and AWS
- Implemented AWS solutions using EC2, S3, RDS, EBS, Elastic Load Balancer, Auto scaling groups and maintained access to AWS resources through users and groups on an IAM console.
- Defined AWS Security Groups as virtual firewalls to control the traffic reaching one or more AWS EC2 instances.
- Configured S3 to host Static Web content. Experienced in S3 Versioning and lifecycle policies to and backup files and archive files in Glacier
- Provisioning of resources securely in a cloud environment Azure
- Hands on experience in configuring and maintaining various App servers like Apache, tomcat and Nginx servers and DB Server (MySQL).
- Good Experience in branching, cloning, tagging and maintaining the version across the environments using SCM tools like GIT, Git Labs on Linux and windows platforms.
- Extensively worked on Continuous integration and automated deployment and management using Jenkins
- Extensive experience in building & deploying EAR, WAR, JAR files on test, stage & production servers.
- Administration of Jenkins server - Includes setup of Jenkins Masters, Configure builds, and deployment automation.
- Experience in Configuration Management tools (CM) such as Ansible.
- Responsible for providing support for Build and deployment of application.
- Actively participating on Agile Scrum meetings.
- Currently Working with Deloitte Hyderabad from Nov 2018 to till date

**WORKING EXPERIENCE**

**PROJECT –V**

Organization: Deloitte  
Senior Analyst  
Nov 2018 to till date

Environment

Azure,Windows,Linux,  
Sql Servers,VMware,ADO,  
Service Now,CI/CD Tools,  
Visual Studio Code,

**RESPONSIBILITIES**

- Preparing assessment of existing applications by analyzing the key characteristics, application integrations, upstream and downstream dependencies.
- Workflow design, rationale, implications, and finally making design decisions prior to migration from on premise to Cloud
- Setting up Infrastructure in IAAS by requesting server builds, creating disks, IIS Installation, Firewall rules, Load balancing, DNS, Service Accounts, SSL Certificate procurement, installation and binding, NSG Rules, storage accounts, Compute, Networking
- Setting up application in PaaS by creating WebApps, web jobs, content deployments DNS creations, NSG Rules, Certificates installation, service accounts, creating endpoints, Azure Relay Requests and required interfaces
- Troubleshooting reported issues in IAAS & PAAS and implementing DNS cutover
- Integrating application with Authentication modules such as IDAM, Open AM
- Migrating applications from On-premise to Cloud.
- Communication with different teams (SQL, Network, Development, Monitoring, Operations team, etc) on daily basis.
- Scheduling Weekly project meetings and adhoc meetings with Clients to track Project health and status.
- Operational tasks (Incident, Request, Change, Reporting) are performed on Service Now Dashboard.
- Project related tasks are performed using Azure Devops (ADO – Features, Users, Tasks).
- Create Architecture diagrams and set up new environments (BCP, DEV, UAT, Production).
- Perform Wintel & VMware tasks (Access & other troubleshooting activities) and AD tasks (SG, Application/Service/user accounts creation, EFT access)
- Commission and Decommission on SSL certificates using Venafi tool.
- Decommission of Applications (remove URL, DNS entries, reclaim VIP's, CMDB update) and Servers (Physical & Virtual).
- In place upgrades using Plate Spin tool.
- Power Bi, GitHub (Account, Repository, Teams creation and Access) access and license allocation.
- Hardening servers using Puppet and ensure all servers are as per standards.
- Resource monitoring & configuring through OMS in Azure workspace.
- HW EOL for File share, DB servers.
- Service accounts onboarding to Thycotic Server.
- Accounts and Projects folder creation on OKTA.
- Inventory update tasks (asset tag creation, CMDB update, reporting, service offerings) are performed using Service Now.

## PROJECT –IV

### Organization:

Atos India Pvt Ltd

Client: Trident Hotel  
Hyderabad

On-Site Support Engineer

April 2014 to July 2016

### Environment

Windows Server

2008,2012

Active Directory

ESXi Server

VMware Environment

SCCM,Heat Lumension

Citrix Environment

## RESPONSIBILITIES

- Installation, Configuration and Administration of VMware ESXI 6.x, ESXI 5.5, patching, management and troubleshooting of Servers.
- Management of VMware vSphere in a production environment with around 400+ Physical Machines 38000+ vms.
- Creating and Managing Virtual Machines and Templates.
- Creating Clusters for High Availability (HA) and Distributive Resource Scheduling (DRS).
- Migrate Physical Servers to Virtual Server using VMware Converter (P2V Converter)
- Creating Templates from VM's, deploy VM's from templates and allocate resources
- Monitoring of Virtual Machine's & ESX servers (CPU, Memory, Disk and Network Utilization) for Security.
- Created VM's on ESX servers and deployed VMs through OVF Templates, Created & Troubleshoot Virtual Networks, vSwitches & dvSwitches.
- Managed vWorkspace Virtual Desktop infrastructure with more than 1300 Dedicated and pooled Virtual Desktops including storage technologies in support of VDI such as NAS and iSCSI and also worked on citrix applications.
- Performed daily health checks of the VMware vcenter servers.
- Troubleshooting issues relating to vMotion such as compatibility issues with help of event log.
- Performance tuning of VMware servers, Virtual sessions and management of server resources between Virtual Machines.
- Executed and performed server system operations and support consisting of Windows 2008, 2012, IIS 7, IIS8.
- Resolve service tickets or escalate to other support entities as needed and within while using the IT knowledgebase on every customer interaction. Service Level Agreement(SLA) according to knowledgebase instructions.
- Good understanding of windows and VMware server automation using scripting language Power shell, VB Script, Power CLI. Knowledgeable in batch and Power Shell Scripting.
- Installing and configuring IIS and FTP Site, and Using IIS FTP Professional software.
- Root Cause & System Log Analysis and reporting.
- Working on Change/Incident/Request/Problem management and close the tickets as per the SLAs defined.
- Working on the Vworkspace, Citrix applications
- Working on SCCM, Nimsoft Infrastructure Manager
- Working on VMware administration that mostly enhances the delivery of Infrastructure run smoothly.
- Trained on AWS Sysops and Solution Architect.

## PROJECT –III

### Organization:

Imedx Information Services  
Pvt Ltd

### Senior Associate

Feb 2013 to Mar 2014

### Environment

Windows server

2008/2012, Active

Directory,ESXi

Server,WSUS Server,SEP

Management

## RESPONSIBILITIES

- Administering and maintaining VMware vSphere in a production environment with around 200+ ESX hosts, 20000+ vms.
- Working on Change/Incident/Request/Problem management and close the tickets as per the SLAs defined.
- Taking the clone and OVF templates of the Virtual machines prior to the Virtual Machine Operating system upgrades and patching.
- The supported systems are primarily in Production environments with many running Mission Critical applications and some in non-production/Testing environments.
- Deploying the Virtual machines from templates that include the operating systems like windows & Linux.
- Migrating Vm's from one Datastore to another Datastore
- Upgrade CPU/RAM resources and allocation of storage to the VMs as per request.
- Taking daily health check Esx servers and VMs.
- Extend the drive space using vMotion as per user request.
- Troubleshooting of VM's high performance issues and migrating the VM's from one ESX to another ESX server
- Creating the Virtual Machines Templates to make the Virtual Machines standardized across the environment and taking the snapshots of the Virtual Machines when the application team requested to do so.
- Troubleshooting SEPM and WSUS issues.
- Deploying and troubleshooting various applications & OS problems.
- Monitoring the Alerts and Virtual Center services.
- Working on Monitoring tools like Manage engine app manager, Solar winds.
- Working on the Radware load balancer and Cyberoam network administration tool.
- Working on Smart Sheet and SharePoint for updating activity sheets as well as meeting task lists.
- Working on Office 365 as well as Tripwire Server, Pandion Server

## **PROJECT-II**

### **Organization:**

**Ibahn India Pvt Ltd**

**Client: Trident Hotel Hyderabad**

**On-Site Support Engineer**

**April 2014 to July 2016**

### **Environment**

**Windows Server 2008,2012**

**Active Directory**

**ESXi Server**

**VDI Environment**

## **RESPONSIBILITIES**

- Installing/upgrading/Administrating ESX/ESXi servers and rack servers.
- Configuring ESX/ESXi network settings and configuring Virtual networks
- Administering and maintaining VMware vSphere in a production environment with around 500+ ESX hosts, 20000+ vms 6 vCenter servers.
- Downloading and Installing the Patches to an ESX Server.
- Analyze Problems & escalate to appropriate Levels.
- Converting Virtual machines to Virtual Machines using the VMware converter tool.
- Deploy Virtual Machines and use Clones, Snapshots, and templates.
- Worked on Change & Problem Management Tools and Create regular reports for Management requirements.
- Entitle Users to VDI Desktop Pools and Removing Entitlements inactive users.
- Updating golden images with latest windows patches & recomposing resource pools.
- Monitoring VMs & ESX servers (CPU, Memory, Disk, Network utilization).
- Creation of VMs, Taking Snapshot/Clones/Templates of a VM and deploying the same.
- Managing ESX servers through Virtual Infrastructure Client & Virtual Centres.
- Responsible day to day operations to run smoothly and making sure that the right process is followed as agreed with the client.
- Installing, Configuring and Managing File Servers with Clusters and Print Servers
- Coordinating and Follow up with Vendors on Servers, Applications, Juniper Firewall, Cisco Switches, IBM SAN
- Working with TRITON ticketing tools, OASIS, OPERA and various applications
- Worked and Experience on small size Data Centre Environment
- Collaborating with multiple teams to fix the complex issues.

## **PROJECT-I**

**Organization:**

**Dhii Health Tech Pvt Ltd**

**Client: Genpact**

**Support Engineer**

**Feb 2013 to Mar 2014**

**Environment**

**Windows server 2008/2012, Active Directory, ESXi Server**

## **RESPONSIBILITIES**

- Installing/upgrading/Administrating ESX/ESXi in HP blade servers and rack servers.
- Configuring ESX/ESXi network settings and configuring Virtual networks
- Deployment of newly released Adobe patches and Microsoft patches through GFI Tool
- Worked on the HP Server hardware for replacing the faulty hard drive, Motherboard, memory and Power adapter issues. Engage the HP engineer if necessary.
- Installing the Patches, Firmware and BIOS upgrades to fix the error light reporting issues
- Adding security groups to the user account and giving permissions to folders.
- Modifying the user accounts on Active Directory.
- Worked on folder permission access.
- Creating Distribution list and Shared mailed boxes.
- Creating group polices and managing the policies.
- Involved in giving application access to the user accounts.
- Installing and Configuring the HA, DRS and VMotion Using Virtual Center server.
- Creating users in the ESX Servers and adding the permissions to the Domain users in the Virtual Center Server.
- Worked on change/incident/Request/Problem management and close the tickets as per the SLAs defined.