**Shivanna H Gundanavar** 

**PN : +91-8867-734-326(Call or WhatsApp)**

**Objective:**

**Sr - IT Consultant** with Engineering IT seeking for a senior as an **individual contributor** or **techno-lead** role in NOC, SOC, Cloud infrastructure management, IT operation support, Production Support, Infra solution, design & architecture, configuration & deployment for enterprise and service provider to contribute my skills, leadership qualities and continue to develop an experience in a professional community.

**Career Precis**

● IT Consultant with 9 years and 1 months of work experience in plan, design, implement, operate & troubleshoot complex and converged IT infrastructure.

* Strong experience managing different server infrastructures and data-center operations across Unix, Linux, Windows, and other platforms. Effectively plan, install, configure, and optimize IT infrastructures to achieve high availability and performance.
* Experience in managing the remote network and global customers/clients offshore for United States of America (USA), United Kingdom (UK), Central Europe (the Czech Republic, Poland, Germany, Utrecht, Eindhoven, Slovakia, and Hungary), and Asia Pacific Countries.
* Experience in Managing People, Systems, Projects, Customer, Clients, and Vendors.
* Also, Production and Hosting support on Azure and AWS with terraform other script.

**Operating Systems:** Windows Vista; Windows XP; Windows 7/8/10 DOS and OS/2, Linux, Oracle Linux Ubuntu RHEL Cent.

**Servers:** Windows Server 2008/12/16/19; AD 200812/16; Nutanix,Microsoft Exchange 2007/12/16/19, Linux, RHEL servers; **Server Types:** Blade Chassis, Rail Servers and Tower Servers.

**Cloud:** Types - AWS, Azure, Google and Ooredoo. Specific - EC2, EBS and S3, VPC and RDS, SaaS, PaaS and hybrid, Azure VMs, Azure blobs storage, Azure ML studio, Azure Cloud service, Azure Express-Route, VNETs Subnets, Azure SQL and No-SQL Databases, App-Advantage, Application-Insights, Docker, Kubernetes, Container, CD/CI, Pipeline.

**Software:** MS Office 2007/10/13/a6; Office 365(cloud), Barracuda, PCVisor, Antivirus : Norton/McAfee ENS/VSE /Symantec/Trend Micro, Monitoring : CA- Spectrum, Performance Center, Manage Engine(WM), Solar Wind(NM), Automation Anywhere; Backup Symantec ; Email (Microsoft Exchange, Lotus Notes Mail); Avaya CMS, One drive Oracle and many others.

**Citrix :** XenApp, XenDesktop, Secure Browser, Sharefile, Endpoint, Netscaler – VPX, MPX and SDX and cloud based Saas.

**Hardware:** Nutanix, Intel, x86, x86-64 hardware devices, HP ProLiant DL380, HP ML570, IBM x86 Servers, Dell PowerEdge M805, Fortinet, NAS (EMC & Lenovo),Del/Emc storage, Cisco Server and other brands Networking H/W product, desktop and Laptops.

**Virtualization**: (VMware – ESXI 6.5, 6, & 5.5, Hyper-V, Oracle Virtual Machine, Citrix Xenserver Virtualization etc.)

**Security:** Soc Specialist, VAPT, MDR, Internal and External Scanning, SIEM- IBM-Qradar, Azure\_Sentinal, Cloud-guard, Paladion, VMS, SVM, SQL Injection, Barracuda Email Security and Sentinel scanning, Spam filtering, data guard, FireEye, Info Vista, Paloalto Panorama, Checkpoint, Akamai, SonicWALL cloud security scanning.

**Storage:** EMC, Hitachi, NetApp, HP MSA 2040 and IBM - EMC VNX 5200, VNXe 3200), NAS (Dell NX 3230, Netgear, Lenovo, QNAP-TS-853U-RP), Azure blob, AWS Elephant.

**Ticketing Tool**: CA, Manage Engine, Zoho, Jira, Fogbugz, Snow, ZenDesk, Team Support.

**Backup:** Symantec/Veritas, NetBackup, Acronis, Amazon Elephant(Cloud), Azure Recovery Vaults.

**Email Administration:** Office 365(Hybrid), MS Exchange, Zoho, Mail, Google ..

**Networking:** OSI Models & Layers and Protocol TCP/IP,UDP; Routers; Switches; Modems; Hubs and Bridges, Aruba, Cisco, Dell SonicWALL, Fortinet, SSL/TLS, Palo alto.

**Scripting Lang**: Power shell, Python, Ansible, Nutanix calm, terraform, basic Perl and PHP.

**Academics:**

Completed **B.E**. **Information Science** & Technology from Acharya Institutes of Technology Bengaluru (VTU) .

 Completed PU from Basaveshwar Science PU College Bagalkot (PU Board).

 Completed SSLC from Dr. BGB & MGK High School Bijapur(K E E S B) .

**Training:**

**Completed training on ITIL foundation, V3 and V4.**

Azure fundamental, Expert and DevOps training.

Deep training on Microsoft products like server and applications.

IDC security training on block chain and internet security.

Six-Sigma, Agile training for improvement of operation process.

Red Hat Certified System Administration and Engineer (RHCSA & RHCE).

SonicWall SDN cloud technology and implementation,

People & Project Management, Partnering for Client Success, Win-Win Communication and Leading with Emotional Intelligence at Infosys.

**Work Experience:**

**Employment History**

Company **Consultant**

Role **Sr. Consultant**

Dates Aug 2019– Current

Clients:

**Achievements:** Completed hundreds of cloud and on-premises infrastructure projects.

Cloud : Azure, AWS and Google cloud.

Citrix : XenApp, XenDesktop, Storefront, DDC, DC, VDA, Workspace, Netscaler VPX, MPX, SDX and Etc…

Vmware, HyperV, Nutanix, DNS, DHCP, ADDS, GPO, Widows server, Linux server.

Security : Azure Sentinel, Q-radar, Paladion, Barracuda, ArcSight, FireEye, DLP, VAPT, MDR etc…

Company **Vision Insurance SOAG OMAN**

Role **Sr. IT Consultant**

Dates Nov 2018 – Aug 2019

**Achievements** (Projects Management):

 **1)** Multiple applications servers migrated to Azure from on premises

 **2)** VMWare 5.5 to 6.5 Upgradation **3)** Deployed Microsoft SCCM tool.

 **4)** NOC Infra Setup **5)** Barracuda Email Security Setup **6)** Citrix CU6 Upgradation **7)** NetScaler VPX to MPX Migration

 **8)**Migrated multiple on premises firewall to cloud Palo Alto. **9)** Oracle Linux Upgradation

 **10)** Net Backup to Cloud Backup Migration. **11)** Ooredoo and AWS Cloud Migration **12)** O365 Hybrid Configuration

 **13)** File Server Migrate to OneDrive Cloud administration with SharePoint. **14)** MPLS to SD-Wan Migration

 **15)** DR-Site Setup and Synchronization. **16)** BCP and ITIL implementation.

 1**7)** ServiceDesk Setup and Info-Vista Implementation. **18)** VAPT and MDR SOC service implementation.

 **19)** PCV(SCCM) Implementation. **20)** SDWan implementation **21)** Share point-OneDrive integration

**Responsibilities:**

* Worked complete infra NOC, SOC, cloud Azure production support environment with complete data center manager.
* Managing Azure AD, App-GW, Palo alto, multiple OS VM's, Saas SQL, Akamai.
* Working on production support UAT, SIT, GOLD, STAGING and Production servers.
* Worked on IIS webserver, SQL server, Oracle DB and configuring NSGs for two-tier and three-tier

applications.

* Azure – VM’s, App GW, App Insights, Kubernetes Services, App services, Monitoring alert, Cost MgMt.
* Fully following ITIL best practices change, Incident, Problem, and complaint management.
* SOC – monitoring MDR scanning daily basis, Paladion and HP tool – VAPT internal and external Ip’s.
* Managing multiple Azure storage, HP and Emc storage.
* Managing servers on VMWare (6.5) and Hyper-V environment with Nutanix-Dell-HP server’s
* Worked on daily basis AD, Group policy and management.
* Managing multiple Citrix(7.6) CU6 XenDesktop and XenApp server as well Netscalar MPX devices.
* Troubleshooting daily basis Citrix and NetScaler issues with Users and clients.
* Managing Citrix storefront, DDC Studio and multiple Xen Desktop server.
* Working on 2008/12/16 widow’s server and worked on SCCM configuration manager.
* Handling Exchange 2016 server and troubleshooting daily basis issues and request.
* Handling Oracle linux, DB server, Rman backup, data guard activity.
* Exposing and monitoring application url trough Netscalar with SSL certificate.
* Working on Linux, Oracle Linux, Tomcat and SQL server flatform.
* Managing DR or BCP site replication.
* Working on AD, DNS, DHCP, AV, WSUS, SCCM server and OS level hardening
* Working on HP, Netapp, QNAP storages and Acronis, Veritas, and Symantec backup.
* Paladion Soc service, HokEye-SolarWind monitoring,
* Manage engine and Zoho ticketing tool.
* Working on Exchange and O365 email server both cloud and on firm flatform.
* OneDrive-Skype-QlickSense dashboard maintaining.
* Working on Palo Alto, Checkpoint and SonicWALL firewall
* Working on LAN, WAN, MPLS-ADSL-SDWAN network setup.
* Implemented Cisco-HP-Aruba switches and routers.
* IIS Web server and hosting multiple URL’s from Net scalar with SSL certificate and load balancing.
* Handling multiple file server, print server, application server, SQL and Oracle server.
* Handling FTP, File and print server and managing NAS path
* Handling and managing multiple vendors and delivery activity.
* Working on 24/7 and supporting across Vision Insurance company Oman.

Company **Infosys BPM LTD**

Role **Asst Manager (Sr. Technology Analyst)**

Dates Mar 2017 – Nov 2018 (20 Months)

Clients MccaMish, Cisco, icici, Nab, sps, bt more than 205 clients.

Achievements: Hyper-V & VMWare Implementation & Migrations, Azure & Office365 Implementation, Chassis Deployment, MPLS Connectivity, NetBackup, Storage Automation. NAS Migration and Implementation, Domain Controller Migrations, Seizing of FSMO roles, Server Migrations, Completed NMS infra, AVAYA CMS, Domain Consolidation, SCCM Deployment, Domain consolidation, Finished ITIL 2011, Sixth sigma and quality trainings, Extra Miler Award and Smoothly handling the end to end Operations, IMC, NMS & Team Management(38),

Responsibilities

* Supporting IT infra and Client & Server environment across globe.
* Performs regular system maintenance, backups, hardware, and software upgrades, physical to virtual migrations and performance tuning.
* Working in transition and operational support flatform.
* Work with global colleagues to provide globally consistent processes and procedures
* Complete azure infrastructure management.
* Working environment ITIL process-Transition & Operational Mngt, SLM & Change Mngt, Vendor Mngt,
* Handling ticketing (AHD), NMS(CA, SolarWinds), CMS(Avaya) tools and Microsoft Defender.
* Patch, AV, AD, Storage & Backup Management.
* Worked on complete azure security models, load balancer and traffic Mgmt.
* Working on Office 365 and Exchange mail server
* Managing Hyper V, VM Ware and cloud server infrastructure.
* Involving internal clients and external ISO audits.
* Using SCCM and handling across globe clients.
* Asset Management, Hardware Management, Vendor and client management.
* Create, review, maintain and update documentation

Company **Symbiont Group Pvt Ltd**

Role **Senior System Administrator/Network Admin**

Dates Nov 2015 – Mar 2017 (16 Months)

Clients Symbiont Group of Companies (Infra, Group, IT & Security)

Technology Server: 2k8, SCCM, Routing & Switching: Cisco & HP; :: AD,DNS, DHCP; Firewall: Fortinet, Sonic Wall. OS : Windows & Linux.

Responsibilities

* Handling entire IT infrastructure.
* Handling Fortinet firewall and cloud log Analyzer
* Network (Solar Winds) & Server Monitoring (Happy APPs)
* IT (Employee) Monitoring & Trouble shooting Day to day Task(TT).
* Configured and Installed Server & Monitoring Tool.
* Handling Windows server 8 & 12 standard edition.
* Installed & maintaining Network & Server Monitoring tools.
* Managing Email Server office 365 & Exchange 2010
* Regular data backups & Recovery (NAS) EMC2
* Handling Cloud Server & Applications
* Installed & Troubleshooting Dell power connect and Cisco router.
* Daily monitoring, managing all Infrastructure and handling firewall policy (FORTIGATE & Sonicwall)
* Working on proxy server, Email Gateway, Network printer maintenance.

Company **CMRS Group Pvt Ltd**

Role **Senior System Administrator/Network Admin**

Dates Nov 2012 – Oct 2015

Clients CMRS Developers, Science Inbox, CMRS InfoTech, CMRS Graphics

 CMRS Brand ship, CMRS Enterprise, Ventures and CMRS Ecora

Technology Server: 2k8, 2k12; Routing & Switching: Cisco & Dell; :: AD,DNS, DHCP; Firewall: Cisco, Sonic Wall. OS : Windows & Linux.

Responsibilities

* I am handling total 11 branches in CMRS group of companies
* Handling LAN, WAN & VPN and hardware and software troubleshooting.
* Understanding security protocols and standards
* IT Monitoring & Trouble shooting, configured and Installed Server & Monitoring Tool.
* Handling Windows server 8 & 12 standard edition.
* Installed & maintaining Network & Server Monitoring tools.
* Managing Email Server office 365 & Exchange 2010
* Handling Cloud Server & Applications
* Produces standard reports for organization
* Installed & Troubleshooting Dell power connect and Cisco router.
* Daily monitoring, managing all Infrastructure and handling firewall policy (FORTIGATE & Sonicwall)
* Working on proxy server, Email Gateway and Network Printer Maintenance.

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Company **Karnataka Examination Authority Belgaum**

Role **Network Engineer** (Contract)

Dates May 2011 to Sep 2012

Description Provided 24x7 Support for Karnataka region

Responsibilities

* Handling Windows Server & Email Gateway
* Troubleshooting on Desktop, laptop and other hardware.
* Worked on AD ID creation deletion and other issue.
* Worked on V-SAT [VERY SMALL APETURAL TERMINAL] networks as an alternate network.
* Managing and Troubleshooting VPN all over Karnataka.
* Handling windows and linux machines.
* Range Solving software problems - Microsoft (Windows 2000/2003; SQL. Exchange 5.5, 2003,2007.
* Troubleshooting and solving networking issues - TCP/IP, DNS, DHCP, Layer 2/3 network devices
* Repairing IT Hardware & Installing IT infrastructure.

Worked as a Network & Product Support from Sep - 2011 to Apr-2012 in **24/7** Customer AS a CIE, Bengaluru**.**

(Supporting to customers and end Users via remote or Email or call regarding adobe product issues)

Own servicing and Installing systems and Network product from Sep - 2010 to Sep - 2011 as Freelancer

**Professional Attainments**

* Key projects handled for Internet/Mobile Service Providers like Airtel, BSNL, IDEA, Vodafone, TATA, Aircel, and Uninor.
* Closely worked with product vendors like Huawei, Ericsson, Nortel Networks and Nokia Siemens Networks

Accomplished more than 500+ Projects at Airports, Commercial Complexes, Shopping Malls, Government Building, IT Parks, Hotels, Resorts, Hospitals, Residential Apartments, Houses, Schools, and Colleges

**Personal Details:**

Nationality : Indian.

DOB : 06 Mar 1987

Language Spoken : English, Kannada

Passport: : Available and valid, furnished upon request

Reference: : Available and furnished upon request

**Declaration:** I hereby declare that the above furnished information is true to the best of my knowledge & belief.

Date:

Place: **Bangalore** (**Shivanna H Gundanavar)**