Sivaiah T

Mobile: +91-9581260416

 Email: sivat7366@gmail.com

To work in a challenging position in a company, where I can put the skills in me to the best of my abilities and contribute towards the company's growth. To be a successful and inspiring team member through my commitment, hard work and adaptability to changes.

PROFESSIONAL SUMMARY

- In depth 9+ Years of experience on Azure IaaS, PaaS Services, PowerShell, Azure DevOps and System administration.
- Started career as Citrix Desktop Administrator and shifted into Azure infrastructure services from almost 4+ years.
- Deploy and Manage Virtual Machines.
- Knowledge of Azure Vm, Vnet, Subnet, and other services in the Azure cloud infrastructure.
- Experienced in Azure IAAS and PAAS services, Provisioning VM's, Virtual hard disks, Virtual Networks.
- Installed and configured Windows OS 2012/2016 servers.
- Knowledge of PowerShell scripting.
- Designed and Deployed the Backup and Disaster Recovery in Azure Site Recovery.
- Identify issues at Azure Vnet and VM level, and resolve as per the priority level.
- Scale up and scale down VM sizes, auto-scale.
- Worked with Terraform and scripts using Azure PowerShell during Automation and Build Process.
- Implementing recovery services. Create a backup vault, deploy a backup agent, backup and restore data.
- Major focus is on Configuration, SCM, Build/Release Management and Infrastructure as acode (IAC) along with **Azure DevOps** operations Production and cross platform Environments
- Creating Azure AD users and groups, managing role assignments.
- Managing Azure Key Vaults – Keys, Secrets and Certificate management.
- Worked on API's, for renewing the API certificate Thumbprint.
- Monitored server and application performance & tuning via various stat commands (vmstat, nfsstat, iostat etc) and tuned I/O, memory, etc.
- Designing Network Security group to control inbound and outbound rules to network interfaces, VM's and Subnets.
- Coordinating with the engineering team to create a test environment and deploy a new release/product.
- Created builds and release pipelines in **Azure Devops** and done deployments using SPN (secureendpoint connection) for implementing **CI/CD**.
- Managing, maintaining and configuring the virtual Infrastructure environment globally.
- Providing RCA for the unexpected cause/event.
- Deploying Azure VM's, Virtual networks, VMSS, Storage accounts.
- Configuration of Vnet peering, Site-to-Site and Point-to-Site Connectivity.
- Creating Backup Policies and VM backups from the Azure RSV.
- Managing Azure Security Center for the resources.
- Experience in Azure Key Vault for generating keys, secrets and certificates, Access Policies.
- Worked on Azure PaaS services like App services, Traffic manager, Azure Front Door
- Managing Azure Active Directory users like B2B and B2C Customers.
- Creating Azure Automation accounts, run books for script automations.
- Monitoring the Azure resources using Security center and Advisor. In case of no resource usage, deleting the specific for cost saving.
- Certificate installations with cross domains and specialized in solving the issues with certificates.
- End to End SFTP optimizations and error handling.

- Adding new interface configuration in storage account in tables, containers.
- Maintaining key vaults for keys, secrets for source and target apps.
- Monitoring VMs and weekly patching installation in data gateway and SFTP servers.
- Upgraded data gateway to newer versions.
- B2B and B2C APIs – API endpoints for integration with B2C & B2B applications
- Decommissioning expired flows (deleting resources, API, and related storage, integration accounts.
- Creating inbound and outbound API's between source and target systems.
- Handling and resolving client escalation on time.
- Handling ITask and completing it within the SLA.
- Handling the orders by identifying the issues and completing it within the SLA by applying the appropriate workaround using Azure Platform with appropriate flows, Resource Groups, logic apps, Storage tables etc..,
- Involved in monitoring reports like generating reports for monitoring the work going fine without any issues.
- Installing the new Server hardware, configuring with RAID. and deploying OS like Windows Server 2003,2008,2012,2016

TECHNICAL SKILLS

- **Operating Systems:**
    - Windows 2008,2012 server, Windows 2003 Enterprise Server, Windows 2000 Advance Server, Windows NT 4.0, and Windows XP,Windows Server 2012,2016.
- **System Administration:**
    - Active Directory Services, DHCP, DNS, Terminal Services; Systems Management Server (SMS).
- **Azure Administration:**
    - Azure –Virtual machines, Virtual networking, VMSS, Load Balancer, Storage accounts, Azure Active Directory, VNET peering, P2S Connectivity, S2S Connectivity, Azure monitor, Key vaults, Traffic Manager, Front Door, Security Center , Azure DevOps,**Docker and Kubernetes**

- **Citrix:**
    - Presentation Server 4.5, 5, 6.0& 6.5; Provisioning Services
    - Citrix Web Interface & Citrix Access gateway, Profile Management; XenDesktop 4.0/5.0, 5.6, 7.1, 7.6, 715; Edge sight 5.4; Citrix Netscaler.
- **VMware:**
    - Install, Configure, and Managing ESX/ESXi; Install, Configure VcenterServer, VMware View, VMware Converters.
- **Utilities:**
    - Appsense, Service Desk, Nagios, Remedy, Wireshark.

EDUCATION

- **MCA from Anna University**

- **B.Sc from Nagarjuna University**

Employment Details

Organization	Designation	Duration
Happiest Minds Technologies	Senior Technical Lead	July 2022 – Till date
Wipro Technologies	Cloud Administartor	Jan 2020 – June 2022
Virtusa Consulting Services Pvt Ltd	Consultant	Aug 2016 – Oct 2019
	Senior Engineer Service Assurance	Aug 2015 – Jan 2016

Anunta Technology Management Services BirlaSoft	Citrix Administrator	Nov 2012 – July 2015
GENPACT	System Administrator	Sep 2011 to Oct 2012

Current Experience

Organization   : Happiest Minds Technologies
 Period   : July 2022 - Tilldate
Designation   : Senior Technical Lead

ROLES & RESPONSIBILITIES :

- Creating the Branching strategy for the parallel development.
- Configuration management using Git.
- Maintaining the Repositories (includes creating, deleting).
- Providing Access Rights to users.
- Tagging or Labeling (Base version, Build, Release), Branching
- Giving support to developers and resolving troubleshooting Git issues
- Taking Backup of repositories in regular intervals.
- Base lining the project modules
- Merging the branches for integration
- Configure and maintain code base to support the build and deployment of code on services
- Administered merge, Build and deployment of the codes to all environments
- Developing the utilities scripts to effectively reduce the time and manual effort
- Responsible for setting up the environment for new developers on their machines

Previous Experience

Organization   : **Wipro Technologies**
Period   : Jan 2020 – June 2022
Designation   : Senior Engineer

ROLES & RESPONSIBILITIES :

- Managing, maintaining, and configuring virtual Infrastructure environment across globally.
- Providing RCA for unexpected cause/event.
- Deploying Azure VM's, Virtual networks, VMSS, Storage accounts.
- Configuration of V net peering, Site-to-Site and Point-to-Site Connectivity.
- Creating Backup Policies and VM backups from Azure RSV.
- Managing Azure Security Center for resources.
- Experience in Azure Key Vault for generating keys, secrets and certificates, Access Policies.
- Worked on Azure PaaS services like App services, Traffic manager, SQL Databases.
- Designing Network Security group to control inbound and outbound rules to network interfaces, VM's and Subnets.
- Designed and configured Azure Virtual Networks (VNEs), Subnets, Azure network settings.
- Worked scripts using Azure PowerShell during Automation and Build Process
- Implemented Azure Application Insights and OMS for monitoring applications and servers. Solution development for OMS Alerting Remediation
- Migrate VM's from On-Premises to Azure using Azure Site Recovery Service
- Designing Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets
- Creating custom images for windows server with requisite software and building virtual machines
- Configuration of Azure Backup vault and Recovery service vaults for backup of workloads and data
- Auto scaling and auto provisioning works in azure environment
- Troubleshoot and identify performance, connectivity and other issues for applications hosted in Azure platform
- Good Experience on troubleshooting on Function apps, logic apps and SFTP flows.

- Manage Azure subscription and management groups.
- Worked on Storage accounts network configuration based on Logic apps and Function's requirement.
- Worked on resolving Load Balancer and Application gateway issues.
- Worked on swapping the App services slots as per the requirement after unit testing.
- Working with Microsoft Support team to resolve application/server related issues.
- Process management and JIRA & SNOW ticketing tool.
- Incident response and trouble ticket handling.
- Providing information to customers and users by querying in database
- Maintaining Global relationships with various other support teams as well as business users.
- Developing strong relationships with resolver teams, application development teams, and other upstream and downstream support teams
- Supporting resolution activities and providing regular status updates to business users and define/ track remediation actions to close.
- Coordinating for outage issues through involving all the required teams in call to resolve the issues
- Analyzing root cause of problems and minimize the adverse impact
- Creating the Branching strategy for the parallel development.
- Configuration management using Git.
- Maintaining the Repositories (includes creating, deleting).
- Providing Access Rights to users.
- Tagging or Labeling (Base version, Build, Release), Branching
- Giving support to developers and resolving troubleshooting Git issues
- Taking Backup of repositories in regular intervals.
- Base lining the project modules
- Merging the branches for integration
- Configure and maintain code base to support the build and deployment of code on services
- Administered merge, Build and deployment of the codes to all environments
- Developing the utilities scripts to effectively reduce the time and manual effort
- Responsible for setting up the environment for new developers on their machines

Previous Experience

Organization	: **Virtusa Consulting Services pvt ltd**
Period	: Aug 2016 – Oct 2019
Designation	: Consultant

ROLES & RESPONSIBILITIES

Azure:

- Experienced in configuring Cloud platform such as Virtual Networks Multi-site, Cross-site, VMs, Load Balancers, Azure SQL, Cloud Services, etc.
- Designed and configured Azure Virtual Networks (VNEs), Subnets, Azure network settings.
- Worked scripts using Azure PowerShell during Automation and Build Process
- Implemented Azure Application Insights and OMS for monitoring applications and servers. Solution development for OMS Alerting Remediation
- Migrate VM's from On-Premises to Azure using Azure Site Recovery Service
- Designing Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets
- Creating custom images for windows server with requisite software and building virtual machines
- Configuration of Azure Backup vault and Recovery service vaults for backup of workloads and data
- Auto scaling and auto provisioning works in azure environment
- Troubleshoot and identify performance, connectivity and other issues for applications hosted in Azure platform
- Worked as Azure DevOps engineer.
- Build and Release management in Azure DevOps.
- Experienced in creating CICD pipelines.

PREVIOUS EXPERIENCE

Organization	: **Anunta Technology Management Services**
Period	: Aug 2015 – Jan 2016
Designtion	: Senior Engineer

ROLES & RESPONSIBILITIES

Citrix:

- Working experience on Citrix XenApp 6.0/6.5 and Citrix Access Gateway, Citrix Application delivery solutions, Web Interface configuration and Citrix Licensing.
- Secure XenApp communications using Secure ICA encryption, SSL Relay and Access Gateway and avoid or resolve common security configuration missteps with simple solutions.
- Maintaining and optimizing the data store by ensuring that using the DSMAINT command and running a consistency check using DSCHECK.
- Providing support for Printing problem
- Work experience on Xendesktop7.6
- Manage applications and data for your mobile enterprise
- Optimizing and improving performance of the XenApp farm environment like Hardware Optimization, Network Optimization, Software Optimization, Server Farm Capacity Planning and Performance Troubleshooting.
- Optimizing user session experience using display settings, HDX technologies and Profile management.
- Working on critical incidents and Preparing and maintain technical solution documents like RCA.
- Installing and configuring ESX Servers
- Responsible for Desktop Delivery through XenDesktop 7.6
- providing support for Desktop issues
- Implemented a virtual desktop environment using Citrix XenDesktop 5.0 and all integrated components such as Provisioning Server, Citrix XenApp, Active Directory, SQL Server, Licensing server, HDX 3D for Professional Graphics and VMware.
- Gathered requirements to help design and construct the base client image running on Windows XP and Windows 7 for use on a Citrix Provisioning Server 5.6 to be able to use pooled desktops
- Hands on experience on implementation and designing experience in VDI and Citrix XenDesktop.
- Identifying Pre-installation Requirements.
- Setting up the Infrastructure.
- Configuring a XenDesktop Environment.
- Managing a XenDesktop Environment.
- Creating Vdisks from the VMs running from ESX Server, Xen Center.
- Creating Desktops from the Vdisks, Management of DDC.
- Trouble Shooting the Environmental Issues with Desktops.
- Deploying VM guest operating system through Virtual Center.
- Performing the VMware server health checks.
- Creating the users and assigning rolls and permissions.
- Preparing and providing Project design documents.
- Must be able to work effectively and creatively within a team environment or independently and additional responsibilities which include mentoring the team.
- To take ownership and display a positive attitude, ability and desire to work in a dynamic group whose job it is to provide nothing but excellent service to the client.
- Capable of understanding business objectives and able to translate business goals into technical design creative problem-solving. Investigate, propose and develop innovative solutions to enhance Infrastructure operations and capabilities.
- Motivating the teammates and share knowledge regarding advanced Citrix, VMware, windows servers' experience, architect distributed application delivery solutions and provide technical support to them.
- Good knowledge on incident, change and problem management as well as ticketing tools.
- Licensing and Installing Citrix XenApp.
- Hands on experience on implementation and designing experience in VDI and Citrix XenDesktop.
- Identifying Pre-installation Requirements.
- Setting up the Infrastructure.
- Creating Vdisks from the VMs running from ESX server.
- Creating Desktops from the Vdisks.

- Administrating Citrix farms running XenApp 5/6. Carried out major projects involving application migration from PS4.5-> XenApp 5.0 -> XenApp 6.0
- Installing and Configuring Web Interface.
- Managing Applications.
- Managing and Maintaining the Server and Farm.
- Prepared base image vDisk with XenApp 5 and provisioned new servers using Citrix Provisioning services (PVS).
- Creating, Configuring, Maintaining and Troubleshooting Pooled and Assigned Desktop groups.
- Managed & maintaining application delivery infrastructure in a highly process oriented environments.
- Deployed Citrix hot fixes, rollup packs, software packages and Windows patch to Windows 2003/2008 R2 servers in Citrix farm.
- Served as Level2 escalation, providing assistance to level1 technical teams with complex issues.
- Configuring Citrix XenApp server policies for session printers and auto creation of local printers, etc.
- Publishing applications, server desktops and content with the service request rose via Ticket tool.
- Automated monitoring and reporting of numerous daily tasks as part of streamlining operations.
- Use VSphere Vcenter Server to monitor virtual machine resource usage.
- Use VMware VSphere Vcenter Update Manager to apply patches to virtual machines and also Virtual Private Networking (VPN) tools and techniques to maintain these VM's
- Managed ESX and ESXi systems through VSphere VMA for running scripts and agents
- Involved in P2V, V2V Migration as per client Requirement.
- Installing and Maintaining Vcenter Servers
- Taking regular backup of Vcenter Server machine
- Creating Resource Pools and Setting limits on CPU and RAM
- Delegating permissions on Resource Pools to users using Access Controls
- Creating Virtual Machine Templates.
- Monitoring Server Health Status of the CPU processors, Memory, Fans, Temperature and Voltage
- Setting up and troubleshooting features like HA/FT/DRS with EVC for the Virtual Machines for business continuity.
- Configuring Virtual Switches, Port groups and setting up Layer 2 Security Policies for Virtual Networks.
- Setting up Alarms/alerts for the infrastructure changes.
- Troubleshooting issues related to Virtual Machine VMotion, snapshots, clone and converter.
- Creating daily report on resource usage and resource availability
- Deploying virtual desktops with automated pools and Manual Pools on client requirement Refreshing and recomposing the automated pools.

PREVIOUS EXPERIENCE

Organization   : Birlasoft
Period   : Nov 2012 – July 2015
Designtion   : Citrix Administrator

ROLES & RESPONSIBILITIES
Citrix:
- Working experience on Citrix XenApp 5.0/6.0/6.5 and Citrix Access Gateway, Citrix Application delivery solutions, Web Interface configuration and Citrix Licensing.
- Secure XenApp communications using Secure ICA encryption, SSL Relay and Access Gateway and avoid or resolve common security configuration missteps with simple solutions.
- Maintaining and optimizing the data store by ensuring that using the DSMAINT command and running a consistency check using DSCHECK.
- Providing support for Printing problem

- Implementing POC on Xenmobile MDM,Xendesktop7
- Manage applications and data for your mobile enterprise
- Optimizing and improving performance of the XenApp farm environment like Hardware Optimization, Network Optimization, Software Optimization, Server Farm Capacity Planning and Performance Troubleshooting.
- Optimizing user session experience using display settings, HDX technologies and Profile management.
- Working on critical incidents and Preparing and maintain technical solution documents like RCA.
- Installing and configuring ESX Servers
- Responsible for Desktop Delivery through XenDesktop
- providing support for Desktop issues
- Implemented a virtual desktop environment using Citrix XenDesktop 5.0 and all integrated components such as Provisioning Server, Citrix XenApp, Active Directory, SQL Server, Licensing server, HDX 3D for Professional Graphics and VMware.
- Gathered requirements to help design and construct the base client image running on Windows XP and Windows 7 for use on a Citrix Provisioning Server 5.6 to be able to use pooled desktops
- Hands on experience on implementation and designing experience in VDI and Citrix XenDesktop.
- Identifying Pre-installation Requirements.
- Setting up the Infrastructure.
- Configuring a XenDesktop Environment.
- Managing a XenDesktop Environment.
- Creating Vdisks from the VMs running from ESX Server, Xen Center.
- Creating Desktops from the Vdisks, Management of DDC.
- Trouble Shooting the Environmental Issues with Desktops.
- Deploying VM guest operating system through Virtual Center.
- Performing the VMware server health checks.
- Creating the users and assigning rolls and permissions.
- Preparing and providing Project design documents.
- Must be able to work effectively and creatively within a team environment or independently and additional responsibilities which include mentoring the team.
- To take ownership and display a positive attitude, ability and desire to work in a dynamic group whose job it is to provide nothing but excellent service to the client.
- Capable of understanding business objectives and able to translate business goals into technical design creative problem-solving. Investigate, propose and develop innovative solutions to enhance Infrastructure operations and capabilities.
- Motivating the teammates and share knowledge regarding advanced Citrix, VMware, windows servers' experience, architect distributed application delivery solutions and provide technical support to them.
- Good knowledge on incident, change and problem management as well as ticketing tools.
- Licensing and Installing Citrix XenApp.
- Hands on experience on implementation and designing experience in VDI and Citrix XenDesktop.
- Identifying Pre-installation Requirements.
- Creating Vdisks from the VMs running from ESX server.
- Creating Desktops from the Vdisks.
- Administrating Citrix farms running XenApp 5/6. Carried out major projects involving application migration from PS4.5-> XenApp 5.0 -> XenApp 6.0
- Installing and Configuring Web Interface.
- Managing Applications.
- Managing and Maintaining the Server and Farm.
- Prepared base image vDisk with XenApp 5 and provisioned new servers using Citrix Provisioning services (PVS).
- Creating, Configuring, Maintaining and Troubleshooting Pooled and Assigned Desktop groups.
- Managed & maintaining application delivery infrastructure in a highly process oriented environments.
- Deployed Citrix hot fixes, rollup packs, software packages and Windows patch to Windows 2003/2008 R2 servers in Citrix farm.
- Served as Level2 escalation, providing assistance to level1 technical teams with complex issues.

- Configuring Citrix XenApp server policies for session printers and auto creation of local printers, etc.
- Publishing applications, server desktops and content with the service request rose via Ticket tool.
- Automated monitoring and reporting of numerous daily tasks as part of streamlining operations.
- Documenting Enterprise applications setup and solutions for complex level 2 issues.

VMware

- Configured & Deployed ESX/ESXi server in corporate production environment.
- Implementation of VSphere, users and groups management.
- Perform system trouble-shooting, performance tuning and capacity planning.
- Use VSphere Vcenter Server to monitor virtual machine resource usage.
- Use VMware VSphere Vcenter Update Manager to apply patches to virtual machines and also Virtual Private Networking (VPN) tools and techniques to maintain these VM's
- Managed ESX and ESXi systems through VSphere VMA for running scripts and agents
- Involved in P2V, V2V Migration as per client Requirement.
- Installing and Maintaining Vcenter Servers
- Taking regular backup of Vcenter Server machine
- Creating Resource Pools and Setting limits on CPU and RAM
- Delegating permissions on Resource Pools to users using Access Controls
- Creating Virtual Machine Templates.
- Monitoring Server Health Status of the CPU processors, Memory, Fans, Temperature and Voltage
- Setting up and troubleshooting features like HA/FT/DRS with EVC for the Virtual Machines for business continuity.
- Configuring Virtual Switches, Port groups and setting up Layer 2 Security Policies for Virtual Networks.
- Setting up Alarms/alerts for the infrastructure changes.
- Troubleshooting issues related to Virtual Machine VMotion, snapshots, clone and converter.
- Creating daily report on resource usage and resource availability
- Deploying virtual desktops with automated pools and Manual Pools on client requirement Refreshing and recomposing the automated pools.

PREVIOUS EXPERIENCE

Organization	:	GENPACT
Designation	:	System Administrator,
Duration	:	Sep 2011 to Oct 2012

Citrix:
- Administering Citrix farms running XenApp 5/6. Carried out major projects involving application migration from PS 4.5 -> XenApp 5.0 -> XenApp 6.0

- Good Exposure on Appsense and User profile Management.

- Administration of Web Interface & Secure gateway.

- Devising and implementing a proactive monitoring strategy for Citrix environment.

- Administration of Citrix XenApp 6.0 Sound Knowledge on Access Management console and XenApp Advanced Configuration Tool.

- Understanding on Farms, Zones, Server load, Load Balancing and Load evaluators.

- Expertise in Installation, Maintenance and troubleshooting of various Standard Build Windows operating systems like, WinNT, Win2000, WinXP, Win2003 Server and Vista, Windows7.

- Working Experience on Bank Applications, Development Applications and Database Applications.

- Working experience on Citrix PS 4/4.5 & XenApp 5.0/6.0 and Citrix Access Gateway, Citrix Application delivery solutions, Web Interface configuration and Citrix Licensing.

- Citrix Infrastructure management, Citrix Access Gateway deployment.

- Implemented a virtual desktop environment using Citrix XenDesktop 5.0 and all integrated components such as Provisioning Server, Citrix XenApp, Active Directory, SQL Server, Licensing server, HDX 3D for Professional Graphics and VMware.

- Gathered requirements to help design and construct the base client image running on Windows XP and Windows 7 for use on a Citrix Provisioning Server 5.6 to be able to use pooled desktops.

- Hands on experience on implementation and designing experience in VDI and Citrix XenDesktop.

- Identifying Pre-installation Requirements.

- Setting up the Infrastructure.

- Configuring a XenDesktop Environment using Provisioning services.

- Installing and configuring windows server 2003 and 2008 r2.

- Good Knowledge and experience Deploy and Manage Virtual Machines.

- Expertise on Creating virtual machines, install operating systems inside VM's and install tools and configure these virtual machines based on customer requirements.

- Installing, configuring, administrating citrix XenApp and XenDesktop.

- Managing group policy objects based on users requirements.

- Troubleshooting issues related installation, configuring, application publishing in XenApp and desktop publishing in XenDesktop.

- Creation and management of Users, Groups and OU's in Active Directory.

- Deployment of Group Policies on the OU's as per he organization structure needs.

- Configuration of Software distribution deployment through group policy.

- Hands on experience on implementation and designing experience in VDI and Citrix XenDesktop.

- Identifying Pre-installation Requirements.

- Configuring a XenDesktop Environment.

- Managing a XenDesktop Environment.

- Creating Vdisks from the VMs running from ESX server.

- Creating Desktops from the Vdisks.

Windows:
- Installing and configuring Windows 2003/2008 server.
- Installing and configuring Active Directory Services.
- Managing and implementing various services such as DNS, DHCP and RAS.
- Taking backups of files, folders and ADS.

- Creating users/groups manage permissions and administrator rights.

- Ability to create shares and give user access to the share folders.

- Ability to create and modify group policies. Design and implementation.

- Security Audit and Testing.

- System trouble shooting, Hardware & Software updating, Antivirus and monitoring tools installation.

- Adding new systems in the Domain network and Outlook configuring.

- Maintained users, Troubleshooting Desktop, laptop and printers.

- Troubleshooting TCP/IP & LAN Solutions.

- Done duty as front line support technician for more than 50 end users.

- Management and configuration of Active Directory.

- Management of backup and recovery process and administration.

- Installed complex hardware and software and upgrades to ensure work is performed as per the company policy.

- Performed system startups and shutdowns.

(Sivaiah T)