Nilesh Thakare

 **Client Services Principal**

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* Competent, diligent & result oriented, **Oracle Cloud Architect Certified Professional with an** **experience over 14+ years** in Maintaining deep technical knowledge of **multiple** **technologies/Clouds within various customers environment,** which Includes recovery of customers critical applications over the on prem & cloud.
* Solutions Architect/Client Services Principal is a lead technical customer management position working on SgAS’s large, complex accounts. I am responsible to direct the design, implementation, and lifecycle management of SgAS solutions, leading a support team comprised of subject matter experts from multiple platforms, operating systems, storage, and network technologies. As a trusted advisor, I provide strategic business and technology support/counsel to customers across both their production and recovery environments. **As Client services Principal, I am responsible for relationship development and management across key internal and customer stakeholders and executives to help translate their business needs into action.**
* Thorough expertise in system and network administration on AWS, Azure and on prem infra includes **Recovery of customer’s critical applications, planning and maintenance of IT infrastructure using change & incident management leveraged in ITIL workflow,** Established communication, relationship building & interpersonal abilities in conjunction with potentials to multi-task & adapt true team leader with superlative leadership traits.
* Provide technical leadership and accountability for shared infrastructure hosted on AWS, Azure, Oracle Cloud, VMware, OVM & Solaris – Linux platforms.
* Independently handling & Architecting customers environment & driving solution across multiple stakeholders includes CAPEX/OPEX Model.
* Conduct regular service review meetings with client, SLA Management and Reporting, Service Reviews (Operational, Financial) & Quarterly Business Reviews.
* Work across Sungard AS internal teams, including Operations, Service Management, Project Management and Sales to facilitate effective and efficient cost optimized solution which could best suits customers requirement.
* Owns, develops, and supports growth of the client relationship within Sungard and acts as the voice of the client.
* Working on Sales RFC’s to true up contract and get legal agreement from customers.
* Offer technical and strategic direction to assist each customer in the development of upgrade or expansion plans to accommodate business needs using Agile model.
* Involved in helping customers by providing solutions, guidance and identifying roadblocks for the cloud services which includes datacenter migration from on prem to cloud.
* Work with other AWS services like Amazon Elastic Compute Cloud (EC2), Amazon S3 (Simple Storage Service), Amazon IAM (Identity and Access Management), Amazon DynamoDB (NoSQL database), Amazon Virtual Private Cloud (VPC) and few more.
* Working closely with various teams to perform capacity planning, VPC tunneling, Network config, agent installation (Cloud Endure), replication (Rsync/Robocopy).
* Prepare case studies based on lessons learned during DR test.
* Working closely with customer to perform DR Test booking, Proof of concepts and resource alignment.
* Preparing Post Test reports to document encountered issues and prepare remediation plan and close the deal.
* Relationship management incl. customer communication (communication plan, support plan, onboarding activities, escalation management, transitioning process)
* Architecting and redesigning the solution to move Customer existing infrastructure on Oracle VCN and Hybrid clouds. Cross connecting resources over the VPC/VCN using VPC/VCN Peering.
* Optimizing the resource utilization by setting up neutral RPO & RTO for disaster recovery. Design & executing DR test using native vsphere SRM.
* Managing customer documentation using secured SharePoint access portal.
* Design a hybrid architecture using key AWS/ Azure technologies (e.g., VPN, AWS Direct Connect)
* Ability to manage and grow existing enterprise customer relationships by delivering proactive, relationship-based support
* 7-10 years of experience as support or development consultant for Platform-as-a-Service (PaaS, SaaS) provider or hosting services.
* Architecting customers environment from the scratch in view of cost optimization leveraging high performance on the mapped applications.

**TECHNICAL ACUMEN:**

**Operating Systems:** AS-400,RHEL Linux-4/5/6/7, Aix, HPUX, SuSe Linux, OVM, Solaris

**Clusters & Backup:** Vcs, SIOS, Redhat, Suse, SAP HANA (RAC), Commvault, Tivoli

**Networking:** CiscoVPN**,** Configuring NIC, Bonding and routing, Vlan mapping

**Cloud & Servers:** AWS,Azure, OCI, VMC on AWS, Vmware, IBM AS-400

**Storage:** Emc Multipathing, Netapp (snap mirror), HP 3PAR

**Ticketing & Monitoring:** HP service center, Remedy, Oracle, HPOMI, service now

**AWS Services:** VPC, EC2, Lambda, DynamoDB, S3, Route 53, EMR, CloudWatch Cloudtrail- cloudFront, RDS, IAM, SNS & Redis

**Trainings:**

Completed trainings on AWS Solution Architect, Oracle Cloud infrastructure, SuSe Cluster, VCS, HP 3PAR, HP OMI, OVM.

Delivered Technical trainings on Linux Veritas cluster, AWS Fundamentals, Oracle OVM, Oracle Cloud Infrastructure, SIOS cluster, Business communication, etc.

**ORGANIZATIONAL EXPERIENCE**

* **Working with Sungard AS** since 29th June 2017 as **Technical Account Manager**.

**Project**: Managed Recovery Program **Job Title:** Client Services Principal

* Mentoring and managing complex infrastructure & working as Solution architect for multiple customers to manage their infrastructure hosted on prem and Hybrid cloud platforms.
* Primary point of contact for all complex performance & functional troubleshooting changes and major Critical Incidents. (Change, incident, Problem & Project management).
* Assist customers manage the growth of their virtual environment while identifying opportunities to leverage various technologies (Aws, Azure, VMware, Wintel, Storage, Linux, and Cluster) across multiple lines of business, which includes life cycle management.
* Working with Sales team to architect customer’s environment coping with architecting customers environment with coordination of Compute, Network, Backup, Database & tools teams.
* Perform consultative reviews of architecture, process and organizational plans pertaining to Sungard AS supported assets.
* Experience with developer workflows and continuous integration (CI) and continuous deployment (CD) paradigms.
* Perform Data center migration over AWS using (AWSCLI), OVM & Solaris Sparc environment. Deploying EC2 instance using CloudFormation templates.
* Create 12-month rolling roadmaps of preventative maintenance programs and plan/schedule required change execution.
* Articulating plan for migrating existing customer environment with optimal performance and security in mind on public/ Private/ Hybrid Cloud infrastructure by configuring (Transit Gateway VP, AWS Direct Connect)
* Rich experience on administration of multiple operating systems including Solaris/LINUX, Windows, Oracle virtualization, network administration including firewalls, security and routing, storage administration and backup services.
* Articulate plan for Recovery using Azure native Site recovery tool, preparing infra using assessment report.
* Experience with Docker, Kubernetes, Open switch, Red Hat Middleware, Apache Tomcat, Node.js, Ruby (web frameworks), Python (web frameworks), Microsoft Azure, and .NET
* Conducting and architecting Secure, scalable, and reliable environment to manage all customer workloads.
* Worked with **Capgemini Technologies since 04th Jan 2016 as Sr Consultant.**

 **Project**: Germany NL **Job Title**: Sr Consultant

* Responsible to deliver Services engagements including Designing, Implementation, Health Checks, Service Delivery, POC, Knowledge transfer & Technical documentation on Symantec Netbackup, Enterprise Vault, VCS, Symantec Desktop and Laptop option and Symantec Backup exec.
* Providing Project management for delivery including conducting Kick off meeting, Client engagements to provide updates on Project process, Resource utilization report, Point of contact for first level escalation, Preparing presentation, Showcasing the improvements pre and post deployment, Managing Project sign offs and Technical sign offs.
* Preparing SOP & SOW in conjunction with customer requirement.
* As a project manager role to plan, schedule and execute all stages of enterprise software, hardware, and system implementations. Assessed business implications for each project phase and monitored progress to meet deadlines, standards, and cost targets.
* Architect backup designs based on customer requirements for integration and acquisitions
* Providing backup and Infra solutions using Cloud native technologies.
* Lifecycle management for existing and driving customer calls for their future roadmaps.
* Config IBM Tivoli for backup & NetBackup, cacti, cfg2html, Nagios for graphs.
* Worked on updating manifests on puppet master to roll out changes on nodes.
* Creating and configuring network vlan’s using UCS manager.
* Conducting review calls with customer and Platform architects to ensure smooth recovery of their applications.
* Working experience on OVM GUI, CLI to manage, update customer environment.
* Expertise in configuring sftp/ftp configuration using samba/CIFS share.
* Experience on powerbroker to limit application access to specified users and auditing.
* Perform initial or secondary investigations and respond to online and phone support requests
* Deliver key portfolio updates and assist customers with upgrades
* Manage customer cases and maintain clear and concise case documentation
* Create customer engagement plans and keep documentation on customer environments updated
* Ensure high level of customer satisfaction with each qualified engagement through the complete adoption life cycle of our offerings
* Vendor engagement (Oracle, Hp, Red hat, AWS, MS-Azure) for datacenter management to ensure the health of DC.
* Worked with Atos from Jan 2015 to Dec 2015 as **IT Consultant**.

**Project**: Pfizer Job Title: **IT Consultant**

* Worked on Powerbroker to manage user access and authority on file system.
* Managing team of UNIX engineers to work across various technical front.
* Using powerbroker to limit access for the users and shares.
* Worked on ansible for deployment & update applications on Dev/Prod servers.
* Conduct regular service review meetings with client, SLA Management and Reporting, Service Reviews (Operational, Financial)
* Change request management in the client lifecycle, Identify / manage roll-in request for new services
* Contract compliance and Risk management (project and business risks)
* Customer and internal escalation management
* Worked with Mphasis an Hp company from July 2014 to Dec 2014 as **Lead infrastructure UNIX engineer.**

**Project**: Sabre **Job Title**: Lead UNIX Engineer

* Maintaining and Troubleshooting of SFTP Server, Samba Server, autofs, NFS and network issues. Building server with HPOA, HPSA and HP server provisioning.
* Contribute internally to the Red Hat team, share knowledge and best practices with team members, contribute to internal projects and initiatives, and serve as a subject matter expert (SME) to mentor for specific technical or process areas.
* Worked on configuring vcs HA cluster, configuration change which includes adding disk into fencing, adding-removing disk in disk group.
* Working closely with various vendors (Oracle, HP, Red hat, Novell) for (RCA) analysis. Performance/Kernel tuning.
* Worked on Ganglia for graphical representation of resources (gmond & gmetad).
* Lead Data Protection Capacity Planning and trending and implement plan to address capacity needs
* Provide L4 support to L2 and L3 support teams
* Develop and manage peer level client relationships, ensuring ongoing client satisfaction focus from all team members, quality assurance and potential follow-on sales opportunities.
* **Worked with Synechron Technologies Pune as Sr. Associate IT operations from March 2012 to June 2014**

**Project**: Real Media 24/7 **Job Title**: Sr Associate

* Patching of Linux servers, sound Knowledge of common protocols such as SNMP, TCP-IP, HTTP, HTTPS, SMTP, NTP, LDAP, DNS, NFS and FTP.
* Building & configuring Red hat Linux systems over the network, configuring scripts through crontab. Working on incident, change and problem management under ITIL workflow
* Creating, mounting, growing, shrinking system partition using VERITAS Volume manager and managing Cluster environment using VERITAS Cluster suite.
* Installing and configuring Redhat Linux locally or over the network-kick start (nfs, ftp, http) PXE booting.
* **Worked with Mphasis as Technical Associate from Mar 2010 to Mar 2012. Project**: Bank of America & AHOLD **Job Title**: Sr Associate
* Troubleshooting on two node Red Hat Cluster Conga (configured-Luci-Ricci)
* Create and Modify file systems, Logical Volume, Physical Volumes, Volume Group (LVM)
* RPM installation/upgrade, File Permissions & Special Permissions
* Using performance monitoring tools like vmstat, top, iostat, sar & nfsstat
* Ability to manage and grow existing enterprise customer relationships by delivering proactive, relationship-based support
* Documenting tickets with pertinent information and preparing plan of action on it.
* **Two years of professional experience in Wipro as Sr. Associate (February 2008 to Mar 2010) Project**: EMC2 **Job Title**: Technical Associate

•User administration and file system administration on AIX 5.3 & Linux.

•File system creation with LVM (Vgcreate, vgextend, vgreduce, Xfs grow)

•Configuration of iSCSI with iSCSI-Target and iSCSI-Initiator. Documenting all the technical information and preparing best practice documents by gathering all the pertinent information from various customers.

**EDUCATIONAL QUALIFICATION**

1) Awarded certificate in PGDIT (**Post Graduate Diploma in Information Technology**) from Symbiosis College Pune.

2) Nagpur University, Nagpur, Awarded BCA in the year of 2007 secured 59.53%

3) G.S. Commerce College, Nagpur, Awarded H.S.S.C in the year of 2004 secured 67.53 %

4) Industrial Technical Course in electronics, Nagpur, awarded certificate in the year of 2002 secured 67%

5) Jupiter High School, Nagpur, awarded certificate S.S.C in the year 2000 secured 56%

 **Personal Details**

Name: Nilesh Rajendra Thakare Date of Birth: 10th August 1984

Gender: Male Passport: K4103946 EOL:2022

Professional and personal references furnished upon request. I hereby declare that the above details furnished by me are true to my knowledge.

**NILESH THAKARE**