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# Objective:

Seeking assignments in Microsoft Technologies with organizations where I can utilize my technical skills in an efficient way to accomplish the company goals.

**Career Summary:**

* 10 years of System Administration experience including installation, administration and maintenance of Windows Server 2008 R2, 2012, 2016, IIS, SQLServer environments.
* Presently associated with **Orion Business Innovation** as **Senior Operation support Engineer.**
* Providing high-end technical support on below mentioned technologies with multiple different environments and ensuring high customer satisfaction levels through prompt response of their problems.
* Good communication and strong interpersonal skills with quick adaptability to new environment.
* Must be highly self-motivated and directed with the ability to work independently in a fast-paced environment

**Technical Expertise:**

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| --- | --- |
| **Cloud Environment** | Microsoft Azure |
| **Operating System:** | Windows 2016, 2012, 2008 R2, RHEL 8 |
| **DB Administration** | MS SQL Server 2016, 2014, 2012, 2008 R2 |
| **Application Server** | IIS 7,7.5,8.5 |
|  **Deployment Tools** | CA SiteMinder, CA DSM, BigFix |
| **Load Balancer** | F5 LB, Citrix NetScaler |
| **Monitoring Tools** | SCOM, Splunk, SolarWinds, WhatsUp Gold, Redgate, Nagios |
| **Automation** | PowerShell & Azure CLI |
| **Ticketing Tools** | HP QC, Service Now, JIRA, Manage Engine |
| **Hardware** | IHP SERIES, DELL / IBM, HP BLADE |

**Certifications:**

[**Microsoft Certified Professional**](https://www.youracclaim.com/badges/043d0367-5d71-47d8-9e88-db9f7e86f20a/public_url)

[**Microsoft Certified: Azure Fundamentals**](https://www.youracclaim.com/badges/641ef9b8-d437-454c-92f3-584606d4346d/public_url)

[**Microsoft Certified: Azure Administrator Associate**](https://www.youracclaim.com/badges/80cae3c9-5d59-41f3-937d-e186c6501a50/public_url)

[**Red Hat Certified System Administrator**](https://rhtapps.redhat.com/certifications/badge/verify/ZBVG2556TE7FBPGDIBA6W34MB4AEQU3CUPSQX2KSDXT6RW46LQ3T7ULZ55KZZ56SKO7EQ3ETTLYZQ4U5NQYTCNA62RUWOCM34WWBUYQ%3D)

**Orion Innovation (Client: KPMG) - Nov, 2019 to till date**

**Roles and Responsibilities as Senior Operation Support Engineer:**

**Azure Support Engineer:**

* Perform systems monitoring to provide proactive alerting and historical performance records
* Assist in troubleshooting network and storage issues and make recommendations for growth
* Assist in the development and implementation of standardized infrastructure practices and procedures
* Assist with the development of formal sales plans and proposals for assigned opportunities
* Working knowledge of networking protocols such as HTTP, DNS, and TCP/IP
* Work closely with Cloud Operations to produce resilient, secure, high-performance services

# Windows Server & AD Administration:

* Provide L2 support including troubleshooting, administering and service restoration for Windows 2008R2, 2012 and 2016 operating systems.
* Provide Problem Management support, including RCA (root cause analysis) for client impacting incidents.
* Implemented and Administered Change Management related to patch installation, server upgrades and software installation
* Performed Release to Production Acceptance through Release Management.
* Troubleshoot and Administer Active Directory (AD), DNS and Group Policy Object (GPO) issues.
* Strong implementation knowledge of Hyper-V and VMware.
* Strong knowledge of installing, configuring, tuning, maintaining and monitoring servers.

# Internet Information Services:

* Configuring IIS with multi sites hosting
* Migrating websites between IIS Servers & Backup of IIS Metabase file.
* Implementing SSL binding for the multiple websites.
* Importing Third party certificates in websites and configuring SSL.

# Linux Support Engineer:

* Install, configure, update and troubleshoot services for customers, such as RedHat Linux OS level concerns, web server, database server and applications server.
* Supports, configures, and automates the deployment of Linux infrastructure through Ansible tower and playbook.
* Good hands-on experience of system administration functions from initial provisioning, application deployments, performance tuning and troubleshooting to production support.
* Experienced in configuring LVM, Samba share, NFS, RSYNC, Kerberos, SELinux.
* Deploying and Managing the container orchestration using Kubernetes.

**HTC Global services (Client: Gates Corporation) - Jan, 2019 to Nov, 2019**

**Roles and Responsibilities as Senior Analyst:**

* End to end Administration on Production environment.
* Maintain System Security with regular MS patching (WSUS, SCCM)
* Working on various virtualizations (Hyper-V, VMWare)
* Install, Configure and Maintain IBM, HP and Dell Rack Servers.
* Using monitoring tools (such as SolarWinds, WhatsUp Gold) to oversee multiple Wintel systems and networking devices operating within a defined support operations area.
* Troubleshoot Wintel systems with remote technology such as iDRAC and RDP
* Isolate and diagnose common Wintel system problems and document system events to ensure continuous functioning
* Coordinate and monitor troubleshooting, testing, upgrades, and configuration of Wintel (Windows / VMware) system files and services

**BA Continuum India Pvt Ltd - April, 2014 to Jan, 2019**

**Roles and Responsibilities as Senior Software Engineer:**

* End to end Administration from Pre production – Production.
* Worked with incident cases (HP QC) and fixing the issues reported by Application Dev & Testing & Monitoring teams.
* Collaboration with Release management team.
* Tracked the RCA and implement the same in Pre-production.
* Worked on Background activities for all Project Audits.
* Support for Business continuity plan.
* Hands-on experience on Ansible and Ansible Tower as Configuration management tool, to automate repetitive tasks, quickly deploys critical applications, and proactively manages change.
* Setting up continuous integration and formal builds using Ansible with Artifactory repository.
* Automated the build and release management process including monitoring changes between releases.
* Used Ansible Playbooks to setup Continuous Delivery Pipeline and to document all infrastructures into version control.
* Conducted Training to team on the new projects and technologies.
* Prepared KT documents for future reference.

**Helios and Matheson information technology ltd - Oct, 2012 to April, 2014**

Worked as a contractor in Bank of America continuum India from the vendor Helios and Matheson Information Tech ltd

**SOS Online Backup Solution Pvt Ltd - Jan, 2010 to Oct, 2012** (In 2012 the company changed its name to **Infrascale, Inc**)

**Roles and Responsibilities as Senior Software Engineer:**

* Primary Contact for all Data Center activities and Managing 200+ Servers.
* Primary Authoritative person for in and out of Network and System related Materials.
* Reviewing Server Checklist Reports, Operational Reports.
* Monitoring the Server & Application through SCOM & HP Site scope.

**Achievements:**

* Achievement of Appreciation Best Engineer Award at SOS.
* Successfully Completed a POC from offshore for DIF environment implementation at US and primary point of contact for the project.
* Achievement of Appreciation 1 Gold Award and 4 Silver Awards (2018) at BA Continuum India Pvt Ltd.

**Educational Proficiency:**

* **B.E Electronics and Communication Engineering (2009)**

 Anna University.

* **M.B.A Information Technology (Pursuing)**

Tamil Nadu Open University

**Declaration**:

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.

 Siva Kanniappan