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Surendiran Ponnusamy

PROFESSIONAL SUMMARY

As an IT Professional 12.5 years of experience, including, versatile and hands-on infrastructure Operations and Technical Team lead who Leads and manages the Cloud and Infrastructure team to design and implement as well as support and migrate successful IT projects that align business and IT objectives and deliver rapid results followed by ITIL process.

TECHNICAL SKILLS SUMMARY

- **Cloud Infrastructure & Automation –** AWS, Azure, GCP,O365 Cloud and Azure AD & Onprem Active Directory, DHCP and DNS.
- **Cloud Services –** Ec2, Cloudwatch,S3,Datasync,AWS Application Migration Tool,ECS,EKS,PAAS.
- **Build & Config Management Tools** – GitHub, Jenkins and Terraform and Cloud Formation.
- **Operating System** - Windows Servers up to 2016,2019 with IIS / Office 365 / Exchange 2016 / Ubuntu Linux / Red Hat Enterprise Linux/ CentOS.
- **Hypervisors/Virtualization Technologies -**VMware ESX/ESXi 6.7,7.0, VMware Workstation, Citrix XenApp/Xen Desktop 6.0, Hyper-V and CISCO UCS.
- **Databases –** MS SQL, Db2 and SQL.
- **Applications –** BigFix Patching, DigiCert, Proofpoint, Symantec Backup Exec, Veeam Backup, SCCM, WSUS, Service Now, Fresh Service Remedy, JIRA and Citrix applications and vSphere PowerCli, AD Manger and Tanium.
- **Scripting –**PowerShell, C#, JSON, YAML,CFT.
- **version control system –** VSS and GitHub
- **Monitoring Tools –**SolarWinds**,** SCOM, MOM, Nagios, Zenoss and Tivoli.
- **Hardware's -** HP C7000 Enclosure, HP Gen 8 Blade Servers, HP DL series servers and DELL Servers.

MANAGEMENT SKILLS SUMMARY

- IT infrastructure & standardization
- Business Transformation solution
- Risk Management & Risk Mitigation
- Strategic Planning & Tactical Execution
- Business Continuity & Systems Security
- Budget Management & Cost Containment

- ➢ Team Collaboration, Coaching, & Motivation
- ➢ Leadership & Performance Enhancement
- ➢ Senior technical resource for escalation of operational IT issues

EXPERIENCE SUMMARY

Tech Lead / System Engineer – Senior (Global Title)   **Sep2020– Current**
Likewize India Pvt Ltd.

Role:

Top-performing Team leader with consistent promotional career track supporting a wide range of Global IT services including Cloud, Devops, Networking, Infrastructure Support, Data Center, Help Desk, and Technical Support. Determine and adapt business requirements to IT solutions that support the business needs in Asia Pacific and EMEA&USC region across the IT infrastructure, supporting users to increase efficiency of business operations. Maintain strong vendor relationships, develop statement of work, and implement strategic negotiations for improved services.

- ➢ Design, develop, and deploy modular cloud-based systems
- ➢ Worked on Cloud Migration from Datacenter to Cloud and Azure to AWS Cloud.
- ➢ Develop and maintain cloud solutions in accordance with best practices
- ➢ Ensure efficient functioning of data storage and process functions in accordance with company security policies and best practices in cloud security
- ➢ Identify, analyze, and resolve infrastructure vulnerabilities and application deployment issues
- ➢ Regularly review existing systems and make recommendations for improvements
- ➢ Interact with clients, provide cloud support, and make recommendations based on client needs
- ➢ Experience of Deploy and administering of Windows/Linux Servers in AWS Cloud, AWS PAAS and AZURE Cloud Services, AD, DNS, DHCP, VMware, Linux and Microsoft Office 365 like Exchange Admin and Teams Admin.
- ➢ Worked on AD migration to Azure AD cloud and O365 Exchange Migration
- ➢ Managed global teams including up to 15 direct and indirect reports; developed staffing plans, managed workloads, defined deliverables, hired resources, conducted performance reviews, and ensured compliance with established company policies.
- ➢ Captured 60% in cost savings through a virtualization project that substantially reduced the carbon footprint from over 15 servers to less than 5 servers supporting the entire Asia Pacific and EMEA region.
- ➢ Spearheaded the AWS Server Cost consolidation and migration project—reduced server usage: improved performance and reduced maintenance efforts of engineering staff.
- ➢ Championed a new, virtual support team for level II support—provided Regional support and substantial cost-savings.

Senior Consultant   **Dec 2018 – Feb 2020**
Infosys Pvt. Ltd
Clients: TEMASEK, KMART

Role:

- Working as an offshore Team lead and managing and supporting to clients
- Design & Implement IT infrastructure solutions in AWS and AZURE Cloud
- Provide business development support by assisting in RFP/ RFI response drafting- presentations- collateral creation and formulating recommendations
- Prepare project plan and deliver as per plan
- Provide technical expertise across **AWS** practice
- Understand industry trends and developments- and work towards attaining domain / industry expertise based on this understanding
- Help account teams to mine existing accounts
- Individual contribution to manage a significant stream of work independently

❖ Amazon Web Services:

- Amazon Cloud implementation using EC2, VPC, S3, EBS, Autoscaling, Load Balancing, RDS, ECS, EKS, LAMBDA.
- Managing a team of 20 members to do implementation based on the design developed
- Guiding and mentoring MSS team for project handover
- Database design and implementation using Amazon RDS
- Cloud Automation using Cloud Formation
- Identity and Access Management in AWS using IAM
- Cloud Monitoring using AWS Cloud Watch
- Service Management design and implementation ITIL V3
- Virtualization design and implementation using Hyper-V and VMWare
- Architect and designing of AWS, Azure Cloud and Microsoft Private Cloud
- AWS cloud services: EC2, Auto Scaling, Elastic Load balancing, EBS, S3, RDS, VPC, Route53,AWS Application Migration Service AWS MGN.
- Cloud Formation, Cloud Watch, Glacier, Direct Connect, SQS, SNS, IAM, Elastic Cache

❖ Linux Administration:

- Installation of Linux OS (All Major Linux Distribution) and update OS without losing data.
- set repository and Install packages and update to its stable version.
- Create, Delete and modify user and groups
- Have comfortable with CLI, and perform major task using CLI.
- Manage file system permissions for users and groups and apply system policy.
- File sharing for windows and Linux (samba, NFS)
- should be able to work remotely without GUI and understating of SSH.
- Must keep back up of important data.
- Manage networks and printers
- Installation of web servers (Tomcat/Apache) and necessary softwares.
- keep record of changes and able to solve problem quickly.

Sr. Systems Engineer specialist (Offshore Lead)   **Sep 2013 – Jul 2018**

FIS Global Business Solutions India Pvt Ltd
Clients: Webster, FIS, FNFG, FNF

Role: Working as a **Senior System Engineer Specialist as Tower Lead** of Chennai –RIM and responsible to deliver the agreed SLA on below domains and projects,

- ➢ Amazon Web Services (AWS) cloud computing Administration
- ➢ VMware ESXi 5.5
- ➢ Infrastructure server's stability and Availability
- ➢ Wintel Server and Linux Server Administration
- ➢ IIS Server Web Hosting.
- ➢ Citrix XenApp 6.0
- ➢ Requirements Analysis and Project Delivery and Team Management

❖ **Amazon Web Services:**

- ➢ Deploying, managing and operating scalable, highly available, secure, and fault tolerant systems on AWS.
- ➢ Define and implement end-to-end processes with clear roles and responsibilities for our Cloud Operations Team, as well as oversee the adherence to these processes.
- ➢ Continuously review and enhance processes and operating procedures needed to maintain the most cost effective enterprise-grade cloud infrastructure.
- ➢ Migrating existing on-premises applications to AWS, Evaluating and improving existing AWS deployments.
- ➢ Implement and standup the cloud environment in Amazon Web services by Provisioning New EC2 Instances, RDS, S3, EBS Instances as per the Architectural design and requirement.
- ➢ Working with S3, EBS, RDS, Glacier, CloudFront, IAM, ELB, CloudWatch, Cloud Formation, AWS Direct Connect, Amazon Route 53 as Appropriately.
- ➢ Installing VM using AMI and creating AMI for different environments.
- ➢ Creating network connectivity and ensuring security parameters are correct.
- ➢ Use the appropriate EC2, EBS auto backup features to ensure that the disaster recovery needs are taken care.
- ➢ Identify and map the SLA Needs of the application in terms of Availability and ensure that appropriate Geographical location, Availability Zones are set up.
- ➢ Setup Parameters as appropriately for Amazon Elastic Load Balancer, Auto Scaling to setup the Scalability Needs of the application.
- ➢ Planning the Auto scaling policies based on the anticipated server load.
- ➢ Monitor cloud environments for performance and stability and take both proactive and reactive measures to correct and prevent issues via Amazon monitoring services.
- ➢ Responsible for maintaining the integrity and security of servers and systems used in a cloud environment and services and troubleshoots networks, systems, and applications to Identify and correct malfunctions and other operational problems.
- ➢ Identify and promote best practices and patterns for the AWS deployment, configuration and management including databases, servers, and network and storage systems.
- ➢ Estimating AWS usage costs and identifying operational cost control mechanisms for Media Temple and our customers.
- ➢ Track our cloud customer SLAs and ensure total conformity to these customer commitments, Innovate and actively look for improvements to our Cloud Operations.
- ➢ Handling response to customers for escalated support.

❖ **VMware Virtualization:**

- ➢ Design and Implement vSphere components and ESXi clusters.
- ➢ Installation, administration and troubleshooting of VMware ESX 3.x, 4.x, 5.x& 6.x technologies.
- ➢ Involved in complete life cycle of a project in both Virtualization (Scope, design & delivery).
- ➢ Cisco UCS blade management and host rebuilds.
- ➢ Assist in Virtual server Migration projects.
- ➢ Standardized monitoring using IBM Tivoli Netcool altering system.
- ➢ Performed Pilot Dev. and Production DR Test and implementation using SRM.
- ➢ Performing health checks on VMware Cloud infrastructure.
- ➢ Perform release management documentation and prepare schedule to patch entire vSphere estate.
- ➢ Involved in the pilot team to delivery virtualized SQL built Production and DR site, with EMC storage in SRDF setup.
- ➢ Experienced in troubleshooting ESXi host and Virtual Machine via command line.
- ➢ Worked with SAN team for Zoning/masking the LUN's to appropriate ESX servers.
- ➢ Worked with BCS support team in VMware and take part in weekly call.
- ➢ Provide on-call support on rotational basis outside office hours.
- ➢ Supported Virtual Environment with 200 ESXi hosts and 2000 plus VMs.

❖ **Responsible for Management Tasks:**

- ➢ Coordination of support teams in order to ensure high availability, capacity and customer satisfaction.
- ➢ Attending day-to-day Change Requests depending on client requirements in accordance with Change Control Management.
- ➢ Preparing Documentation like SOP, LLD and HLD if any new implementation or changes.
- ➢ Work with Change & Problem Management Tools Resolving the customer related issue within the SLA target.
- ➢ Track and own all incident and problem management work through a ticketing system.
- ➢ Experience in leading team in technically as well as People Management.

Sr. Systems Engineer   **Dec 2010– Sep 2013**
Wipro Technologies
Clients: IATA, NGN, TSL, NESTLE

Clients: IATA, NGN, TSL Chennai July 2012 to Sep 2013

Project & Role: Data center Operation – Senior Server Admin – VMware & Wintel

OS: Windows 2000, 2003 & 2008 Server

Tools: VMware ESXi 4.X / 5.1

Hardware: HP, Dell & IBM Servers

Infrastructure: This project is taking care of Windows servers for IATA owned datacenter & market environment across the world. We are managing around 1000 production servers & development & QA servers. Network Printers integrated through IATA Domain. 64 ESXi servers, 2 Virtual centers& around 600+ VMs.

Client: Nestle, Chennai Dec 2010 to June 2012

Project & Role: Data Centre Operation – Server Admin – VMware & Wintel

OS: Windows 2000, 2003 & 2008 Server

Tools: VMware ESXi 4.X / 5.0

Hardware: HP, Dell & IBM Servers

Infrastructure: This project is taking care of Windows servers for Nestle® owned datacenter & market environment across the world. We are managing around 10000 productions servers & 500 development & QA servers. Network Printers integrated through Nestle Domain. 150 ESXi servers, 3 Virtual Centre & around 2000+ VMs.

❖ **VMware Virtualization :**

➢ Installing & managing V-Center servers 5 & 4.x & VMware ESX/ESXi hosts 5 & 4.x.
➢ Upgrading VMware ESX/ESXi 4.x to VMware ESXi 5 and vCenter 4.x to vCenter 5
➢ Configuring & Managing VMware NAS, iSCSI over SAN & Creating & allocating LUNs through EVA for data store.
➢ Extending the SAN storage for ESX servers.
➢ Provisioning virtual machines in VM infrastructure.
➢ Creating VM Switches for hosts.
➢ Creating templates for virtual machine.
➢ Migrating Physical servers into virtual environment using VMware convertor.
➢ Managing user access for VC.
➢ Examining VMware features like V-Motion, HA, DRS, FT, Host profile, before handing over to production.
➢ ESX server performance monitoring.
➢ Working on all VCs & ESX alerts through auto generated incidents.
➢ Worked on HP EVA and Hitachi & assigning LUN for new VM.
➢ Patch maintenance on ESXi Hosts using VMware Update manager4.x/5. x.

❖ **Windows Server Administration :**

➢ Providing process-oriented support based on ITIL.
➢ Handling Windows servers TEC tickets through HP Service Manager, generated via Tivoli and Microsoft Operation Manager.
➢ Coordinating with client as per HLP in TASK during patch deployment.
➢ Performed planned outage requests from the client as per process.
➢ Regular Application performance checks as per the check list.
➢ Maintaining the SLO and SLA time for reassigning / resolving incidents as per ITIL process
➢ Working on incidents, User Requests, Changes & RC
➢ Server hardware failures & Windows Server 2000/2003/2008/2012/2016 OS related issues.
➢ Working on Windows server users, data & printer Migrations
➢ Worked on activities like I bundle, Vendor tools up gradation
➢ Existing production servers Rebuild, reinstall & restore C&SS, DC reinstall & restore
➢ Installing & configuring IIS, FTP, Disc Quota, DFS
➢ Configuring and troubleshooting Windows server Cluster 2003,2008 and NLB

- ➢ Administration and Maintenance of user & computer accounts, Groups and Organization Units.
- ➢ Add / Remove Domain / Domain Controllers, Active directory services administration, Global Catalog Servers, AD Users & objects management Server Performance, optimization and fine tuning, Checking the ADS health, administering Terminal Services.
- ➢ Migrating Domain controller server 2003 to 2008 and 2012.
- ➢ Raised CASE with Microsoft, coordinate and fixed long pending OS related issues.
- ➢ Coordinate & fixing hardware failures by raising case with HP, DELL & IBM.

❖ **Achievement:**

- ➢ Got Feather of my cap award and zillion awards for preparing SOP and given training to rookies.

Systems Engineer   **Jan 2009– Dec2010**
IPS India Pvt. Ltd, – Associate of IPS Europe, France

- ❖ **Windows Server Administration :**
- ❖ **Netasq UTM Firewall:**

EDUCATIONAL SUMMARY

- ➢ **Bachelor of Electronics and Communication Engineering at Anna University with 70 %.**

Date   **:**

Signature :