# Gurudas Prabhu

*Manager – Systems & Support*

**E-mail** prabhugurudas@yahoo.co.in   **Phone** +91 8978359545

## Profile Summary

- Systems Administrator with 12 plus years of experience and expertise in systems technology, including coordination, implementation, execution, installation and completion of IT projects in alignment with business goals and objectives.
- Project \IT Manager An effective leader ensuring the project or projects is completed on time, with best practice standards, and within budget. A high touch motivated team player that is customer driven and possesses developed analytical, technical and sales skills.
- Proven ability to create and deliver solutions tied to business growth, organizational development and systems/network optimization skilled problem identifier and trouble-shooter, comfortable managing systems, projects and teams in a range of IT environments.
- Customer infrastructure processes, systems and workflow improvements.

## Professional Skills

- **Project Management** – Infrastructure Projects, Deployment and Migrations, Incident Management, Configuration Management, Change Management, Service Level Agreement, Business Continuity Management, Disaster Recovery Administration.
- ITS Operational Management (Infrastructure, Network Operations & Security, Helpdesk Management, End User Support, Business/Financial Applications, Database Applications, Disaster Recovery and ITS Security). Incident/Problem, Change, Critical Situation and Asset Management.
- Human Resource (HR) – interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; reward/discipline employees and problem resolution.
- Budgeting, IT Procurement and Vendor Management, Asset Management.
- **C-Level** Communication
- Cloud Computing, Infrastructure/Network Monitoring and Data Center Operations
- Working on to achieve **ITIL v4** Certification, **PMP** Certification.

## Technical Skills

**Windows** Client OS XP/7/8/10/11, Mac OS 10.7/10.8/10.9/10.10, Cisco IOS 15 and Linux Redhat / Ubuntu 14.0, Scripting, **Windows Server OS** 2008 R2/2012/2016/2019/2022, AD, DNS, DHCP, IIS, Hyper V. **Microsoft SQL Server** 2014/2016/2017, High Availability, Backup/restore DB's, Failover Cluster. **Office 365** Exchange Online, Onboarding / **Azure** (Microsoft cloud computing), Conditional policies, Azure IaaS/PaaS services like VM, storage, Storage Blob, VNET, security groups, Azure site recovery, Azure backup, Azure update service, Azure SQL, AKS, Load balancer, Azure firewall, MS Teams, ATP, Compliance, Intunes.  **AWS** (Amazon cloud computing), **Cisco** Call manager, Cisco VPN 4.x, Remedy, Fresh service, Jira, Veritas backup Exec, Veeam Backup & replication, Mysql, McAfee Vulnerability Manager and Nessus vulnerability scanner. Router, Switches, NAS / SAN,  Lan, Wan, (Cisco ASA, **Palo Alto Firewall**), **Cisco Meraki**, Cisco / Dell Switches, **SolarWinds**, Logic Monitor. **VMware** vSphere , vCenter Server,ESXi,5.5/6.0/6.7/7.0, VMware Fusion & workstation, VMware VCenter, ESX Server, VMware Converter,

VMware Horizon, VMware Update Manager, HA, SRM, DRS, FT, **VMotion**, Storage VMotion, VMware View, VMware ThinApp. **Citrix** Xen Server, Xen Desktop (VDI), Xen App, Storefront, NetScaler, PVS, Licensing. Autocad, Archicad, Remote desktop manager, Team Viewer. **Dell VXRail**, EMC, VSAN, Dell NAS, Dell **SAN**.

## *Experience*

**Digitalminds Software Solutions (Burbankgroup Australia)**

| | |
|---|---|
| *Infrastructure Manager - Systems & Support* | Jan 2016 - Current |
| *Infrastructure Team Lead* | Jun 2013 - Jan 2016 |

- Managed onshore/offshore IT technical staff (managed six teams) covering all aspects of the infrastructure. This team of over 40 people cover disciplines of service desk, desktop support, server, storage, networking, hosting, monitoring, and database.

- Incident Management, Problem Management, Root Cause Analysis (**RCA**), Risk Management, Supplier Management, Issue Management, Service Desk Management, Asset Management, Catalog Creation, Change Management, Service Catalog, Service Costing, Request Management, Service Level Agreements, Release and Deployment Management, Knowledge Management based on **ITIL** foundations methodology.

- Manage stakeholder influence and effectively communicate at all levels from project team to C- level executives

- IT strategy, Capex & Opex Budgeting, Strategic Planning, Vendor, SLA & Quality Management.

- As an onsite Lead and POC, Handling and Leading L1, L2 and L3 Team as well as supporting Active Directory, Citrix, VMWare, Exchange as onsite / offshore delivery model.

- Deployed and migrated 4000+ users to Office 356 Cloud and Windows 10 for enterprise. Provided operations and Tier III support for **Office 365** (SharePoint, Skype, Exchange, OneDrive, O365 Groups, Planner, Teams, OneNote, Azure AD, project sites, BI sites), Google Cloud, and Google Suites (Gmail, Sites, Docs, Hangouts, OneDrive, Vault) for 100,000+ end users using internal ticketing system **Jira**.

- Configuration, administration, upgradation and maintenance of VMware vSphere environment (6.0, 6.5, 6.7,7.0).

- Assets Management, Internal Customer Satisfaction. Training & Development, Team Building

- Responsible for generating reports on key performance metrics in customer environments.

- Responsible for all Windows server installation, configuration, design, administration, and maintenance. Windows L3 and escalation support, monitoring Servers health and alerts using SolarWinds Orion Platform.

- Assist administrators with advanced/complex troubleshooting, problem resolution, and best practices regarding break-fix scenarios and deployment/implementation and readiness guidance and ongoing support of the Office 365 cloud suite of applications or subscriptions, e.g., invoice, billing, subscription.

- Implementation of VMware vSphere 7.0, 6.5, 6.0, 5.5 with Enterprise Plus Features of vDistributed Switch and Host Profiles. Upgraded VMware Infrastructure 5.5 to vSphere 6.0 → 6.5→6.7→7.0 along with updating the vCenter, ESXi Hosts, vSphere client and Virtual machines tools upgrade. Performed Hot Cloning, Cold Cloning, Classic vMotion and Storage vMotion.

- Disaster recovery using Veaam backup and replication.

**Pharmacy2U, Leeds, U.K**
*IT Support / Network and Security Manager*                     Jun 2011 - Nov 2012

- Demonstrated familiarity with latest hardware, software and networking technology.
- Communicated with executive team and CEO to maximize development efficiencies and resolve technology issues.
- Interacted and negotiated with vendors, outsourcer's and contractors to secureproducts and services.
- Develop, manage, measure and report on KPIs, including user sentiment, average response time, mean time to repair, incident avoidance and end-user productivity. Monitored company inventory to keep stock levels and databases updated.
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment.
- Exceeded goals through effective task prioritization and great work ethic.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Worked flexible hours across night, weekend and holiday shifts.
- Actively listened to customers, handled concerns quickly and escalated majorissues to supervisor.
- Resolved problems, improved operations and provided exceptional service.
- Used critical thinking to break down problems, evaluate solutions and makedecisions.
- Prepared variety of different written communications, reports and documents.


**Spur Career Solutions (Pvt) Ltd**
*Network Support Engineer / Technical Trainer*                     Nov 2007 – Jan 2009

- Led syllabus preparation based on detailed breakdowns of technical concepts.
- Compiled IT training and assessment resources based on understanding of technical processes and skills-development needs.
- Oversaw technical documentation, instruction and evaluation to meet IT education initiatives
- Blended traditional learning approaches with existing and new technologies andused variety of learning tools to create and deliver learning programs that produced results.
- Updated training coursework and requirements according to group and technology changes.
- Created courseware using online learning management system tool and variousgraphics and multimedia software programs.
- Acted as second-tier technical resource for helpdesk and assisted with answering technical questions.


**Brigade Corporation**
*Sr. Technical Support Executive /Subject Matter Expert*                     Feb 2007  -  Nov 2007

- Designed and prepared technical reports, studies and related documentation.
- Managed user accounts, permissions and group policies for optimal systemsecurity.
- Assembled, installed and tested new equipment and trained users in effectiveoperation.
- Enhanced equipment operation through monitoring, diagnostics and proper maintenance.
- Led teams in scheduled and unscheduled equipment maintenance to optimizereadiness.
- Installed, configured and monitored new system features based on user needs.
- Built, edited and tested customized computer system programs.

**Netmetric Info Solutions PVT LTD**

*Network Administrator / Lab Coordinator*                                     Nov 2003 – Dec 2006

- Configured networks for smooth, reliable operation to meet business processes and objectives.
- Performed day-to-day LAN and WAN administration, maintenance and support.
- Supported project planning team to promptly address hardware and software problems and network emergencies.
- Installed, configured and supported local area network (LAN), wide area network(WAN).
- Managed data backups and disaster recovery operations to comply with business continuity initiatives.
- Provided on-call support for network engineering duties.
- Identified and immediately resolved issues with network devices.
- Maintained applications to keep software current with necessary software updates and upgrades.
- Managed computer operation scheduling, backup, storage and retrieval functions.
- Assisted IT staff on troubleshooting issues and closing calls.
- Maintained network hardware and software and monitored network to support network availability to end users.

## *Education*

### Master of Science: Networking Professional

*Sheffield Hallam University - Sheffield, UK*                                 Jan 2009 – Oct 2010

### Bachelor of Science: ComputerScience

*C.A.T Degree College, Hyderabad, India*                                     *Jun 2000 – Apr 2003*

## *Certifications*

| 2022-05 | VMware Certified Professional - Data Center Virtualization 2022 |
|---------|----------------------------------------------------------------|
| 2021-06 | Palo Alto Networks Certified Network Security Administrator |
| 2021-04 | MS-900 Microsoft 365 Fundamentals - H841-5355 |
| 2015-12 | Microsoft Specialist: Windows 7, Configuring - F496-6617 |
| 2012-04 | Microsoft Certified Professional (MCP) - F156-9381 |
| 2011-03 | Microsoft Certified Systems Engineer: Windows Server 2003 |
| 2011-06 | Cisco Certified Network Associate (CCNA). |

## *Achievements*

- Achieved best Employee of the year, 2017
- Achieved "Superb Customer Satisfaction Scores" certificate award in Oct 2007
- Achieved "Exceptional Performance" certificate award in Sep 2007
- Delivered latest robust virtual infrastructure, which reduced physical maintenance cost and get quick restoration of critical servers. Customer has saved millions annual maintenance costs spend for old and energy consuming Infrastructure.
- Mentored VMware deployment / operations teams adhere to Agile and ITIL best practices. Ensured the release of the quality virtual servers that provided intuitive and secure services to the users.
- Saved company budget from 12M to 6M by virtualizing the infrastructure to the robust VMware virtual environment and gained the best available production environment.
- Oversaw the complete redesign of LAN / WAN infrastructure that reduced unplanned outages to nearly zero. Collaborated with network team to build new elastic 10G cluster and migrate 14 ESX hosts and 200 VMs from 1G to new private, redundant and load-balanced 10G vMotion infrastructure. Recommended and led the upgrade of VM network from e1000 to vmxnet 3 virtual adapters, reconfiguration of Cisco Switch ports from access to trunking modes leveraging vLAN tagging, and the migration of ESX Hosts and VM's from standard switch to new Virtual Distributed Switch.
- Collaborated with support teams, application groups, and clients to understand application environments. Implemented Resource Pools to provide the level of resources and performance required for each application. Captured and leveraged historical data to identify potential infrastructure bottlenecks that impacted application performance. Data was subsequently utilized to demonstrate wasted resources in excess of 75 assigned to VM's and recommended downsizing standard VM deployments with the ability to grow upon demand, if necessary, by leveraging the Hot Add feature of VMware.
- Migrated from CISCO Call manager to MS Teams calling system and from traditional file structure to MS One Drive/Office 365
- Training and mentoring teams, defining standards, and operationalizing the host configuration and updates for each Large VM comprised of 32 vCPUs, 96 Gig of RAM, and over 1 Terabyte of storage. Implemented Host profiles, updated Manager Profiles, upgraded ESXi 6.7 hosts to ESXi 7.0, implemented Logic Monitor for monitoring, reporting and administration of VMware environment.
- Implemented well organized HW\SW inventory, asset\license management and capacity planning.