**RAMACHANDRAN ELUMALAI   **

**Email:rama.sin87@gmail.com.**

**Phone: +91 8971249922**

**Bangalore.**

**Availability : Immediate**

**Summary:**

* Diversified IT professional with **10+ Years** of experience in the Information Technology industry as Lead IT Infrastructure Engineer, Senior IT Technical Consultant, Microsoft Azure Cloud Engineer and Desktop Professional with hands on experience in wide range of concept and technologies.
* Expertise in Project Management and Project Delivery.
* Expertise in IT Infrastructure Management on production & Development (24x7) environment.
* Expertise in Implementation of the **SonicWALL Firewall’s, Hillstone firewalls, Fortinet firewall** and VPN.
* Expertise in Implementation of the **Network Router, Switches and Access Points**.
* Hands-on experience with **AWS and Azure Cloud & Alibaba Cloud** Computing Solutions Like **ECS Instance, RDS, VPC, Route 53, S3 Storage, Web Apps, Autoscaling** and **DR&HA** plans for business continuity planning.
* Expertise in virtualization technologies like **VMWare Vcenter, Vsphere, Exsi and Windows Hyper-V**.
* Expertise in in Microsoft **Windows Server** 2008 R2, 2012, 2012 R2, 2016, 2019 operating systems and CentOS.
* Hands-on Experience in Implementing Local and Cloud Backup solutions (**Veritas Backup, TOTO Backup, Arcserve Backup, Veeam Backup** etc.)
* Highly experienced in Managing external vendors & outsourced / offshored partners and Customers.
* Excellent communication & presentation skills.

**PROFESSIONAL EXPERIENCE:**

**1. Organization**: **Solution Details Pte Ltd**, Singapore 408564.

From April 2018 – April 2021

**Department: Engineering.**

**Role: Lead IT Infrastructure Engineer (Systems & Networks and Cloud).**

**Responsibilities:** .

* Design, build & implementing automation for infrastructure in public clouds such as Azure and AWS, Alibaba Cloud and on premises Infrastructure.
* On call monitoring for our infrastructure services and troubleshoot p1 and p2 incidents.
* Deploying, Managing, and monitoring the production Servers in **AWS Cloud and Azure Cloud and Alibaba Cloud like ECS Instance, RDS, VPC, Route53, S3 Storage, Web Apps, CloudWatch & Cloud monitor.**
* Managing & Monitoring the Local & Cloud IT Infrastructure permanence to ensure the Availability of the service.
* Providing L1, L2, L3 support for Windows Desktop, Laptop, Mac OS, Printers, Servers, and networking supports
* Administrating Microsoft **Office 365** Emails, **OneDrive**, Google **G-Suite** Emails, and other Email system.
* Responsible for plan, design, configure and maintenance Complex Datacentre, Networking Infrastructure, and IT Infrastructure for Customers (**Firewalls, Routers, Switches, Access Points, Servers, and Workstations**).
* Implementation and managing the **SonicWALL** Firewall’s, Fortinet **FortiGate** firewall’s and **Hillstone** Firewall’s (NAT Policy, Access Rules, Gateway, IPSEC Site to Site **VPN** & **SSL VPN**) with High availability.
* Implementing and Managing the Wireless Access points (Aruba Wi-Fi, Ruckus Wi-Fi, D-Link and TP-Link Wi-Fi).
* Installing, configuring & Managing Domain Controller Server (**DC**), Dynamic Host Configuration Protocol (**DHCP**) Server, Domain Name System (**DNS**), Active Directory (AD) (Windows Server 2008 R2,2012 R2,2016,2019).
* Installing, configuring and Managing **VMWare** Virtualization and Windows **Hyper-V Servers**.
* Managing the IT inventory management system, asset procurements.
* Managing External Vendor to ensure the required product and process are delivered.

**2. Organization**: **OGX Solutions Pte Ltd**, Singapore.

From August 2017 – March 2018

**Department: Engineering.**

**Role: Senior Technical Consultant (Products management).**

**Responsibilities:**

* Technical pre-sales and technical consulting and Implementation.
* Managing Azure and AWS Cloud Infrastructure (To Manage Computes, Storage and Networking).
* Implementation and managing the SonicWALL Firewall’s, Fortinet firewall’s and Hillstone Firewall’s (NAT Policy, Access Rules, Gateway, HA, Internet Load Balancing, IPSEC, Site to Site VPN).
* Implementation and managing the **Algosec Firewall Analyser & Algosec FireFlow in complex Environment.**
* Implementation of ManageEngine products like **AD Self-Service plus, AD Manager plus, Password Manager, OpsManager and Desktop Central in complex Environment.**
* Responsible for plan, design, configure and maintenance Complex Datacentre & Networking Infrastructure.

**3. Organization**: **One Identity**, Bangalore.

From May 2016 – August 2017

**Department: DevOps & SRE Team.**

**Role: DevOps & SRE.**

**Responsibilities:**

* Deploying production Web App Services in Microsoft Azure cloud Services.
* Perform design and deployment of IAM services into azure cloud.
* Manage Iaac using terraform.
* Write health check script using python.
* Monitor services using azure application insights, Newrelic.
* Troubleshoot incidents using Newrelic, lognalytics, loggly.
* Deploy application using azure vsts pipeline.
* Mentor and guide team in technical challenges and barriers.
* Calculate error costs budgeting and improve services performance.
* Performed as scrum master and prioritize works based on management goals.
* Ensure deliverables are completed on time without any delay.
* Write and review post-mortems for production issues.
* Directly Interact with R&D team to prioritize the issue and provide a fix to our customers.

**4. Organization**: **DELL | SONICWALL INTERNATIONAL SERVICES**, Bangalore.

From October 2014 -April 2016

**Department: Network Operations.**

**Role: Technical Analyst / IS Operations.**

**Responsibilities:**

* Responsible for managing and Monitor Datacenter & Networking Infrastructure.
* Managing and Monitoring the Server, Storage and Networking device in the Datacenter.
* Installation, configuration of Domain Controller Server (DC), Dynamic Host Configuration Protocol (DHCP) Server, Domain Name System (DNS), Microsoft Exchange Server, SharePoint Server, Active Directory (Windows Server 2008 R2,2012 R2,2016).
* Installation, configuration and troubleshooting of Esxi Sever (VMWare Workstation) .
* Manage and Support the whole Network Infrastructure (servers, network equipment and workstations).
* Experience in handling Cisco Switch’s, Cisco IP Phones and AVAYA IP Phones and Troubleshooting.
* Closely work with different remote technical teams to maintain the SLA.

**5. Organization**: **ELICIT DESIGNZ SOLUTION,** Madipakkam, Chennai.

From June 2011 –August 2014

**Role: IT Desktop Support Engineer**

**Responsibilities:**

* Installation, Configuring and Troubleshooting of operating systems (Windows XP, Windows 7& Windows 10, Windows Server Operating Systems) and Applications.
* Manage and Support the whole Network Infrastructure.
* Perform basic server administration and Networking tasks.
* Internet & LAN configuration, Troubleshooting.
* Configuring and troubleshooting of client mail software’s like MS-Outlook (MS-Outlook 2003, 2007, 2010).

**ACADEMIC QUALIFICATIONS & CERTIFICATIONS:**

* **Bachelor of Technology in Information Technology -** Anna University, Chennai.
* **Diploma in Information Technology** - VelTech polytechnic College, Chennai.
* Cisco Certified **CCNA** Routing and Switching (CISCO ID: CSCO12377946).
* **AWS Certified Solutions Architect – Associate (AWS SA)**
* **Certified Alibaba Cloud Associate** (**ACA**).
* **Axelos Certified ITIL V3**
* **Certified Algosec Security Administrator (CASA)**
* NetGain Certified Associate **(NGCA)**
* Completed **CCNP ROUTER certification** (CISCO ID: CSCO12377946)

**PERSONAL DETAILS:**

Date of Birth : 07th March 1987

Father Name : Elumalai

Nationality **:** Indian

Gender  **:** Male

Languages Known **:** English, Tamil and Kanada

Passport : S1515955

**DECLARATION:**

I hereby declare that the above-mentioned details are true to the best of my knowledge and belief.

**Date:** / / 2021 Yours Faithfully,

**Place:** Bangalore  **E. RAMACHANDRAN**