 Resume

VINOOD PALERU

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**Objective**

Seeking a challenging career in the field of Cloud Administration that offers me an opportunity to use my skills and abilities which I gained from my past experiences and contribute to the organization’s growth and at the same time continue my quest for knowledge and excellence.

**Summary**

* Having around 9+ years of experience into Public cloud platforms (Azure, AWS & GCP) along with Private cloud platforms (VMware, Hyper-V).
* Experience in handling day-to-day issues of end-user compute and server operations.
* Working with cross-domain teams and different Core IT teams for the issue closure.

**IT - Skills**

| Cloud Platforms | Azure, AWS & GCP Platform Administrator & Operations, Azure Migrations, DevOps Practice |
| --- | --- |
| Server Operating Systems | Windows 2008, 2012, 2012 R2, 2016 and 2019 |

**Detailed Work Experience**

**Tech Mahindra Pvt. Ltd.**

**Sr. Software Engineer from Jun 1st -2021 to till date.**

**Client Details: Pret A Manger**

**Work Environment: Cloud Infra Operations (Project Lead) & Migration Tasks**

* Working as a cloud infra operations (Azure IaaS & PaaS) – Project lead for the Azure VMs, Monitoring, Patching, Automation Management, Azure ARC, Log analytics, Backup, Storage and few PaaS activities (SQL DB, Data Brics, SQL MI)
* Cost Optimization & Cost Analysis as part of FinOps.
* Cost Monitoring & Cost Forecast
* Working on Day to Day Activities on the incidents for the respective Infra related issues and the service requests.
* Handling the customer escalations via service now and responding with the resolutions within the SLA.
* Azure Migration understanding and working towards from On Premises to Azure Cloud Migrations
* Working towards the checklist preparation after migration completed.
* Infra clearance after migration completes and handover to BAU team to take care of the Operation tasks.
* Good exposure on the Network Infra (Vnets creation/modification, Subnets creation/modification, routes configuration, Vnet peerings, Vnet Gateways, App Gateways & Load Balancers)

**Client Details: DHL Logistics:-**

**Project 1:- SailPoint HR application System (POC environment)**

* Deployed Azure PAAS services (AKS, App Gateway, Private Endpoint, SQL DB, ACR) as per the Sailpoint application architecture.
* Configured the Private Endpoint for SQL DB with the custom domain.
* Deployed & Configured the AKS Pod’s with respect to the defined name spaces for each and every application deployment.
* Supporting the customer issues through Service now incident management system.
* Gathering the issue data from alerts & auditing sections through splunk tool.
* Verifying the issues as per the gathered data from splunk and debugging the issues and informing to the respective team to fix the issues through calls as per the maintained SLA.
* Created and verified by the customer of whole architecture and deployed services documents.

**Project 2:- eCS DHL GCP Finder application (Test & Prod environments)**

* Deployed GCP PAAS services (GKE, VM, PostgreSQL DB, VMG, LB) as per the Finder application architecture.
* Provided the redesigned architecture by suggesting the use case of GCP PAAS additional services.
* Configured the GKE clusters with private network for the customized access.
* Deployed & Configured the Autoscale to maintain the frontend application as the main source for the customer.
* Configured the LB by attaching the Autosclae Groups for the centralized access and traffic deviation with the backend VMG’s.
* Configured the Alerts, Notifications & Policies to get the incidents through Email alerting system as per the design.
* Gathered the respective metrics and suggested the customer for the alerting system as per the deployed PAAS services.
* Supported customer through Email alerting system as per the driven SLA.
* Created and verified by the customer of whole architecture and deployed services documents.

**Project 3:- DHL DSC TOP Application (Test & Prod environments)**

* Gathered and helped the respective service now CMDB team with the Azure CI’s documentation to configure the alert systems to raise the incidents through Service now.
* Worked on SQL DB and AKS for the Metrics to configure it in splunk.
* As part of DSC TOP managed services team worked on documentation part for the respective tasks assigned to us.
* Working on the designed On-call system to attend the calls and resolve the issues.
* Working on 24\*7 environment for the DSC TOP Application as part of Managed services team.

**Nuvepro Technologies Pvt. Ltd.**

**Sr. Support Engineer from Aug 2nd -2017 to May 31st -2021.**

* Good exposure on WHMCS (Microsoft Product) for billing., which is used for the products of Public and private clouds.
* Pricing calculation of public clouds to give better pricing quotes to customers.
* Good exposure in End to end Platform configuration in AWS and Good knowledge of Aws services.
* Creating AWS AMI’s depends on the requirements and customizing the AMI for customer requirements.
* Good Exposure to Azure subscriptions & their’s roles for resource creation.
* Maintaining the Azure AD Users (Member Type, Guest), Groups, and its services.
* Good Experience in creating and configuring Azure VMs, Storage, Applications, Scalesets, etc.
* Providing the customized azure infra environment with the end customers. Like shared environment in HDinsight, DataBrics, etc.
* Good Exposure in creating and configuring the Load Balancer and its health probes.
* Good Knowledge of Azure EA (Enterprise Agreement).
* Good Experience on Microsoft Partner Centre for attaching the user-based licenses for Azure Accounts and Office365 accounts etc.
* Monitoring the Azure budgets and taking an action through the partner center.
* Worked on Azure Owner and contributor level IAM access to restrict the services for customer requirements to maintain constant billing.
* Good Exposure to Azure Custom Policies for restricting & allowing the different types of services, regions, and sizes, etc.
* Creation and maintenance of azure schedule process by automation run books, and cron jobs.
* Taken care of Infra Level Management for Public Cloud Environment.
* Creating & Managing the AWS policies as per customer requirements.
* Experience in AWS services like EC2, VPC, S3, IAM, Route53, RDS, CloudWatch & VPC, etc.
* Requesting and follow-up with AWS support for Limit increases as per the requirement in AWS for varied sizes.
* Requesting and follow-up with the Microsoft Support team for the azure limits.
* Maintaining ARNs and their usages to track the billing at the Root Account level and ARN levels.
* Good exposure to Google Cloud.
* GCP account (service, admin) creation, and Project creation.
* Good Exposure in creating custom images with restrictions.
* Good experience in IAM roles of GCP.
* Monitoring of GCP Billing and Budgets.
* Providing on-call support to customers on a 24\*7 basis.
* Good exposure on VMUnify product to provisioning and migrating of VM’s (this product was implemented by Nuvepro).
* Maintaining the team with 3 members and assigning the roasters every month.

**Persistent Systems Ltd.**

**Systems Engineer** (Sep 7th, 2015 – Jul 27th, 2017)

* Install and manage several types of Workstation operating systems like Windows XP, Windows 7, Windows 8, 8.1, and Windows 10. Server operating systems like Windows 2003 Server, Windows 2008 Server, Windows 2012 Server, and Linux Flavors.
* A pleasant experience in installation, configuration, and Management of VMWare ESXi servers, Microsoft Hyper-V, and Citrix XenServer Version 6.5 and 7.
* Creating and configuring Datacenter and clusters in VMWare vSphere vCenter server.
* Installation & Configuration of ESXi hosts with vSphere 5 environments.
* Security hardening and Monitoring of VM’s & ESX servers (CPU, Memory, Disk, Network Utilization) for Security Compliance.
* Valuable experience in Xen Center Client Environment.
* Installing Server OS 2008 R2 and 2012R2 in all kinds of hardware (Rack Mounts, Chassis based, Workstations, etc.).
* Having good exposure to Cisco UCS, DELL Blade servers, and Chassis.
* Management of Virtual Machines (VM Configurations, Troubleshooting, VM Lifecycle management, etc.)
* Root Cause & System Log Analysis and reporting.
* Monitoring the Health of servers by performing regular health checkups.
* Snapshots management, VM Cloning, Cold Migrations, Hot Migrations, and Templates.
* Pleasant Experience in VMware vSphere client environment.
* Updating and Upgrading the ESX and ESXi servers using VMware update manager.
* Convert physical machines to virtual machines (P2V) and virtual machines to virtual machines (V2V) with VMware converter.
* Creating and managing the VM Ware cluster. Enabling HA and DRS features in a cluster.
* Creating templates from VM’s and deploy VM’s from templates and allocate resources.
* Supporting the Virtualization environments for Oracle Virtual Box and VMware workstation.
* Logging issues on ticketing tools and resolving within the SLA.
* Tickets assignment, follow-ups with the engineers to ensure the defined SLA is met.
* Create and manage images for faster deployment of VMs and Servers.
* Assist the Server team in installing Windows patches on end-user systems and servers
* Assist the core network team by providing support at the physical network layer and handle Level-1 network issues, like problems with the network, VPN client upgrades/repairs, etc.,
* Regular System Administration tasks like User Accounts, access, Permissions, Security, Planning.
* Knowledge of IP Phones: Cisco, AVAYA.
* Knowledge of VLANs.
* Troubleshoot Active Directory/ Windows Domain related issues on client machines,

Like adding/removing machines from the domain.

* Pleasant Experience in SCCM Client Installation and Troubleshooting on all OS’s ex: Linux flavors, Mac OS, Windows all versions.
* Installation, Configuration, and Management of DNS and DHCP.
* Work with different IT vendors in getting support where it is needed and co-ordinate in terms of hardware replacements, warranty issues, etc.,
* Creating and Migrating WebEx accounts for end-users.
* Knowledge of Linux Commands.

**CMS Info Systems Pvt. Ltd.**

**Associate Technical Engineer** (Oct 13th, 2014 to Aug 24th, 2015)

* Responsible for day-to-day IT-related issues for one of the campuses with a capacity of 300 users, with an average daily call volume of 10-20 Level-1 and Level-2 issues.
* Handle the escalations from the Global Service Desk, extend support for them when physical presence is needed.
* Logging issues on ticketing tools and resolving within the SLA.
* Tickets assignment, follow-ups with the engineers to ensure the defined SLA is met.
* Taking care of the helpdesk call on the tool as well as direct Phone calls and Email response.
* Managing assets for the location, which includes laptops, desktops, and multiple software.
* Troubleshoot issues related to software/hardware, installing, uninstalling, replacing hardware, etc.,
* Install and manage several types of Workstation operating systems like Windows XP, Windows 7, Windows 8, and 8.1, and server operating systems like Windows 2003 Server, Windows 2008 Server, Windows 2012 Server, and Ubuntu.
* Create and manage images for faster deployment of end-user systems
* Handle software installation requests like Visual Studio 2010 & SQL server, 2008 R2, and 2012 professional, premium, and enterprise editions.
* Handle messaging related issues like configuring MS Outlook 2007 / 2010 / 2013, mailbox issues, creating rules, and managing rules and PST files
* Helping users to configure office mailboxes on personal mobiles.
* Troubleshoot Active Directory/ Windows Domain related issues on client machines, ex: adding/removing machines from the domain
* Handle printer related issues, configuring printers on end-user machines, manage printers from a capacity standpoint, ex: adding toner/paper
* Support VMware based installations
* Work with different IT vendors in getting support wherever is needed and co-ordinate in terms of hardware replacements, warranty issues, etc.,

**Academic Qualification**

**B. Tech from JNTU Kakinada, 2011.**

**Personal Information**

Father Name: P. Venkateswarlu

Date of birth: 07-08-1990

Marital Status: Married

Languages Known: English, Telugu, and Kannada