

Resume-1

Jobish.K. Somasundaran

Server Technician

SUMMARY

- **Certified Windows and VMware administrator with 15 plus years of experience**
- Experience in large multi-domain, multi-forest Active Directory environments with over 60,000 users.
- Good Knowledge of Active Directory disaster recovery processes.
- Migration of Active directory, Integration to AD when there is Acquisition /Merger.
- Creating, modifying, and apply Group Policy Objects (AGPM, GPMC).
- Implementing low level delegation of access within Active Directory.
- Assisting application support teams in implementing and troubleshooting Active Directory integration.
- Understanding of Active Directory security audit data points and best practices for security settings.
- Very strong experience of migrating VMs to AWS and Azure.
- Strong experience on configuration management any application deployment using Ansible.
- Analyzing and resolving problems related to access control, user administration, and Operating level system security.
- Creating and modifying scripts written in PowerShell and VBScript.
- Expert level of expertise in Active Directory (2019, 2016, 2012R2 and 2008R2).
- Expertise in PowerShell and VBScript.
- Installing configuring and maintaining VMware VSphere, vCenter server, ESXi server, Designing network configuration, Migrating Virtual Machines, vMotion, Storage vMotion, Fault Tolerance, Data Protection, Managing virtual machines, Access control, Resource pools, Monitoring virtual machine performance, alarms, Configuring and managing High Availability, vSphere distributed resource scheduler (DRS).
- Implementing and managing vCloud director, vRealize, Orchestrator, Open stake.
- Configure and manage virtual storage, VSA Cluster configuration, Load-Balancing, Back up, Access and authentication control, Integrating ESXi with Active Directory (AD), vShield to secure the virtual data center, Resource management and monitoring, Scheduling changes to resource settings, Cluster resource allocation, Configuring vCenter update Manager.
- Migration of 4.1 Vcenter servers to 5.1 and 5.5.
- Migration and up-gradation of 4.1 ESXi servers to 5.1 and 5.5.
- Excellent troubleshooting and System Administration skills of VMware products and tools.
- Administration of VMware ESXi and Virtual Center 4.1, 5.0, 5.1, 5.5
- OS / Patch Release management and maintain configuration of Central ESX OS image.
- Experience in performance tuning of VMware servers and Virtual sessions and management of servers resources between virtual machines.
- Thorough knowledge of Wintel / Windows server platforms 2000/2003/2008/2012 in a large scale enterprise environment.
- Installing, configuring and trouble shooting of web server (IIS).
- Planning, designing, Installing, Configuring and troubleshooting of Terminal Servers, Print and file servers.
- Creation of Group Policy and applying into users, groups and computers and testing the effectiveness of the applied policies.
- Migration of 2003 AD, DNS, DHC servers to 2008R2 and 2012R2.
- Performed physical to virtual (P2V) migrations
- Physical and Virtual server builds.
- Installing configuration support and maintenance of DFS, Windows deployment Service, RIS, VPN.
- Through knowledge of patching tool like IBM Tivoli End Point manager (Bigfix), WSUS server, Batchpatch.
- Installing and configuration of NAP, Windows software updates service (WSUS).
- Administration of web servers, FTP sites.

- Datacenter management and virtualization.
- Creation and maintenance of Active directory users, groups, OU and effective access management by using best practices of security permissions.
- Extensive knowledge of setting up of Microsoft Failover clusters and Network Load balance clusters.
- Experienced with x86 / x64 Intel, HP, IBM & Dell hardware like rack-mounted servers, tower servers, HP Blade server, IBM BladeCenter, IBM System X servers, desktop, laptop and other peripherals.
- Management of SAN iSCSI, EMC, Netapp.
- Worked extensively in UCS-B, UCS-C and Nexus 1000.
- Administration of vRanger, Double take
- Configuration of RAID, NIC teaming and link aggregation.
- SCCM 2007, 2012 and SCOM 2007, 2013.
- Good knowledge of SQL server and SQL queries.
- Physical to virtual conversion (P2V) and virtual to physical conversion (V2P) using Platespin, Vconverter.
- Back up and Restoration using HP Data protector and Microsoft backup.
- Automation server administration tasks using VB script, Windows power shell.
- Good understanding about TCP/IP and OSI networking models.
- Configuration of Routing Protocols like (RIP, EIGRP, OSPF, IGRP, IS-IS, BGP and Static Routing Protocol), Frame Relay, PPP, HDLC ect.
- Assembling & Cabling of Wan, LAN and Point-to-Point links using SM fiber, MM fiber and various cat categories.
- IP Addressing (Subnetting, VLSM, Summarization, CIDR & WCM).
- Setting up of infrastructure mode wireless LAN and Ad-Hoc mode network using Wireless network adapters and Wireless access points.
- Handling of Incidents, Changes, Problems and doing root cause analysis (RCA) of the same.
- Good experience on various ticketing tools like BMC Remedy, Maximo, HPSM, Kayako, CA ect.
- Though knowledge of MIS related to IT infrastructure.
- Experienced in Regulatory environment, FDA compliance.
- Design of process improvement for ongoing support, operationalization of implemented solutions, and transition of ongoing tasks to support staff.
- Good knowledge of ITIL (IT service management).

TECHNICAL SKILLS

Windows Servers:	Windows Server 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2008 R2, Windows Server 2003, Windows 2000, Windows NT, Active Directory, ADFS, LDAP, Azure AD, AD Connect, Office 365, ADRMS, DNS, DHCP, Microsoft Hyper-V, Microsoft Exchange server 2007, Windows 10,8,7, Vista, XP, Share point
VMware:	VMware vSphere 4.1/5.0/5.1/5.5/6.0, ESXi Server 4.1/5.0/5.1/5.5/6.0, vCloud Director, VMware SRM, VMware vRealize Orchestrator (vRO), vRealize Operations Manager (vROps), VMware vRealize Automation (vRA), VMware Horizon view, VMware Standalone Converter, vshield, VMware Update Manager, VMware Virtual Desktop Infrastructure VDI, VMware Workstation, VMware VCB, VMware View, Pivotal Spring, Spring Enterprise and Spring Server
Open Source	Linux, Unix, KVM (Kernel Virtual Machine
Cloud	AWS, Azure, GCP
Configuration Management	Ansible, SCCM, Chef, Puppet, Terraform, kubernetes
Storage	NetApp, EMC, Hitachi, VxFlex OS ,HP, IBM

Backup Solutions	vRanger, Veeam, Symantec, Commvault, Veritas NetBackup, HP Data protector.
Networking Equipment:	Cisco Nexus series, Cisco Routers, Cisco Switches, Cisco Firewalls, Juniper Routers, Juniper Switches, Palo Alto firewall
Patch Management Tools	Bigfix/Tivoli Endpoint Manager (TEM), SCCM, Shavlik, Batchpatch, WSUS.
Server Hardware	Cisco UCS, HP, Dell, IBM: Enclosure Chassis, Blades, Rack mount servers, Tower servers, Layer 3 switches, Routers ect.
Ticketing Tools	Remedy, Service now, Maximo, CA, HP Service Manager.
Scripting:	PowerShell, VB, SQL Scripting, Bash, Python
Others:	SPLUNK, Microsoft NLB and Fail over Cluster, Veritas Cluster, SQL servers, F5 Load balancer, Solar Wind Monitoring, Nagios Monitoring, Site scope, Site Maestro, Dell OME, HP SIM, NAS, NFS, iSCSI. SCCM, Infoblox IPAM, Chef, Puppet
Compliance	GxP, SOC 2, SOX, PCI

TECHNICAL CERTIFICATIONS

- MCSE (Microsoft certified Solution Expert)
- VCP 6.5 (VMware certified professional)
- CCNA (Cisco certified network associates)
- ITIL v3 (in IT service management)
- MICROSOFT EXCHANGE SERVER 2007
- N-PLUS and A-PLUS

PROFESSIONAL EXPERIENCE

Amgen Thousand Oaks, California Senior Windows / VMware Engineer April 2016 to till date

Project Details:

Played Lead role in Amgen's Office 365 migration, Active Directory Upgrade Refresh & Domain Consolidation project. The goal of the project is to upgrade the software, hardware and the consolidation of the Domains and Datacenter.

- Upgraded Amgen's Active Directory environment from existing 2012R2 to 2016 and raised the forest functional level to 2016.
- Worked with the application team and migrated business critical application and associated Database servers to windows 2016 from Windows server 2012R2 and Windows 2008 servers.
- VMware ESXi Server Deployment, ESXi Server Maintenance, ESX Server Upgrades, Virtual Center Maintenance, Operational Troubleshooting, Virtual Server Maintenance, Storage Migrations and Patching.
- Designing and deploying multitude applications utilizing almost all the AWS stack (Including VPC, EC2, Route53, S3, RDS, Dynamo DB, SNS, SQS, IAM) focusing on high-availability, fault tolerance, and auto-scaling.
- Migrated large number of Windows and Linux on premise VMs to AWS using Server Migration Service (SMS) and Partner service product Cloud Endure.
- Migrated the database of business-critical application to AWS database service.
- Have created AWS organization with 440 AWS accounts.
- Done cloud discovery for Service Now CBDB for all the 440 AWS accounts.
- Setting up of AD connect, Azure AD and migration to Office 365 and managing the same.
- Set up new chassis, Dell blade servers, Cisco UCS for virtual environment.
- Have installed and configured new business critical application on windows server and SQL database.
- Configuration management any application deployment using Ansible.

- Windows server fleet operation and troubleshooting.
- Migrated Users, Computers, OUs, Groups from Europe and Asia Pacific domains to Americas domain as a part of domain consolidation project.
- Planning, documentation and migration of office 365.
- Have set up QMM for migrating users, computers, OUs and groups.
- Documentation of new AD Architectural, Scope of the project, Project plan, Decommission plan ect.
- Public Key Infrastructure (PKI) implementations and support.
- Taking necessary measures to make sure GXP, SOX compliance.
- System patching, software distribution and inventory management using SCCM.
- Managing large groups of computers running Windows servers, MacOS, Linux and Android mobiles using SCCM.
- Creating and Managing SCCM Collections, Policies, Packing, Scheduling.
- Security hardening of the AD and maintaining the compliance.
- Implemented the active directory group policies.
- Installing and configuring Active directory certificate service (ADCS).
- Decommissioning of the 2008R2 domain controller in a regulated environment.
- Writing complex script using PowerShell.
- Installed two HP blade enclose and one Cisco UCS to the datacenter.
- Build two new ESXi cluster for next three quarters.
- Migrated VMware vCenter and ESXi server infrastructure environments to 6.0.

Merck San Jose, California Technical Lead Windows & VMware**August 2015 to March 2016****Project Details**

Contributed heavily on the Merger/Acquisition project, have successfully completed the Active directory, DNS, DHCP integration between two companies.

- Integrated the active directory of acquired company with the parent company.
- Integration and managing of the DNS and DHCP servers.
- Implemented the active directory security best practices in the environment.
- On boarded the Domain Controllers in to the SPLUNK and managing the same.
- Integration of many applications with the active directory and LDAP.
- Migration of Windows servers 2012R2, 2008 from the acquired company datacenter to the new datacenter.
- Public Key Infrastructure (PKI) implementations.
- Managing of Active directory certificate service (ADCF), ADSF, ADRMS, PKI.
- Managing VMware virtual infrastructure. Built new vCenter and ESXi cluster. And then migrated around 420 virtual machines to new vCenter using Taxi Host.
- Working with audit team on SOX compliance
- Resolving the production issues and working closely with various other migration teams.
- Active Directory health monitoring, Group policy management and Access control.
- Taking the reports from the AD and presenting the same to the various business units.
- Decommissioning of the domain controller in a regulated environment.

Stanford University California, Technical Lead Windows & VMware April 2015 to August 2015**Project Details:**

Single handedly set up new Virtual infrastructure capacity expansion, up gradation and fine tuning of the existing once.

- Migration of AD from 2008R2 to 2012R2.

- Security hardening across the entire forest.
- Managing Active directory certificate service, PKI.
- Migration of Application and MS SQL Database servers from 2008 to Windows 2012R2.
- Installing and configuring SPLUK.
- Build 3 new ESXi 5.5 Cisco UCS cluster.
- Upgraded all the vCenter and existing ESXi hosts to 5.5.
- Updated the entire ESXi host with latest security patches using update manager.
- Creating and maintaining virtual SAN by using Scale IO.
- Configuration management any application deployment of Windows and Linux serves using Ansible.
- Built Windows, Linux servers and MS SQL Clusters.
- Upgraded the fiber NIC drives of all the Cisco UCS servers.
- Figured out and tagged the missing Vlans to the ESXi hosts to ensure that all the Vlans are existing in all the nodes of the cluster in order to avoid the vMotion issues.
- Made sure that all the datastores are presented to all the nodes in the cluster in order to avoid the storage vMotion issues.
- Updated all the ESXi 5.5 ISO images to the latest build version. And Windows and Linux template with the latest security patches for future builds.
- Upgraded the RAM and firmware of few of the Dell servers. And replaced the faculty mother board of few ESXi hosts and added back to the cluster.
- Prepared new ESXi server, Windows server, Linux server building run book.
- Prepared the run book for decommissioning of servers.

Walmart Reston, Virginia Active Directory Consultant - Jan 2015 to March 2015**Project Details**

Responsible for the migration and integration of infrastructure and applications due to merger of two companies.

- Creation of Trust relationship between two forests.
- Migration of Active directory users, groups, OUs using Quest Migration Manager (QMM).
- Migration of applications, data, database using EMCopy and beyond compare.
- Setting up of vConveter for the migration of servers.
- Migration of large number of servers from the acquired company datacenter to the parent company environment.
- Built PowerShell scripts for the migration tasks.

Liberty Mutual -California Windows VMware system Engineer**July 2014 to December 2014****Project Details**

Provided highly effective technical and organizational expertise to ensure a high level of system operations meeting / exceeding corporate and client expectations. Served on a 24/7 basis within a fast-paced environment, and supported offices on a global basis. Also manage Microsoft Cluster, FTP servers, AD/DNS, wireless access points, VMware ESXi 5.1, 5.5 servers, Windows 2003, 2008, 2012R2 servers and load balancers.

- Taking care of large multi-domain, multi-forest Active Directory environments with over 55,000 users.
- Responsible for implementation of recommended AD changes to improve security, system availability and long term stability.
- Providing L3 support of Active Directory performance, authentication, replication and other Windows server 2003, 2008R2 and 2012R2 issues.
- Active Directory disaster recovery and implementing security best practices.

- Creating, modifying, and apply Group Policy Objects (AGPM, GPMC).
- Implementing low level delegation of access within Active Directory.
- Assisting application support teams in implementing and troubleshooting Active Directory integration and access issues.
- Implementing Active Directory security audit data points and best practices for security settings.
- Analyzing and resolving problems related to access control, user administration, and operating level system security.
- Creating and modifying scripts written in PowerShell and/or VBScript.
- Migration of DNS, DHCP and maintaining the same.
- Ensure incident and change management processes are followed and impacted teams are communicated with appropriately.
- Responsible for further design of process improvement for ongoing support, operationalization of implemented solutions, and transition of ongoing tasks to support staff.
- Installing configuring and maintaining VMware VSphere, vCenter server, ESXi server, Designing network configuration, Migrating Virtual Machines, vMotion, Storage vMotion, Fault Tolerance, Data Protection, Managing virtual machines, Access control, Resource pools, Monitoring virtual machine performance, alarms, Configuring and managing High Availability, vSphere distributed resource scheduler (DRS), Configure and manage virtual storage, VSA Cluster configuration, Load-Balancing, Back up, Access and authentication control, Integrating ESXi with Active Directory (AD), vShield to secure the virtual data center, Resource management and monitoring, Scheduling changes to resource settings, Cluster resource allocation, Configuring vCenter update Manager.
- Ensure incident and change management processes are followed and impacted teams are communicated with appropriately.
- Responsible for further design of process improvement for ongoing support, operationalization of implemented solutions, and transition of ongoing tasks.
- Administration of VMware products and tools on the enterprise.
- Installing configuring and setting up of Wintel / Windows 2008 and 2012R2 servers.
- Troubleshooting Active Directory performance, authentication, and replication issues.
- Creating, modifying, and apply Group Policy Objects (GPMC).
- Performed physical to virtual (P2V) migrations
- Physical and Virtual server builds.
- Management of Windows server platforms 2000/2003/2008/2012 in a large scale enterprise environment and large datacenter environment.
- Management of VMware vSphere ESXi 5.5, 5.1, 5.0, 4.1, 4.0
- Troubleshooting issues related to VMware vSphere ESXi 5.5, 5.1, 5.0, 4.1, 4.0
- Capacity management.
- Monthly Patching of the servers using WSUS.
- OS / Patch Release management and maintain configuration of Central Windows / ESXi OS image.
- Change, incident and problem management.

Marriott Hotels Maryland Windows VMware System Administrator

Nov 2013 to July 2014

Project Details

- Responsible for large multi-domain, multi-forest Active Directory environments with over 3100 domain controllers spread across the globe.
- Providing L3 support of Active Directory performance, authentication, replication and other Windows server 2003, 2008R2 and 2012R2 issues.
- Responsible for implementation of recommended AD changes to improve security, system availability and long-term stability.

-
- Active Directory disaster recovery and implementing security best practices.
 - Implemented Group Policy according to the company IT policies.
 - Implementing low level delegation of access within Active Directory.
 - Assisting application support teams in implementing and troubleshooting Active Directory integration and access issues.
 - Implementing Active Directory security audit data points and best practices for security settings.
 - Analyzing and resolving problems related to access control, user administration, and operating level system security.
 - implementation and maintains of VMware vSphere 5.0 and 5.1.
 - Planning and configuring ESXi clusters, and setting up of HA and DRS for the critical production servers in large virtual environment.
 - Managing large multi-domain, multi-forest Active Directory environments with over 45,000 users spread across the globe.
 - Troubleshooting Active Directory performance, authentication, and replication issues.
 - Troubleshooting and managing entire wintel infrastructure of the enterprise.
 - Creating, modifying, apply Group Policy Objects (GPMC) and managing the same.
 - Assisting application support teams in implementing and troubleshooting issue relating to Active directory.
 - Building VMware ESXi, physical and VM servers under tight SLA's.
 - Trouble shooting of Blackberry issues and management of blackberry servers.
 - Datacenter management and virtualization.
 - Design, Install and configure Windows 2000, 2003, 2008 and 2012 servers.
 - Implemented multiple disjoint Active Directory Forests, Domains, DHCP, DNS and various other Infrastructure services, Trust relationships setup, dcpromo and decommission of AD.
 - Migration of 2003 AD, DNS, DHC servers to 2008R2 and 2012.
 - Migration of 4.1 Vcenter servers to 5.1 and 5.5.
 - Migration and up-gradation of 4.1 ESXi server to 5.1 and 5.5.
 - Updates, patching and software installations via group policies (GPO).
 - Installing, Configuring and troubleshooting of IIS, Terminal Service, Print and file servers.
 - Configuring and troubleshooting of Microsoft clusters (both failover and load balance clusters).
 - Planned and implemented the patching process and procedure for hundreds of Windows serves spread across different time zones using IBM Tivoli End Point manager (Bigfix).
 - Inventory management, software distribution, OS deployment using TEM (Bigfix).
 - Securing the distributed environments and helps organization to comply with regulatory standards on security using TEM (Bigfix).
 - Configured and managed SAN (storage area networks) and DAS (direct-attached storage) volumes using Fiber-Channel, SCSI and Windows Storage server iSCSI connections.
 - Built MS SQL server 2005-2008 database servers in single server and failover cluster configurations for various enterprise application needs.
 - Power shell automation for creation of virtual servers to vhosts.
 - Wrote Microsoft Windows PowerShell and VB Scripts to automate Windows server administration tasks.
 - Implemented proactive system health monitoring.
 - Implementation of changes on production servers in large environment including Migration, Enhancements, Up-gradation, and Code releases.
 - Assist in troubleshooting production issues with members of other teams within I.T.
 - Setting up scheduled full back up of servers using HP data protector.
 - Troubleshoot server hardware issues (HP & Dell) and work with service providers to facilitate replacement / repairs.
 - Configuring and maintaining the UCS-B, UCS-C and Nexus 1000.
 - Firmware up-gradation and printer packing.
 - Problem management and doing Root cause analysis.

- Providing on call support for the critical issues on rotation basis.
- Have contributed significantly to resolve the performance issue of the critical web server by setting up the NLB (Active/Active) cluster.
- Streamlined the patching process of servers which is spread across the globe and save time and reduced the cost significantly.
- Enhance the performance of the SQL DB and IIS servers by resolving the memory leakage and network connectivity issue.
- Contributed significantly in the planning and provisioning of sever consolidation.

IBM Illinois System Engineer –**Feb 2011 to October 2013****Project Details**

Collaborated with teams and worked autonomously to quickly identify issues and formulate appropriate solutions. Monitored all facets of ongoing projects to meet deadlines and quality objectives. Design and implement highly available (HA) and disaster recovery (DR) solutions.

- Planning, Designing and Implementation of Wintel / Windows 2000, 2003, 2008 and 2012 servers across the globe of large multinational corporations.
- Troubleshooting and System Administration of VMware products and tools including ESXi 4.0, 4.1.
- Troubleshooting Active Directory performance, authentication, and replication issues.
- Creating, modifying, and apply Group Policy Objects (GPMC).
- Implementing low level delegation of access within Active Directory.
- Assisting application support teams in implementing and troubleshooting Active
- Designing and Implementation of large and complex VMware infrastructure on Enterprise level.
- Installing, Configuring and maintaining of ADDS (Active Directory Domain Service). DNS, DHCP, IIS, Terminal Service, Print and file servers.
- Migration of 2003 AD, DNS, DHC servers to 2008R2 and 2012.
- Build servers for production and test environments following strict build procedures.
- Data center management and Server consolidation.
- Migration and up-gradation of 4.1 ESXi servers to 5.1 and 5.5.
- End to End patching of hundreds of servers spread across different time zone using WSUS.
- Inventory management, software distribution, OS deployment using SCCM.
- Securing the distributed environments and helps organization to comply with regulatory standards on security.
- Managing and monitoring of servers using SCCM and SCOM.
- Setting up and troubleshooting Microsoft failover cluster and NLB cluster for the mission critical application servers. And configuring RAID 5 and Mirrored volume for DCs and other critical servers.
- Decommissioning of Physical and Virtual servers as per the norms.
- Local Admin and ILO password change and management of servers.
- Raising the change and implementing the same within the change window.
- Resolving the Incident raised by the operation team with in the SLA time.
- Administration, Implementation and troubleshooting of VMware ESXi 5.1. 5.0, 4.1 and ESX versions of VMware.
- Planning and configuring ESXi clusters, and setting up of HA and DRS for the critical production servers in large virtual environment.
- Building VMware ESXi, physical and VM servers under tight SLA's.
- Migration of user profile from thin client to Vista.
- Troubleshoot server hardware issues (HP & IBM servers) and work with service providers to facilitate replacement / repairs.
- Trouble shooting of Blackberry issues and management of blackberry servers.
- Migration of large numbers of Active directory accounts from site to site.
- Pre migration validation and audit fixation in SQL DB.
- Post migration issue fixations in Active directory.
- Automation of routine System Administration tasks using VB Script and Microsoft Windows power shell script.

- Analyzes, logs, tracks and resolves complex software/hardware matters of significance pertaining to networking connectivity issues, printer, servers, and applications to meet business needs.
- Coordinates hardware/software installations and upgrades to ensure work is properly performed in accordance with company policy. Recommends resolution to complex matters of significance and coordinates the the implementation of the approved course of action.
- Deployed Unified Computing System (UCS) Blade chassis with 8 blades each to support the Network Tools Infrastructure and VMware Infrastructure.
- Configuring and maintaining UCS-B, UCS-C, and/or Nexus 1000.
- Installing of various utilities Firmware up-gradation, printer packing and monitoring of servers.
- Providing on call support for the critical issues.
- Train the offshore support team and brought them in to the production support.
- Participating in the meetings with the various business unit heads; gathering their requirements and planning for the delivery accordingly.

Musgrave Ireland Windows VMware System Admin

May 2009 to Feb 2011

Project Details

Consistently delivered strong outcomes and provides a superior level of customer service in fast-paced enterprise environments.

- Planning, designing and implementing Windows and VMware infrastructure.
- Troubleshooting and System Administration of VMware products and tools.
- Troubleshooting Active Directory performance, authentication, and replication issues.
- Effective provisioning, installation/configuration, operation, and maintenance of Windows Servers, VMware servers, systems hardware and software and related infrastructure.
- Implementing and Administration of Windows 2008, 2003 and 2000 servers.
- Implementation and up gradation of VMware infrastructure.
- Created, managed, and maintained virtual server infrastructure; utilized VMware to build networking & server lab environment that streamlined server OS / application deployments, increased system uptime, and improved reliability.
- Worked closely with storage and networking teams to ensure SAN and networking infrastructure met virtual infrastructure specifications.
- Responsible for support for all server related issues.
- Participated in complete system builds, upgrades, migrations, code deployments and patch management.
- Data Center Management, Capacity planning and management.
- Administered change management related to server upgrades and software installation.
- Prepared and maintained documentation of technologies, standards and procedures.
- Creation and maintenance of Active directory users, groups, OU and effective access management by using best practices of security permissions
- Maintaining and troubleshooting web servers
- Monitoring server health and resolving issues related to hardware of HP, IBM, Dell server and the backup tape library
- End to End patching of MS servers.

WIPRO Technologies India, System Engineer-

Feb 2008 to May 2009

Project Details

- Setting up and Administration of Windows 2000 Servers, 2K3 Servers.
- Building and maintaining VMware Virtual Machines.
- Troubleshooting of production issues and resolving the same within the SLA time frame.
- Creation and maintenance of Active directory users, groups, OU and delegating access to concerned department administrator.
- Configuring and troubleshooting issues related to network printers

-
- Remote server/system administration.
 - Maintaining and troubleshooting web servers.
 - Monitoring server health and resolving issues related to hardware of HP, IBM, Dell server by working with vendors.
 - Patch management of servers..
 - Generating various reports from AD and sending it to various management teams for auditing purpose.
 - Experienced in Regulatory environment, FDA compliance.

BSNL India Windows System Administrator

June 2005 to Feb 2008

Project Details:

- Administration of Windows 2000 and 2003 Servers.
- Configured DNS, DHCP etc.
- Responsible for deploying, managing, and maintaining HP Proliant BL-series C-class blade servers and DL-series servers.
- Configured HP Blade DL460 using the ILO & Onboard Administrator and HP Insight Manager.
- Configuring and maintaining of Routers, Switches, storage mediums, PCs and other components.
- Maintaining full IT infrastructure of various companies as a part of AMC contract.
- Installing various software utilities on servers and workstations.
- Database administration of SQL servers.
- First level trouble shooting of the IT infrastructure devices.

EDUCATION

- Bachelor Degree from University of Calicut, Kerala, India, 2004
- Plus, Two PMG Higher Secondary School, Kerala, India, 1999
- 10th PMG Higher Secondary School, Kerala, India, 1997

Resume -2

Meenakshi Mundhra -

Programmer Analyst

Name: Meenakshi Mundhra	
Title	Programmer/Analyst
Education and Certifications	B-Tech in Electrical and Electronics SAFe 4 Practitioner Certification
Technology Proficiency	CA-GEN, TANDEM, JCL, COBOL, COBOL II, HP COBOL
Key Components	Languages: COBOL, COBOL II, HP COBOL, CA-GEN, TANDEM, JCL Databases- IMS DB/DC, HP NONSTOP SQL, DB2, DATATRIEVE, RMS FILES, IBM Tablebase Data management tools- File Manager, FILE-AID File transfer tools- FTP, MQ, CONNECT DIRECT Scheduling tool – CTM Debugging Tools- VIASOFT, XPEDITER, Version control tools- PANVALET, ENDEVOR, GUARDIEN, SCM, CHANGEMAN Report generating Tools- Xporter, Report Composer, Dispatch Others- SYNCSORT, IBM UTILITIES, TSO, ISPF, ZEKE, IBM Tablebase, SOAP-UI, HP Quality Centre, Selenium, JIRA PC Software: MS EXCEL, MS ACCESS, MS POWER POINT, MS WORD, OUTLOOK, SharePoint

Summary:

- Solid expertise as a Technical lead for over 10+ years in requirement gathering, requirement documenting, designing and developing efficient programs which are easily maintained and understood using AGILE and Waterfall methodologies
- Successfully implemented multiple projects working closely with clients and information systems personnel using COBOL with IMS DB/DC, DB2, VSAM, HP COBOL, CA GEN, JCL
- In depth experience in evaluating technology needs, develop customized applications, and draft technical and functional design documentation
- Strengths include solid communication and problem-solving skills, high organizational skills with people development and value creation
- Able to manage, multi-task and meet deadlines including changes in schedules and priorities
- Worked extensively across various business verticals especially in HealthCare industry for a minimum of 8+ years. Good experience on Automobile Industry, Communication and Technology

Professional Experience:
American Unit Inc/ Client -Deloitte
Los Angeles, CA
2018 June – Present
Project – Anthem (WGS system)

Description- Anthem is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association. Anthem works with providers to ensure a quality health care experience for consumers and easing cost challenges by advancing affordability in the health care industry.

Technology used: IMS DB/DC, COBOL, DB2, JCL, CONTROL M, CHANGEMAN, File Manager, REXX, FTP, ENDEVOR.

Roles and Responsibilities-Project delivery specialist.

- Worked as onshore team lead/coordinator handling the offshore team with varied team size using COBOL and IMS DB/DC, DB2 across multiple areas including Large group system (WGS) and Medicare (GBD)

Name: Meenakshi Mundhra

- Evaluate clients technology needs, develop customized applications and draft technical and functional design documentation; identify and mitigate risks in process and technology for client engagements
- Performing business process analysis, mapping and design using system architecture, application flow charts and cross reference mapping documents
- Support system implementation and perform full system development life cycle implementations using AGILE and Waterfall methods
- Create test cases and perform functional, non-functional, system integration, and end-to-end testing of software applications
- Compiling code changes using Changeman and Endeavor, identifying defects utilizing IBM Debugger and Xpediter, logging and tracking in Jira
- Designing enrollment processes for membership data in enrollment application system using batch and online modules
- Worked as the SME for all migration related issues, providing comprehensive solutions to the client within timely manner
- Worked on the most critical migration projects involving millions of members migrating from legacy to WGS system with extensive enhancements on membership communication process including ID cards, letters and reports
- Handled critical projects involving major finance related impact used for general ledger reports and member's eligibility to avail health benefits

Employer – PROBYS
Los Angeles, California

2017 August – 2018 June

Project – Anthem (WGS System)

Description- Anthem is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association. Anthem works with providers to ensure a quality health care experience for consumers and easing cost challenges by advancing affordability in the health care industry.

Technology used: IMS DB/DC, COBOL, DB2, JCL, CONTROL M, CHANGEMAN, File Manager, REXX, FTP, ENDEVOR.

Roles and Responsibilities-Developer Analyst.

- Worked as onshore team lead/coordinator thereby conducting conceptual and technical designs by analyzing COBOL, JCL, IMS DB/DC legacy mainframe system to identify business and technical functionality
- Gained extensive knowledge within varied areas of healthcare including enrollment and billing
- Extensively worked on coordinating activities between workstreams, and identify changes in scope
- Design sub-components of large application systems, integrate software applications with each other ,and optimize the system architecture to improve stability and performance
- Create test plan and test scripts and involved in performing end to end testing across releases along with functional and non-functional testing
- Provide implementation support and post implementation support for changes implemented into Production
- Worked on the foundational migration project involving 9 states ; delivering multiple components involving enhancements on core processes, ID cards and letters
- Extensively worked on ID cards standardization process for all the migration projects involving millions of ID cards being sent out to members with zero defects
- Ensure to deliver all the required documents to client in order to adhere to delivery timelines
- Worked on Agile letter project involving various letter conversion into client specific layout with an annual saving of 26\$ billion

Employer – Accenture Services

2016 Mar – 2017 August

Name: Meenakshi Mundhra
Racine, Wisconsin
Project – CNHI- Case New Holland INC.

Description- CNH is a global, full line company operating in both the agricultural and construction equipment industries. CNH's scope includes integrated engineering, manufacturing, marketing and distribution of equipment on five continents.

Technology used: IMS DB/DC, COBOL, JCL, MAPS, PANVALET,XPTR, ZEKE, VIASOFT, File Manager, Soap UI,REXX, FTP, MQ, CONNECT DIRECT

Roles and Responsibilities-Application Development Specialist.
Production Support

- Worked as onshore team lead/coordinator handling the production support team of 6 people
- Actively analyzed the production issues and thereby providing the best solution to the users
- Resolving the tickets created by users from the remedy tool-DRIVE IT
- Helped the team in providing the solution to redundant abends occurring on daily basis and providing code fix to avoid any job failures in future
- Reduced the ticket flow count to a great extent by actively communicating with business and setting the right priority before the team
- Created sub BMP /MPP programs to fix the production issues to resend the data for quicker solution
- Created REXX tool to capture interface job runs on daily basis, which would identify potential problems whenever there is a failure. This saved manual efforts of 4 hours every day
- Created online screen to resend data for multiple depots and handling huge data for parts.
- Provided 24/7 Oncall support to the client thereby making sure we deliver best solution to continue the business
- Trained new team members by taking sessions both on technical and application aspects
- Built a great relationship with client by showcasing the work on behalf of my team and received many appreciations for it

Development Work

Technology used: IMS DB/DC, COBOL, JCL, PANVALET,MAPS, XPTR, ZEKE, VIASOFT, File Manager, Soap UI,REXX, FTP, MQ, CONNECT DIRECT

Roles and Responsibilities-COBOL developer.

- Worked as onshore team lead/coordinator handling the offshore and client contractor development team of 8 people
- Gathered the requirements thereby working with business stakeholders and technology specialists and documented the same as system requirement document
- Designed, wrote and implemented programs for the migration project from GPS mainframes to CSPS web application, thereby helping the other system to determine the current performance of GPS (Global Parts System) on various flows to ensure that business activity does not have an impact on their TO-BE solution
- Created JCLs using SYNC SORT to create reports for business on different flows of migration project- this saved close to 20 days of man hrs thereby refrained from writing OS programs
- Wrote and maintained batch and online programs used to access and update files and reports.
- Responsible for writing Tech Specs for one of the challenging migration projects using IMS databases
- Worked closely with business to study the current costing process for parts and designed the interface to parts data warehouse system. Analyzed the reports to extract data to send to PDW for them to create business reports

Name: Meenakshi Mundhra

- Wrote new programs –batch and online for one of the biggest project to transfer parts and costing data from one system to another
- Responsible to perform peer reviews of all the components developed for end to end delivery ensuring we adhere to coding standards

**Employer – Accenture Services
Hyderabad, India**

2014 Nov – 2016 Feb

Project – CNHI- Case New Holland INC.

Technology used: IMS DB/DC, COBOL, JCL, MAPS,PANVALET, XPTR, ZEKE, VIASOFT, File Manager, Soap UI, Drive IT, FTP, MQ, CONNECT DIRECT

Roles and Responsibilities- Senior Software Engineer.

- Worked as a team lead to handle production support role on COBOL for CNHI client. Being a vast application like GPS, ensured to gain both functional and technical knowledge
- Driven the smooth transition plan from other vendor and handled the challenges efficiently
- Documented all the understanding documents during the KT phase for a reference in future.
- Work included coding programs, unit testing, creating test files, and test JCL
- Was highly appreciated in building the client relationship and handling client calls on daily basis
- Significantly reduced the number of backlog tickets within 2 months for which the team received appreciation from senior leadership and client

**Employee – Accenture LLP
Austin, Texas**

2013 Aug – 2014 Sep

Project – Texas Medicaid and Healthcare partnership

Description - TMHP processes claims for Texas Medicaid and other state programs. As claims administrator, TMHP processes claims for Medicaid services provided in the traditional, fee-for-service system.

Technology used: NON STOP SQL, COBOL, DB2, JCL, GUARDIEN, Report Composer, CA-GEN, TANDEM, HP Quality Centre

Roles and Responsibilities- Senior Software Engineer.

- Worked as a CA Gen and Mainframe COBOL developer for TMHP account at Austin. Responsible for requirement analysis, design, build and unit testing
- Responsible for analyzing the requirement and converting them to low level design to the extent of Pseudo code development (Build and test)
- Demonstrated the code during the code review and was responsible to review the code of my peers
- Used HP nonstop SQL on tandem as the database which includes writing SQL scripts and using TACL commands
- Extensively used HP Quality Centre to map requirements versus test cases and tracked all the defects using QC
- Responsible for Verification of SQL scripts and data integrity
- Helped BA's during QA phase in creating data files, data mapping and writing SQL scripts and helped them understand and create test scenarios for quality testing

**Employee Accenture Services
Hyderabad, India**

2010 Jan – 2013 May

Project – Express Scripts Inc.

Name: Meenakshi Mundhra

Description- Express Scripts provides integrated pharmacy benefit management services including network-pharmacy claims processing; home delivery pharmacy services; specialty pharmacy benefit management, through its subsidiary

Technology used: HP COBOL, JCL, RMS FILES, FILE AID,XPEDITER,HP Quality Centre

Roles and Responsibilities-Software Engineer and Associate Software Engineer.

- Worked HP COBOL, Open text VAX/VMS technology which involved all the phases of SDLC cycle with more focus on analysis, design, build and test phases in home delivery system module of express scripts
- Understand the business requirements and involved in application design, development and unit testing of various enhancements in HDS revolving around profile maintenance, Rx entry and adjudication process
- Involved in conducting code review within team and prepared query logs while analyzing the high level design
- Was involved in fixing defects in various modules which occurred due to design changes or change in business requirement
- Managed, documented and facilitated the team on data setup in simulators and complex testing process involved in adjudication for future reference which minimized the extra hours spent earlier
- Designed, wrote and implemented programs for profile maintenance process saving 3 man-work hours of analysis each week, while documenting and training business users on the “how to” of the new process
- Involved in processing and validating pharmacy and medical claims and testing the accumulator setup for the processed claims in different areas of health industry which included Claims Processing, Adjudication Process and Medicare part D Plan on CICS screens

Resume -3

Jean Sanon

OracleDatabase Administrator

SUMMARY

Oracle Database Administrator with 9+ years of experience with in-depth knowledge and proficiency in Database Design, Security Implementations, Monitoring & Tuning, Backup & Recovery, migration, database cloning, upgrades, patching, and replication. Proficient in multiple operating systems such as Linux, Unix, Windows, and various database systems including Oracle 10g, 11g, 12c, 19c. Energetic achiever who can efficiently prioritize tasks and perform well under pressure. Passionate learner who possesses excellent critical thinking skills and enjoy new challenges.

TECHNICAL SKILLS

- | | |
|---------------------------|--------------|
| • Database Administration | • OEM |
| • Backup & Recovery | • Oracle ASM |
| • Performance Tuning | • Migration |
| • Disaster Recovery | • Data Guard |
| • Shell Scripting | • Goldengate |
| • RAC | • OCI |
| • Tableau | • AWS |

PROFESSIONAL EXPERIENCE

Pacific Systems inc. Oracle Database Administrator

June 2018 to Current

Project Details

- Monitor overall performance of the database using OEM 13c as well as command -line utilities including SQLPLUS, AWR report, ASH report, ADDM, ADRCI, Explain Plan and SQL Trace
- Created, modified, and maintained Oracle database objects and storage structures including tablespaces, tables, partition, materialize views, users, roles, profiles, directories, and indexes.
- Performed Upgrade/Migrate of oracle 12.2. to 19c using Transportable Tablespace (TTS) and Data pump on Oracle Enterprise Linux 7 platform
- Supported 4 nodes RAC on EXADATA X8 machine.
- Configure and maintain Oracle 19c Active Data Guard to protect mission-critical databases.
- Configuring GOLDEN GATE to support ongoing replication of large Oracle databases within the architecture.
- Worked closely with developers and analysts to troubleshoot and resolve database performance issues as well as assisted with design and architect for new database environments.
- Implemented database refresh procedures using full export for table level and full database defragmentation, resulting in improved performance and effective space management.
- Performed weekly reviews of assigned instances to identify bottlenecks and make recommendations to improve performance.
- Performed the installation, implementation and monitoring of active Oracle Data Guard to facilitate data replication, site redundancy and overall disaster recovery.
- Applied Oracle Database and Grid Infrastructure patches to production, development and test Instances.
- Implemented database refresh/cloning, backup and recovery using RMAN DUPLICATE.

- Created and maintained UNIX shell scripts to automate RMAN backups, Database cloning, Data pump jobs, File transfers and database administration task.
- Installed and configured Oracle 19c Pluggable databases
- Worked with business unit managers to understand project scope, suggest possible alternatives and document each step of the design.

Global Care & Pharmacy Riverdale, GA, Oracle Database Administrator January 2016 to May 2018**Project Details**

- Provided problem resolution support, specific to database issues; identified and resolved database problems, coordinating with application users to determine root cause and ensure accurate resolution.
- Provide on-call support for enterprise databases.
- Responsible for Oracle 18c, 12c and 11g RAC and ASM logical and physical database design, implementation, and maintenance
- Created table and index partitions, materialize views and monitored tablespaces growth, resize and added data files for improve database performance.
- Upgraded 45 oracle 11.2.4 to 12c using Database Upgrade Assistant (DBUA)
- Developed SQL and UNIX shell scripts to carry out routine monitoring, backup and daily database administration.
- Implemented database refresh procedures using full export for table level and full database defragmentation, resulting in improved performance and effective space management.
- Managed backup & recovery for Oracle 11g on Linux using Recovery Manager (RMAN) and Oracle Enterprise Manager (OEM) 12c.
- Administered the Oracle database by creating users, allocating appropriate tablespace quotas, and assigning suitable roles and privileges.
- Created tickets, prioritized, and escalated issues using Remedy based on SLAs.

EDUCATION AND TRAINING**ESIH University****Bachelor of Science: Computer Science****Certifications**

- Oracle Database Administration 2019 Certified Professional - OCP
- Oracle Database Cloud Administrator 2021 Certified Professional
- AWS Certified - Solutions Architect Associate
- AWS Certified Cloud Practitioner
- Tableau Desktop Specialist

Resume-4-

Nathaniel L. Johnson

PC/Help Desk Technician

SUMMARY:

- Accomplished Desktop Support professional with 7+ years' experience in Computer Operations, Technical and Help Desk support.
- 4 Years of progressive computer/network operations experience in refinery and university settings with mixed computing environment including Windows and Mac OS.
- 6 years providing Help Desk support to thousands of users country wide, earning a solid reputation for productivity, complex problem resolution and professionalism.
- Excellent communication and diagnostic skills, consistently solving problems and rarely escalating issues.

PROFESSIONAL EXPERIENCE

Memorial Sloan Kettering Cancer Center, Help Desk II June 2022 – November 2022

Project Details

- Provided professional end-user support via telephone, email or web submits.
- Provided restorative or maintenance actions to resolve end-user problems.
- Responded to end-user problems based on standard procedures.
- Updated software and maintained related hardware for clients as part of backup services.

Shell Chemical at Deer Park CAR Technician/ IT Technician February 2022 – June 2022

- IMACs (Install, Move, Add, Change new & old desktop/laptops for users)
- Delivered completed PCs to end users' desks and walking them through setup.
- Issued and managed mobile devices such as: iPads and iPhones.
- Completed JMLs requests (Joiners, Movers, and Leavers) and CARs (Computer Asset Refresh)
- Provided quality control on A/V equipment and systems to make sure they are working properly by performing preventive maintenance.

Verra Mobility – New Orleans, LA, Field Technician April 2021 – October 2021

- Maintain fleet vehicles in good working order by following preventive and corrective maintenance schedules according to OEM.
- Installed/repaired hardware such as: cameras, radars, flash packs, laptops storage, and video streaming equipment.
- Maintained spreadsheets containing Speed Vans statistics.

Aamazing IT/CompuCom/Syngenta- St Gabriel, US Deskside Support Technician- Nov 20-April 21

- Real time ticket entry by utilizing, monitoring, and managing our service desk system.
- Ordered computer supplies.
- Provided second-level support on tickets escalated from the Service Desk staff regarding IT issues and requests including, but not limited to

Tulane University/Kelly Services User Support Analyst III February 2019 - April 2020

- Performed preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.

- Participated in training and worked to develop and maintain top knowledge in existing and innovative technologies to provide most effective support.
- Used SCCM to deploy Microsoft Windows images.
- Provided on-site technical support by performing installation, repair, and preventative maintenance of workstations and related software/hardware.
- Provided engineering support to Video Conferencing equipment performing daily checks, upgrading as planned, and providing logistical support for large meetings.
- Provided preventive maintenance support; completes inspections and maintains records for work completed with primary focus on AV related work orders.

EDUCATION AND CERTIFICATIONS:

- Will obtain bachelor's degree in finance in Progress (December 2023)
- HP Certified in: Commercial Desktops, Workstations, and Notebooks Service Replacement
System Board DMI Programming
- TWIC Card

John Olin

Microsoft Technician

SUMMARY

- Troubleshoot, diagnoses, and promptly resolve issues on desktop and peripheral information systems.
- Troubleshoot printing/scanning devices, presentation equipment, and other products in order to deliver required desktop service levels.
- Communicates technical information to both technical and nontechnical personnel.
- Install, configure, test, maintain, monitor, and troubleshoot end-user software and hardware.
- Participates in a vast variety of information systems and infrastructure support projects.
- Perform problem resolution and escalation practices.
- Assisting with maintaining desktop applications and operating systems up to date.
- Inventory and asset management, security, asset disposal, and auditing.

Professional Certifications

- ☐ Microsoft Certified Professional
- ☐ Microsoft Certified Desktop Support Technician
- ☐ Microsoft Certified Technology Specialist Windows 7
 - ☐ Service Desk Professional
 - ☐ A+ Hardware Certification
 - ☐ OEM: Dell, HP, and Lenovo

Microsoft Certified Information Technology Professional

PROFESSIONAL EXPERIENCE

Compucom/GE Aviation, Kentwood, MI

8/2015 – 1/2023

Microsoft Technician

- Completed imaging with SCCM, installed and configured workstations with data transfer, installed software, and related devices.
- Worked as tier 2 and 3 PC support completing escalated help desk requests.
- Ordered required parts from OEM.
- Completed all tasks in a timely manner meeting all customer service level agreements.
- Applicable equipment/software: Dell, Lenovo, and HP, Windows 7, Windows 10, Office 365.
- Managed IT departments and serve as liaisons with applicable departments to suggest software and system upgrades
- Provided IT support to internal employees across the enterprise
- performed new employee workstation setups
- Performed hands-on fixes at the desktop level, via the installation and upgrading of software and configuration systems and applications
- Document IT-related processes and workflows
- Evaluated IT processes and recommend changes
- Created and maintain historical records through the documentation of hardware and software changes and revisions

Apex/Dell/Ascension Health, Kalamazoo, MI

10/2011 – 5/2015

Deskside Support/Staging Coordinator/Refresh Technician

- Provided tier 2 technical assistance and deskside support to computer users, onsite and remotely.
- Performed AD account and group policy changes for users and devices.
- Completed imaging with SCCM, installed and configured workstations with data transfer, installed software, and related devices.
- Worked as tier 2 and 3 PC support completing escalated help desk requests.
- Maintained accurate data on customer PC inventory and triaged all software and equipment problems.
- Performed replacements and repairs on equipment in a timely manner.
- Assisted in determining cause of problems and created solutions to resolve those issues.
- Diagnosed PC level hardware issues and ordered required parts from OEM.
- Ensured that end user systems were up and running to appropriate satisfaction and all tasks were completed in a timely manner meeting all customer service level agreements.
- Applicable equipment and software: Dell, Lenovo, and HP, Windows 7, Windows 10, Office 365.

****Additional experience upon request***

Education

PC ProSchools, Grand Rapids, MI - Numerous certifications including Microsoft Certified Professional, Microsoft Certified Desktop Support Technician, and Microsoft Certified Information Technology Professional.

