

## DIVYA CHIKKALA

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### OBJECTIVE

An IT professional with around **4+** years of experience on VMware & Wintel technology with extension practical experience of troubleshoot and resolving server's performance issues that are raised with Microsoft through professional cases by companies all over the world. Desiring to achieve successful career by working for an ambition's and expanding Company.

### PROFILE SUMMARY

- ❖ **SPP Firmware upgradation** for HPE Servers. HPE Synergy DL480 G-10, HPE ProLiant DL360 G-8, 9 & HPE ProLiant DL 380 G-8, 9.
- ❖ **Upgradation of ESXi** through ILO, Update Manager.
- ❖ Involved in Data Center **Power maintenance activity**.
- ❖ Installation & Decommission of ESXi.
- ❖ Installing Patches for Esxi through Lifecycle manager.
- ❖ Deployment of VM through **Template and OVF Template**.
- ❖ Having experience **adding printers** to print servers and troubleshooting **printerqueue issues**.
- ❖ Configuring Cluster with High Availability (**HA**) and Distributed Resource Scheduler (**DRS**).
- ❖ Create **Virtual Switches** and **port groups** to configure virtual networking settings for redundancy by teaming up NICs.
- ❖ Monitoring Alarms and scheduling tasks
- ❖ Involved in upgradation of **Oneview** composer.
- ❖ Resolved Disk & Data stores issues (Low disk space in Drive C: D: E: etc... and Data Store Low disk space)

### ACADEMIC DETAILS

<u>Exam Passed</u>	<u>Board/University</u>	<u>Year of Passing</u>
Bachelor of Technology	Jawaharlal Nehru Technological University, Kakinada	2017

## SKILLS

<b>Server Operating System</b>	2008R2, 2012R2, 2016 & 2019
<b>VMware Virtualization</b>	ESXi, Virtual Center Server, P2V, V2V, Snapshot, Template, Clone, VMotion, Storage VMotion, HA, DRS, EVC, FT
<b>Remote Tools</b>	RDP, SSH, HPE ILO
<b>Server Services</b>	Active Directory, DNS, DHCP, FTP, RDP, IIS, KMS, Printers
<b>Hardware</b>	HPE Synergy 480 G10, HPE ProLiant DL360, DL380 G8-G9 Servers
<b>Monitoring Tools</b>	Nagios
<b>Converters</b>	VMware vCenter Standalone
<b>Ticketing Tools</b>	Service-Now
<b>Patching Tools</b>	BigFix

## EMPLOYMENT HISTORY

<u>Company</u>	<u>Designation</u>	<u>From</u>	<u>To</u>
Omkar soft	Senior System Engineer	November– 2018	Till date

### Up gradation of VMware Infrastructure:

- ❖ Esxi Host Upgradation
- ❖ vCenter server Upgradation
- ❖ VMware Tool Upgradation
- ❖ VM Hardware Upgradation
- ❖ Firmware Upgradation
- ❖ Nic Card Upgradation

## WORK EXPERIENCE

**Organization** : Omkar software  
**Project** : Automotive  
**Duration** : 22<sup>nd</sup> Nov, 2018 to till date.  
**Job Designation** : VMware & Wintel Administrator.

### VMware Responsibilities:

- ❖ Managing virtualization Environment using **Virtual Center, vSphere client, and vSphere web client.**
- ❖ Managing VM's using VMware virtual Center and virtual web client.
- ❖ Configurations of **Virtual switches and VLAN.**
- ❖ Installing **ESXI Host patching.**
- ❖ **Creating template** from VMs and **Deploying VMs** from templates and allocate resources.
- ❖ Performing **Decommissioning the VM's**
- ❖ **Taking Snapshot** and managing the snapshots.
- ❖ **Creating Clone for Testing Purpose** in production environment.
- ❖ **Enabling HA and DRS rules** features in a cluster.
- ❖ **Troubleshooting PSOD issue** and Hardware issues by working along with VMware vendor.
- ❖ Converting Legacy hardware physical machine to virtual machine using **P2V converter.**
- ❖ Migrating the Virtual Machines using **V-Motion.**
- ❖ Moving VM from one data store to another data store using **Storage V-Motion.**
- ❖ **Troubleshooting** the issues like RDP, Sever unreachable, Esxi host not responding and **hardware issues.**
- ❖ Responsible in using **Service now Ticking tool** for resolving incidents and change requests raised by users.
- ❖ **Enabling FT** to avoid VM's downtime and Zero data loss.
- ❖ Adding and modifying **Datastore LUN**
- ❖ **Exporting System logs** for vCenter server and Esxi host when required for troubleshooting.
- ❖ **Restoring VM** from old datastore if required.
- ❖ Worked on **One view upgradation.**
- ❖ Resolving the tickets and requests within the **SLA.**

## Wintel Responsibilities:

- ❖ Creating and managing users in server.
- ❖ Creating, managing and **troubleshooting DNS**.
- ❖ Installing, configuring and **Maintaining DHCP**.
- ❖ Configuring and troubleshooting **Printer issues**.
- ❖ Managing **KMS** and **IIS** Servers.
- ❖ Providing user access to a folder based on request.
- ❖ Installing **Microsoft server patches** through **Bigfix tool**.
- ❖ **Application Drive** Clean up And **C Drive** cleanup.
- ❖ **Troubleshooting unexpected reboot** of server by analyzing event viewer logs.
- ❖ Checking the tickets and assigning to the group to resolve within the **SLA**.
- ❖ Troubleshooting **BSOD issue** and Hardware issues by raising vendor ticket.
- ❖ Attending daily shift handover call.
- ❖ Resolving **CPU and MEMORY Utilization** Tickets.
- ❖ Worked on **P1 and P2**
- ❖ Configuring on **RAID1** and **RAID5**
- ❖ **ILO**, having experience on built the servers and **decommission of servers**.

## PERSONAL DETAILS

<b>Name</b>	DIVYA CHIKKALA
<b>Date of Birth</b>	9 <sup>th</sup> OCTOBER 1995
<b>Gender</b>	Female
<b>Marital Status</b>	Married
<b>Languages known</b>	English,Telugu,Hindi

I declare that the details above are correct and true to the best of my knowledge.

**Place:** Bengaluru  
**Date:**

**Signature:** DIVYA CHIKKALA