

RESUME



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CareerObjective:

I have a strong desire to work in an environment where I can be innovative and each day at my work place becomes a new challenge for me to improvise my skills. A workplace where team work is given more importance and everyone has an ample scope to develop is the best choice for me.

Work Experience:

Working as an Senior Operations Engineer at Endurance International group from 17-December-2018 to till date. (6+ Years of Experience).

Academic Qualifications:

S.NO	Course of study	Board	Name of Institution	Year of pass	Percentage (%)
1.	BSC Computer Science	University Grants Commission (India)	Annamalai University	2017	72%
2.	Diploma	SBTET	RGRP	2011-2014	82.57%
3.	CBSE	Central Board of Secondary Education	DAV Public school	2010	60%

Professional Skills:

- Trouble Shooting and service improvement Skills.
- Took initiative in providing Knowledge Based sessions to New Joiners and sorting out the clarifications required.
- Have a good scope of communication skills where in enhanced in providing the support to customer in terms of meetings.
- Played a lead role in reviewing of SOP's, Documents which are need to be published among the team for knowledge base.
- Providing efficient solutions to the customers with no down time.

Technical Skills:

DBMS	SQL, MSSQL, MYSQL
Servers	2003,2008,2008R2,2012R2,2016,2019
Client	XP, 7, 8, 8.1
Operating System	Windows, Linux(Centos 7)
Tools	SCCM, SCOM, Service – Now, HP Connected Backup, Box, Microsoft DPM , Zabbix , GIT
Virtualization	VMware VSphere ESXI 5.5,Hyper-V
Scripting	Powershell Automation

Professional Experience:

Role : Senior Operations Engineer

Duration: December 2018 – Till Date

Roles and Responsibilities :

- Provisioning of AWS Workspaces. Working on AWS related issues, VPC, Security Group, IAM.
- Working on Windows Server 2019 deployments, Hyper v, Hyperv Replication
- Powershell Automation for daily tasks
- Windows shared hosting and dedicated hosting
- IIS troubleshooting, SQL Server 2017 , Plesk ,JIRA ticketing
- Working on SCCM Administration and Management
- Managing websites and troubleshooting on issues related to shared and dedicated hosting websites

- GIT bash, GIT Lab , Openstack controller mapping.
- Performing Hyperv Migrations, Troubleshooting Hyperv issues
- Active Directory Administration , GPO , DNS , DHCP , WDS , WSUS
- DPM Backup Installation, Administration and troubleshooting.
- Puppet configuration
- Network Configuration (VLAN, DNS, DHCP) , Troubleshooting
- Monitoring , Security - Implement best practices to ensure servers are best secured and optimized.
- Working with Bare Metal Servers Deployment , Configuration , Installation of OS
- Web Server Installation, Setup , Installing required web components. Registering server for hosting services etc.
- Windows Server Migrations , Live Migration via Hyperv , OS Migrations, Active Directory Migrations

Project: Coca – Cola (The Coca-Cola Company)

Role: Team Lead – Global Client Platform Operations

Duration: January 2017 – Dec 2018

Roles and Responsibilities:

- Provisioning of AWS Workspaces.
- Working with Azure MFA (Multi factor authentication for AWS), Azure AD
- Resolving issues with unhealthy workspaces.
- Creating IAM Encryption Keys
- Creating IAM Roles
- Checking Inbound and Outbound rules in VPC
- Working on monitoring network traffic through Palo alto console.
- Installing and configuring virtual machines desktops through VDI Management console and server through VSphere Esxi 5.5, Migrating the servers using vmotion, setting up DRS, configuring HA, Fault Tolerance
- Automating Tasks using PowerShell scripting (For application deployments through SCCM, For generating Active directory reports, generating server reports etc)
- Created clones from existing VMs (both live and powered-off)
- Administering Windows Server 2008 R2
- Troubleshooting performance issues.

- Creating applications through Citrix XenApp Presentation Server.
- Configuring Group Policies
- Configuring DNS records, Configuring DHCP Scopes
- Configuring Proxy Exceptions through GPO.
- Applications/Patch deployment through SCCM
- Building Applications through Application Deployment Toolkit
- Preparing PowerShell scripts for Application deployment
- Allowing/Blocking Applications through Symantec Endpoint Protection
- Preparing SQL Reports through SSRS Console.
- Installing and configuring SCCM Clients
- Remediating inactive SCCM client issues.
- Installing HP Connected backup software, configuring backups, remediating backup issues.
- PowerShell scripts for basic health checks, disk space availability, uptime checks etc.
- OS level issues (Unexpected Reboots, BSOD Errors, Memory Leakage Errors, Hardware Failures)
- Bit locker issues, Network share issue.
- IIS Site configurations, updating/replacing the config files.
- Monitoring IT store tickets and resolving the issues within SLA through Service now tool.

Project: Scotia Bank (The Bank of Nova Scotia)

Role: System Support Specialist – Server management.

Duration: February 2015 – December 2016.

Roles and Responsibilities:

- Installation of Operating System through Network using WDS (Windows Deployment Services).
- Configuring of DHCP, Creating Multicast Transmissions, Binding the IP's
- Administration and Troubleshooting of Windows server roles such as DHCP, DNS, IIS.
- Registry Editor, Performance Monitor, tuning, Remote access tools, analyzing system logs, disaster recovery and identifying potential issues
- Configuring DFS and sharing the files and testing.
- Configuring RRAS and creating the VPN connectivity.

- Providing application support for almost 48 applications.
- VSphere (VMware server provisioning, Troubleshooting)
- Snapshot manager and restoring a snapshot.
- Managing Tasks, Events and Alarms
- Installing and updating Antivirus and providing the prominent security updates on the environment.
- Performing Monthly Patching Activities (advertising the Patches through SCCM, Server reboots through SCCM Console).
- SCCM Client installations/remediation's
- SCOM overrides
- Application Publishing through Citrix XenApp Presentation server
- Monitoring alerts through SCOM console (P1 and providing the solutions within the SLA period)
- Monitoring IT store tickets and resolving the issues within SLA through Service now tool.
- Provisioning and decommissioning of servers from Cloud Console. (BMC 3rd Tier).
- Tools used like service now, BMC 3rd tier, fire call, VERITAS, citrix XenApp.

Achievements:

- Awarded with Best performer Award in EIG for best performance
- Received 2 Bravo Awards in the organization for putting maximum efforts on reducing the customer escalations
- Received 2 Pat on Back award for Actively taking part in SCCM Client remediation's (Took the initiative and completed in time) and for remediating the MS patching issues on monthly basis
- Received Guru Award for exceptional performance in managing the team management activities, actively resolving the production issues, remediating SCOM/SCCM issues.

Certifications:

- Azure Fundamentals Certified (AZ-900)
- Alibaba ACA Cloud Computing
- MCSA (70-411).

- MCSA (70 – 410)
- MCSA (70-412)

Personal Details:

Date of Birth : 04 April 1996
Father name / Mother name : A. Subba Rao / A. Subba Lakshmi
Gender : Male
Languages Known : English, Hindi
Hobbies : Listening Songs, Learning New Technologies
Strengths : Teamwork skills, Leadership skills
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