Prathap Marripalli

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Career Objective

To pursue a highly rewarding career, seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth

Experience Summary:

14.7 years of experience working as a Senior Cloud/Linux/System Administrator, being a part of cloud team supporting Linux and Cloud Servers globally.

FIRM1   : Capgemini

Location   : Hyderabad

Role	Manager/Oracle Cloud Infrastructure Architect	
Organization	Capgemini	
Duration	15th April 2024 – Till Date	
Team Size: 8	**Project : Comcast**	**Roles Handled:** Oracle Cloud Infrastructure Activities
Environment	Production/Non Prod and DR	Region : Ashburn and Phoenix

Roles and Responsibilities include the following.

> ➢ Managing Compute, Storage, Networking, IAM, Database related activities in OCI.
> ➢ Handling Tenancy Administration and OCI Architect related activities.

FIRM2 : Data Intensity

Location   **:** Hyderabad

Role	Senior Cloud Engineer	
Organization	Data Intensity	
Duration	22nd July 2016 – 29th March 2024	
Team Size: 15	Project : Syneos, Reed and other OCI customer projects supported by DI	**Roles Handled:** OSManagement,Patching,IAM,IDCS,Policies,PAM,MFA,SSO,Object Storage,Buckets,Networking,Load Balancers,Backups,Certificate,Replication,AIS Checklist, POC Work,Auto Scaling,Cloud Guard,Security, Monitoring.
Environment	Production/Non Prod and DR	Region : Ashburn and Phoenix

Roles and Responsibilities include the following

> ➢ Configuring OS Management groups and scheduling the patches through OSMS agent and installing the patches on Linux and windows servers hosted in OCI Cloud.
> ➢ Good understanding of shapes, images and capacity planning. Changing shape of instances and rebooting the servers through OCI console.
> ➢ Experience in instance configurations & Auto scaling configuration concepts
> ➢ Enabling the ports by configuring the ingress and egress rules and allowing the traffic as per the requirement.
> ➢ Taking back up of volumes and increase file system size of OCI cloud instances.
> ➢ Creating instances and building them as per the requirement from customer.
> ➢ Restoration of instances from auto backup in OCI.
> ➢ User account creations in OCI and providing the required access as per the requirement.
> ➢ Creating compartments and assigning the policies as per the requirement.
> ➢ Experience in defining the policies with conditions to restrict the access of users.
> ➢ Configuring the MFA authentication for the users as per the policy.

- Working on the reboot and other notification announcements received from Oracle and taking necessary action.
- Creating custom images and provisioning new instances as per the requirement.
- Creating boot volume backups, block volume backups and clones of the instances.
- Good knowledge in availability and fault domains.
- Troubleshooting the issues from cloud shell and vnc session for the Linux servers which did not come online after reboot.
- Managing IDCS, IAM users, groups and group mappings and providing access as per the requirement.
- Configuring backup policy for the boot volume and block volumes of the instances.
- Managing MFA, SSO and generating API keys and auth tokens.
- Knowledge on federation and its association with OCI.
- Terminating the boot volumes, block volumes and instances which are not required.
- Knowledge on volume attachment types.
- Experience in creating and managing the file systems and snapshots in OCI.
- Experience in managing Object Storage, File Storage, Block Storage and buckets.
- Experience in managing pre-authentication requests in OCI
- Knowledge on Life cycle policy rules in OCI
- Experience in creation of VCN, subnets, security lists, netwrok security group, ingress and egress rules.
- Creating and managing route tables, Internet Gateway, Nat Gateway and Service Gateway.
- Experience in creating & managing site to site VPNs using IP Sec Tunnels
- Creating and managing load balancers, listener and backend sets.
- Strong knowledge and good understanding on DNS management in OCI.
- Good understanding on LPG and RPG and use cases.
- Strong knowledge on Fast connect.
- Strong knowledge on OCI Cloud Guard, WAF and policies.
- CSR file generations and updating the certificates and changing application cookie values as per the customer requirement.
- Experience in lift and shift migration process.
- Knowledge on migrating the databases from on premises to OCI cloud by using EBS cloud manager tool.
- Worked on **POC** projects. Image installation through stack. Provisioning instances through one click and advanced options.

- Knowledge on cross region replications and best practice.
- Knowledge on Volume groups and its function.
- Experience in OCI infrastructure Migration (On-Premises to OCI).
- Experience in creating DBCS instances in OCI.
- Knowledge on DBaS and supported databases in OCI
- Knowledge on backups of DBCS and managing RMAN backups into object storage.
- Managing DB storage, shape and clone.
- OCI Monitoring and Logging.
- Knowledge on OCI monitoring service and logging.
- Experience in logs validations, events and rules in OCI.
- Knowledge on Health checks and alarms in OCI
- Managing the DBCS instances in OCI and patching them.
- Knowledge on OMCS and pulling the performance reports.
- Creating tickets with Oracle Support for any P1 critical issues and following up with them on the RCA's
- Migrating the guests to different hosts and configuring the CPU pinning for the guests through Tardis and CLI.
- Capacity planning and managing the guests through OVM hosts, pools and managers in OEM 13c environment.
- Restoring the Linux servers from snapshots available on OVM hosts.
- Worked on OVM host upgrades, firmware and ILOM updates of OVM hosts.
- CPU and RAM increase on windows servers(Vmware) and Linux servers(OEM 13c).
- Troubleshooting performance issues of Linux/Windows servers and worked on clearing cache/swap memory on the servers.
- Patches installation, rpm packages installation and kernel upgrades on Linux servers using yum and public repository.
- Troubleshooting the Linux issues for the servers did not come online post reboot through VMware and OEM consoles.
- User creations and providing sudo access to the servers using ansible scripts.
- Creating ansible playbooks and executing them as per the customer requirement.
- NFS mounts and Samba share configuration and providing the required access and worked on troubleshooting the issues with them.
- Taking snapshots and patching the windows servers. Migrating the guests to different ESXi hosts in VMware and modifying the CPU, RAM on the resources as per the requirement.
- Rebooting the servers from VMware Console.

- Managing the Linux servers through AWS console and connecting them by using ppk keys.
- Taking snapshots of the volumes and increasing the file system size of AWS instances.
- Enabling the ports for AWS instances as per the requirement from customer.
- Configuration of printers in Linux servers, Cups and drivers configuration and troubleshooting the printer issues.
- Taking backup of the directories using tar and zipping the files using gzip and bzip
- Managing and administration of LDAP. User ID creations/deletions/password reset's in LDAP and providing ssh and sudo access on Linux servers.
- User creations in Active Directory and providing access using security groups.
- Generating the pgp keys as per the customer requirements for establishing the connection between hosted and customer servers to transfer the files.
- MFT(SFTP) account creations and deletions, password reset and managing file permissions. Trouble shooting and resolving FTP related issues.
- Jail FTP user creations and provide access to the NFS directories and also configuring umask settings, sticky bit, set UID, Set GID.
- Local user creations and configuring password less ssh and managing the file permissions in Linux.
- User creations, deletions, contact extensions through CyberArk tool.
- Mounting and unmounting file systems through global zone on Solaris servers.
- Worked on ticketing tools like Service Now, Cherwell, Vfire and Onguard for the issues raised by customer.
- Preparing the audit reports as per the customer requirement.
- Raising tickets with Oracle team for RCA on the production server issues and also generating SOS report, SAR report, OS watcher logs, ILOM snapshot, kdump, Vmcore and vmpinfo logs.
- Connecting the Windows and Linux servers through Citrix and also managing the VM's in Xen Centre.
- Attending DOR call and providing update on P1 and P0 production issues and also preparing the RCA's
- Worked on mounting and unmounting file systems, crontab configurations, script executions, resizing file system, Software installations, rpm packages installations and killing the processes.
- Worked on NFS mounts disk space issues, read only file system, service failure issues, fsck run, extending and resizing file system, ulimit and huge pages settings, modifying kernel parameters creating soft links on Linux servers.
- Disk expansion of NFS mounts and copying the data using rsync.

- ➢ Directory creations, deletions and providing ACL permissions for the files/directories as per the requirement.
- ➢ Worked on DRAC issues, Zimbra mailbox clean-up, services restart, mail queue issues, SMTP relay configuration, time synchronisation, server reboots, postfix, send mail configuration and troubleshooting mail flow issues.
- ➢ Troubleshooting java issues on windows servers and providing RDP and admin access.
- ➢ Monitoring the servers through Emite tool. Proactively working on high CPU utilization, Memory, and disk space issues in windows and Linux servers and fixing them at early by coordinating with application teams.
- ➢ Executing the scripts using VNC sessions for the clones running longer time.
- ➢ Updating host file entries on and windows and Linux servers and using WinSCP/Filezilla for copying the data between windows and Linux servers.
- ➢ Enabling the ports on Linux and windows servers as per the requirement.
- ➢ Installation of software's on Windows Servers.
- ➢ Working on daily regular tickets(Incidents, Sctasks and Changes) raised by customer and monitoring system.
- ➢ MFA account configuration and managing the customer servers though OCI Console.

FIRM2   : IBM

Location   : Hyderabad

Role   : Wintel Administrator

Role	Senior Operations Professional	
Organization	IBM	
Duration	13th July 2015 – 19th July 2016	
Team Size: 15	Project : Sony	Roles handled: SCCM, WSUS, VMware, Vcenter, HPSA Patching, Change Management.
Environment	Hardware	IBM Blade servers, HP ProLiant Servers, Storage: IBM SAN.

- ➢ Approving the patches through WSUS and monthly regular patch management activity on windows servers.
- ➢ Handling performance related issues of windows servers.
- ➢ Managing HP,IBM blade server hardware related issues by co-ordinating with vendors.
- ➢ Managing the virtual servers through Vmware and troubleshooting Virtual machine related issues through Vcenter.
- ➢ Creating share folders and providing access to share paths depending on the requirement.
- ➢ Troubleshooting RDP related issues of physical and virtual servers.

- Fixing vulnerability related issues as suggested by Microsoft.
- Monthly HPSA Patching on B2C servers.
- Raising the CR's for monthly patching and implementing them as per the schedule.
- Firmware and drivers update on windows servers.
- Raising the CR's for any changes in the windows servers, getting them reviewed in the daily CAB call and implementing them as per the schedule window mentioned in the CR.
- Attending the daily cab call and providing update on all the changes which are completed and also future changes on behalf of the team.
- Worked on BMC remedy tool for the windows tickets and resolving them with in SLA.
- Raising cases with Microsoft vendor for any critical issues.
- Building the new servers as per the request from client.
- OS upgrades from windows 2003 to windows 2008.
- Decommissioning the serves which are no longer used as per the request from server owner.
- Configuring task schedulers on windows servers.
- Joining bridge calls for checking and resolving production server issues.
- Terminal server license configuration on windows servers.
- Installing, configuring and managing ESX server and virtual centre.
- VM Servers build & rebuild (Deploying the new VM from the Template and Cloning an existing VM as per the client request through change management process).
- Manage VM's using VMware virtual centre.
- Creating and managing VMWare cluster. Enabling HA and DRS features in a cluster.
- Adding a new virtual disk and extending existing virtual disk
- Patches updating of ESX servers, Virtual centre servers and Virtual machines using VMware Update Manager and manual updates.
- Performing Snapshots, Cloning, Cold Migrations and Hot Migrations.
- Creating and Managing Virtual Machines and Templates
- Provide 24x7 on-call support of production servers.

Technical Expertise Summary

Operating Systems	**Server OS:** Windows Server 2012, 2008R2, 2008 and 2003. Active Directory 2008R2, 2008 &2003, Exchange 2010, BlackBerry Enterprise Server BES 5.0 SP1,SP2 & SP3 **Client OS:** Windows 8/7/Vista/XP.
Microsoft Products	Windows 2008R2/2012 Server Administration, Hyper-V, Active Directory, DNS, WSUS/DHCP Administration, WDS/MDT2010, SCVMM 2008 R2.
Tools & Utilities	CA eTrust Antivirus, Dameware, DELL OMSA,DELL DRAC, MBSA, ,Damware, LiveMeeting, my AT&T (VShare) and Remote Desktop Connecti
Hardware	**Servers:** Dell Power Edge Servers, ProLiant Servers **Desktops:** Dell, HP & IBM PC's. **Laptops:** Dell, HP, IBM ThinkPad's, Toshiba. **Printers:** HP Laser jet Printers, Scanners and FAX.

FIRM3   : Tech Mahindra

Location   : Hyderabad

Role   : Windows/Active Directory/Exchange Server Administrator

Role	Server Administrator
Organization	Tech Mahindra

Duration	25th Jan 2010 – 30th June 2015	
Team Size: 10	Project : Server Operations- Windows/Active Directory/Exchange	Roles handled: Hyper-V,DHCP,WSUS,WDS and SCVMM, Exchange and Active Directory.
Environment	Hardware	DELL Power Edge servers, HP ProLiant Servers, Storage: IBM SAN.
	Software	Server: 2008 R2/ 2008/2003. Tools: DRAC for Remote access, MBSA.

> Virtualization of servers with Hyper-V. Creation of Virtual machines, hardening as per the check list and allocating for the projects.
> Administration of System Centre Virtual Machine Manager (SCVMM R2) and performing P2V and V2V Conversions using SCVMM.
> Perform regular maintenance of servers through installation of software upgrades, patches through WSUS and SCCM.
> Testing the Microsoft Server Patches in the Test Environment, generating the reports and getting the necessary approval for installing in production.
> Monthly generating the MBSA report of all internal and project servers and getting them reviewed as per the process.
> File server management, including Shared folder creation, quota management, and access restriction through Security groups.
> Print Server management, including configuring printers, scanners, access restriction through Security groups.
> DHCP Management, which includes Creation of Scopes, Reservation of IP's, Reconciliation of IP's and Backup of DHCP database .
> Configuring RAID in Physical Servers. Installation and administration of various Server Operating Systems like Windows 2008 R2, Windows 2008 and Windows 2003.
> Configuring and troubleshooting DHCP, File and Print Servers, FTP, Clustering, WDS, WSUS, Domain Controllers and also Network Printers issues.
> Designing Backup Strategy & ensuring scheduled / unscheduled backups as per the backup plan using Backup Software's like CA Arc serve Enterprise Backup.
> Managing and Administration of Exchange 2003, 2007 and 2010 environment. Mailbox Movements to different stores, providing full access and delegate access on mailboxes.
> Distribution list creations in Exchange, Managing DL restrictions and providing access to send mails to the DL's based on the approvals. Adding/removing the users from Distribution List based on the approvals.
> Mailbox creations, deletions, reconnections, mailbox quota size increase, enabling auto forwarding from exchange server as per the policies.
> Providing/restricting access to send mails to public domains based on the approvals.
> Enabling active sync, OWA access, managing message size restrictions and configuring exchange email account in various smart phones like iPhone, iPad, Samsung and HTC devices.
> Managing the admin mailbox and flashing the mailers to the globe and also hosting the wallpaper globally through exchange.
> Mail tracking on exchange and MacAfee email gateway servers. Analysing and troubleshooting the mail flow issues.

- Testing Active Sync and RPC tests through Microsoft exchange connectivity tool and troubleshooting the RPC over HTTP problems.
- Monitoring mail queues on exchange transport servers, CA gateway servers, clearing the spaces in exchange, domain controller, DHCP and file print servers.
- Managing and Administration of Active Directory 2008R2 and 2012 environment. Creation, Deletion and managing the Users, Groups and OUs.
- Configuring the DHCP, WSUS roles as per the client requirement.
- Installation of new Domain Controller and configuring the DNS. Trust establishment between New Domain and Client domain.
- Object creations in AD and adding the windows servers to domain and configurating the DNS.
- Creation and administration of sites and site links and troubleshooting the replication issues
- Creating security groups in AD. Addition and removal of users in the group based on the requirement.
- User account creations/deletions on AD, password resets and extending the contractor ID's based on the approvals and adding them to the respective groups as per the requirement.
- Unlocking user accounts from console and tracing the logs for frequent account lockout issues.
- Disabling the users from AD and removing the objects from AD.
- Providing reconciliation and audit reports as per the client requirement.
- Excellent administration of BlackBerry Enterprise server BES 5.0 SP1 and SP2.Managing the blackberry users of Corporate through blackberry console.
- Creating users in blackberry server and configuring the email accounts for accessing enterprise emails on blackberry mobile devices.
- Troubleshooting the blackberry users mail sync issues by sending service books and also restarting the blackberry services on server.
- Providing RDP and Admin access on windows servers.
- Rebooting the virtual servers through Hyperv.
- Outlook configuration for the users and managing OWA and troubleshooting outlook issues.
- Worked on CA, Trend Micro, McAfee email gateways.
- Hands on experience on configuration and managing of HP- ILO and DELL – DRAC.
- Raising tickets with Dell for hardware related issues on windows servers and getting the parts replaced by engaging the respective local teams.
- Worked on ITSM and BMC remedy ticketing tool for the issues raised by the users.
- Monitoring SCOM, ehealth, spectrum and Nagios alerts to check the health status of the servers.
- Installation of standard software's on windows servers.
- Worked on proxy servers and also installed CA ITM 8.1 antivirus on windows servers.
- Preparing snort analysis and weekly radius report.

Educational Qualification

Degree/ Board	Institute/ School, City	Class	Year of passing	Marks
MBA	Avanthi PG College, Hyderabad.	First	2010	65%
B.Sc	Ramakrishna Degree College, Jagtial.	First	2008	78.8%
Intermediate	Shanthi Junior College, Jagtial	First	2005	91.8%
SSC	VishwaBharathi High School, Koratla.	First	2003	84.6%

Achievements :

- Received Employee of the quarter award for outstanding performance.
- Received best team award for providing quality of work and service to the customers

Strengths

- Quick learner and able to adapt new technologies as fast as possible.
- Excellent organizational skills, problem solving skills and good communication skills.
- Team Player, Ability to work under pressure and always work oriented.
- Hard working, Discipline, Confidence, Logical Thinker, Dedicated, Positive Attitude and Patience.

Date :
Place : Hyderabad   **Prathap Marripalli**