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Summary of technical skills:

Azure Cloud: 6 Years' experience in Azure Cloud migration and Azure IAAS,PAAS,SAAS administration that include azure compute, Storage, Networking, VPNs, Security, Azure AD, Azure SQL, Identity and access management, Availability sets, Load balancers, provisioning windows & Linux servers, databases to end users, Integrating AD, Azure AD, SSO authentication, Azure Backup servers, Azure site recovery, Azure resource groups monitoring with OMS and troubleshooting issues.

Azure Windows Virtual Desktop (WVD) : 2+ Years' experience in Azure Windows Virtual Desktop that include WVD setup, profile management through FSLogic, Publishing applications and desktops, Masking application using FSLogic, Set application and user permissions, Custom WVD Image creation, Optimizing the session host image, Configuring WVD client, Sizing and performance with WVD, Monitoring and Log analytics.

Citrix Technologies : 10+ years experience in Planning, designing, Installing, Configuring and Administration of various Citrix products which include XenDesktop/XenApp 7.15/7.12/7.8/ 7.6, Citrix Provisioning Services (PVS), XenAp6.5/6.0/5.0, Presentation Server 4.5/4.0/3.0

Windows Administration : 10+ Years' experience in Windows Server administration that include Windows 2000, 2003, 2008, 2012, 2016 server administration.

Educational Qualifications:

- Bachelors of Degree

Professional Certifications:

- AZ-304 - Microsoft Azure Architect Design
- AZ-303 - Microsoft Azure Architect Technologies
- AZ-104 - Microsoft Azure Administrator
- Citrix Certified Administrator for Citrix XenApp 5 for Windows Server 2008
- Citrix Certified Administrator for Citrix Presentation Server 4.0 for Windows Server 2008
- Designing, Implementing, and Managing Microsoft® Systems Management Server 2003
- Microsoft Certified Professional in Windows Server 2008 (MCP in W2K8)
- Microsoft Certified Professional in Windows Server 2003 (MCP in W2K3)

Professional Trainings:

- Azure Fundamentals
- Windows Server 2012, 2008, 2003 Administration
- XenDesktop 7.6, 7.0
- XenApp 6.5, 5.0

- Citrix Presentation Server 4.5, 4.0
 - ITIL V3 (Information Technology Infrastructure Library)
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WORK EXPERIENCE AND PROJECTS HANDLED

Name of the Client : [JP MORGAN CHASE](#)

Organization : JP MORGAN CHASE

Role : Associate (Associate Solutions Architect)

Duration : July 2017 to till date

Company Profile:

JPMorgan Chase & Co. (NYSE: JPM) is a leading global financial services firm with assets of \$2.5 trillion and operations worldwide. The firm is a leader in investment banking, financial services for consumers and small business, commercial banking, financial transaction processing, and asset management. A component of the Dow Jones Industrial Average, JPMorgan Chase & Co. serves millions of consumers in the United States and many of the world's most prominent corporate, institutional and government clients under its J.P. Morgan and Chase brands.

Job Profile and responsibilities:

- Lead the design, implementation, and expansion of the organizations enterprise computing and cloud solutions providing high performance and available enterprise and cloud computing services in Multi-tier architectures: Load Balancers, Caching, Web Servers, Application Servers, Networking and Databases
- Define cloud architecture, design and implementation plans for hosting complex application workloads on MS Azure
- Evaluation/design/development/deployment of additional technologies and automation for managed services on Azure
- Experienced in design, development, deployment, management of complex solutions on Microsoft Azure for clients
- Configure large database solutions in Azure using SQL Server or Oracle database solutions
- Hands-on understanding enterprise systems, infrastructure, software design and development, database design and development, and system integration experience
- Demonstrated leadership ability using progressive technology platforms
- Strong understanding infrastructure management and configuration automation
- Configured BGP routes to enable ExpressRoute connections between on premise data centres and Azure cloud.
- Worked on Microsoft Azure (Public) Cloud to provide IaaS support to client.
- Coordinating with Microsoft for increasing subscription limit like- Core limit and Cloud Services. Handling and Resolving Client's Issues remotely.
- Creating Storage Pool and Stripping of Disk for Azure Virtual Machines. Backup, Configure and Restore Azure Virtual Machine using Azure Backup.
- Taking Backup to cloud Storage Account using Cloudberry Cloud Storage Tools. Configure Site to Site VPN Connectivity.

- Configure Window Failover Cluster by creating Quorum for File sharing in Azure Cloud.
- Review organizational performance for improvement purposes and needed actions
- Provide guidance within the areas of expertise to those embarking in new cloud initiatives
- Design & implementation of transformations for clients
- Standardization of solution design and delivery
- Work in a globally deployed team environment
- Ability to travel to Customer sites for project implementations when necessary
- Participate in internal and customer meetings assisting with the ongoing evolution of technology offerings
- Performed a review of the technology team and worked with leadership to define a growth plan to meet product development demands.
- Identify, initiate and close partnerships with other IT groups and vendors that add or service value added services to solutions
- Estimate time, scope, deliverables, dependencies and resources required for the introduction of new technologies, tools and practices
- Communicate values, vision, directions, key decisions, and expectations through the leadership system to all employees
- Define cloud architecture, design and implementation for hosting large, complex applications in Azure
- Implement proof of concepts to validate cloud concepts, architecture and requirements
- Define cloud network architecture using Azure virtual networks, VPN and express route to establish connectivity between on premise and cloud
- Implement highly available and disaster recovery solutions in Azure to meet the customer SLA requirements
- Configure the appropriate VMs, storage and network in Azure to support the customer workloads moving to Azure
- Develop and implement monitoring, backup and archival solutions in Azure to support customer requirements
- Troubleshoot and identify performance, connectivity and other issues for the applications hosted in Azure platform
- Hands-on design and implementation of complex hybrid identity federation solutions using Active Directory Federation Services (ADFS), ADConnect Synchronization and Azure AD
- Design and implement complex hybrid migrations to Exchange Online from environments that contain multiple Active Directory Forest environments
- SQL Server High Availability and Redundancy Configurations (AlwaysOn/Merge Replication)
- educate customers of all size on the value proposition of managed services on Azure, and participate in architectural discussions to ensure solutions are designed for successful deployment in the cloud
- Define cloud network architecture using Azure virtual networks, VPN and express route to establish connectivity between on premise and cloud
- Troubleshoot and identify performance, connectivity and other issues for the applications hosted in Azure platform
- Worked in 2,00,000 Plus citrix users environment on various citrix and other technologies
- Involved in the transition from JPMC Singapore to Hyderabad for citrix infrastructure and provided reverse transition with in the Hyderabad citrix team.
- Involved in designing, implementing and managing citrix farms.

Name of the Client : [Sony Corporation](#)

Organization : **IBM INDIA PVT. LTD.**

Role : **TECH SUBJECT MATTER EXPERT**

Duration : **May 2015 to July 2017**

Job Profile and responsibilities:

- Designed and configured Azure Virtual Networks (VNETs), subnets, Azure network settings, DHCP address blocks, DNS settings, security policies and routing.
- Deployed Azure IaaS virtual machines (VMs) and Cloud services (PaaS role instances) into secure VNETs and subnets.
- Manage hosting plans for Azure Infrastructure, implementing & deploying workloads on Azure virtual machines (VMs).
- Designed VNETs and subscriptions to conform to Azure Network Limits.
- Exposed Virtual machines and cloud services in the VNETs to the Internet using Azure External Load Balancer .
- Provided high availability for IaaS VMs and PaaS role instances for access from other services in the VNET with Azure Internal Load Balancer.
- Implemented high availability with Azure Classic and Azure Resource Manager deployment models.
- Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets.
- Setup Azure Virtual Appliances (VMs) to meet security requirements as software based appliance functions (firewall, WAN optimization and intrusion detections).
- Utilized NSGs for layer 4 Access Control List (ACLs) for incoming and outgoing packets.
- Used firewall appliance where requirements call for layer 7 security models.
- Leveraged VNET system routes and underlying route table that holds Local VNET Rules, On-premise Rules, Internet Rules and IP Forwarding as design basis.
- Designed User Defined Routes with custom route tables for specific cases to force tunnelling to the Internet via On-premise network and control use of virtual appliances in the customer's Azure environment.
- Associated routes with Virtual networks via the route table per relationship constraints.
- Managed IP Forwarding for VMs and role instances acting as virtual appliances.
- Manage and Create Storage Account and Affinity Group in Azure Portal.
- Worked on escalated tasks related to interconnectivity issues and complex cloud-based identity management and user authentication, service interruptions with Virtual Machines (their host nodes) and associated virtual storage (Blobs, Tables, Queues).
- Provide consulting and cloud architecture for premier customers and internal projects running on Microsoft Azure platform for high-availability of services, low operational costs.
- Reporting to the Group Manager for technical escalations, analyse top-issues and top call drivers for the week and provide action plans to streamline processes.
- Exposed to working with various issue severities, engaging specialized teams, close deadlines.
- Provide technical oversight and guidance during clients engagement execution
- Provide Cloud / Azure thought leadership through regular publications and speaking engagements
- Proven ability to analyze problems, root causes, and develops innovative solutions to business challenges and streamlining operations.

- Educate customers of all size on the value proposition of managed services on Azure, and participate in architectural discussions to ensure solutions are designed for successful deployment in the cloud
- Design Microsoft Azure infrastructure and networking. Implementing Microsoft Azure Infrastructure Solutions
- Design Azure virtual networks, networking services, DNS, DHCP and IP addressing configuration
- On-premises Active Directory, deploy Active Directory, define static IP reservations, understand ACLs, Network Security Groups and Design Azure Compute
- Design Azure virtual machines (VMs) and VM architecture for IaaS and PaaS; understand availability sets, fault domains and update domains in Azure
- Azure virtual private network (VPN) and ExpressRoute architecture and design
- Azure point-to-site (P2S) and site-to-site (S2S) VPN, understand the architectural differences between Azure VPN, ExpressRoute and Azure services
- Azure load balancing options, including Traffic Manager, Azure Media Services, CDN, Azure Active Directory, Azure Cache, Multi-Factor Authentication and Service Bus
- Define cloud strategy, roadmap and business case for cloud adoption by assessing and analyzing on premise applications
- Knowledge of monitoring, logging and cost management in a cloud environment
- Involved in the transition from Sony for Citrix infrastructure and provided reverse transition to IBM Citrix team.
- Reviewed Citrix environment and implemented new Citrix XenDesktop farms and decommissioned Old Citrix farms due to end of life
- Design and implementation of Citrix XenApp and XenDesktop Farms
- Migrated existing legacy Citrix farms to latest Citrix XenDesktop 7.6/7.8/7.12 farms
- Involved in management of Citrix Infrastructure solutions, design and implementation of Citrix products
- Maintain and Manage Provisioning Services across all the 3 regions.
- Manage Master Images, Vdisk Updates, Application deployments and other issues
- Manage device collections and Vdisk rollouts, PVS High Availability, BootStap Configuration etc
- Administer all the VM's which includes Citrix XenApp & XenDesktop hosted on ESX hypervisor
- VM restarts, VM deletion, creation using Templates and Template creation etc.
- Migrate VMs from one ESX host to the other.
- Managing and administering Citrix products like XenApp, XenDesktop, PVS, Secure Gateway, Access Gateway and Edgesight
- Administer and Manage Snapclones on the ILIO appliances
- Administer XenDesktop 5.6/7.6 VDI infrastructure
- Manage and maintain Dedicated and Streamed Catalogs, Machine groups.
- Perform machine restarts, maintenance mode, Desktop additions and deletions and User assignment etc.
- Reset Computer accounts from PVS for domain trust relationship errors etc.
- Implementing design changes by undergoing a proper change management process and documenting the same.
- Administering Citrix StoreFront, Web Interface and Citrix License servers.
- Perform PVS, XenApp, XenDesktop and AppSense database backups wherever necessary during an infrastructure change or an upgrade
- Manage and administer Citrix and RDS License Servers.
- Responsible to test, Install and publish various applications.
- Upgrade the applications to the latest versions on Citrix XenApp Servers when business demands.
- Weekly maintenance of Citrix Servers.

Name of the Client : [Virtua Desk](#)
Organization : **Wipro Technologies**
Role : **Lead Administrator**
Duration : **January 2015 to May 2015**

Job Profile and responsibilities:

Worked as Lead Administrator for internal Project called “Virtua Desk”

[Virtua Desk](#) : Wipro’s VirtuaDesk™ is a Desktop as a Service offering specifically focused on best-in-class solutions for the virtual workplace, enabled through desktop virtualization technology. Taking advantage of cloud architecture principles and technologies, VirtuaDesk offers a highly performant and cost-efficient solution for delivering virtual desktops and applications.

- Design, administer and customize settings for citrix XenApp and Xendesktop Farms
- Supporting and troubleshooting issues within the CITRIX farms.
- Administering Citrix StoreFront and Web Interface Server for multiple locations
- Managing Citrix License servers.
- Installing and testing applications
- Installing citrix hotfixes and rollup packs on the citrix servers
- Working on issues which are escalated by Level 2 and Level 1
- Performing daily health checks and implementing best practices

Name of the Client : **INVESCO**
Organization : **INVESCO**
Role : **Senior Engineer**
Duration : **January 2011 to January 2015**

Job Profile and responsibilities:

My role demands expertise in the area of Citrix System Administration, extensive troubleshooting and help teammates to achieve company goals like stable systems and high quality deliverables.

In my role I have handled projects like new XenApp6.0 Farm implementations, product upgrades, transformation, product training and solution design.

- Be responsible for the administration of a Citrix VDI-based development environment so as to meet the day to day demand in an efficient and cost effective manner.
- Manage and performance-tune Citrix systems, networks, and applications to ensure high levels of availability and security for the supported clients applications.

- Support projects as required to meet IT objectives while managing available time based on priorities.
- Install, configure, manage, and maintain a large global Citrix infrastructure consisting of XenApp, XenDesktop, and Netscalers.
- Tasks and Activities
- Support, manage, and deploy Xenapp and Xendesktop in a large global environment
- Perform product upgrades and migrations.
- Monitor server performance and availability.
- Ensure server availability compliance to Service Level Agreements.
- Promote and maintain server patch management practices.
- Provide metrics for capacity management purposes.
- Monitor server load and pro-actively forecast capacity needs to avoid business impact
- Plan and implement system changes and adjustments in a way that maximizes system availability
- Process and resolve customer support service requests
- Work closely with the customers, Business Unit personnel and support staff to quickly resolve issues
- Evaluate and report system performance
- Perform system/hardware configuration tasks
- Provide reports and metrics as needed to support operations requirements analysis and growth planning.
- Coordinate with System Engineers to provide improvements to development environment and ensure high uptime.
- Manage deployment and ongoing support of the server infrastructure.
- Develop technical and operations standards, procedures, technical documentation and metrics related to Server Administration.
- Analyze and resolve enterprise system hardware and software problems; interface with peer teams to coordinate solutions.
- Provide on-call 24x7 support
- To monitor the infrastructure and identify existing and potential problems, determine root cause and appropriate corrective actions and escalate when appropriate. Utilize corporate systems and procedures for incident management, problem management, service request management capacity management and change management.
- Execute daily support functions and processes along with predetermined tasks and activities.
- Plan and execute regular DR tests as required by the business, perform regular maintenance, upgrades to the infrastructure to ensure a stable operational environment.
- Execute changes as required in order provide additional services as required by the business.
- Perform all tasks with minimal supervision

Name of the Client : **INVESCO**

Organization : **Ness Technologies**

Role : **Senior Software Engineer**

Duration : **June 2010 to January 2011**

Job Profile and responsibilities:

Worked as Senior Software Engineer under **BOT** model for INVESCO, moved after 6months to INVESCO organization

- Install, configure, manage, and maintain a large global Citrix infrastructure consisting of XenApp, XenDesktop, and Netscalers.
- Support, manage, and deploy Xenapp and Xendesktop in a large global environment
- Perform product upgrades and migrations.
- Monitor server performance and availability.
- Ensure server availability compliance to Service Level Agreements.
- Promote and maintain server patch management practices.

Name of the Client : **Pfizer**

Organization : **Hewlett Packard (HP)**

Role : **ITO Svc Delivery Cons I (Systems Engineer)**

Duration : **February 2009 to June 2010**

Job Profile and responsibilities:

- Worked as L2 support Engineer for **Pfizer** client.
- Worked in a SLA driven environment with Change, Incident, Problem Management.
- Troubleshooting & providing solutions for Citrix related issues for the Citrix project Infrastructure.
- Worked on more than 300 Citrix servers, 1250 applications published on the servers.
- Using ticketing tool (Service Center 6.0 based on ITIL v3) to follow up with issues, and resolve the issues within minimum time duration.
- Providing access to published application as the user requirements.
- Deploying Hot fixes using Installation Manager.
- Worked on Microsoft Softgrid enabled published application, which includes loading and launching the application on the Citrix servers.
- Actively involved in the migration of 300 servers from Presentation server 4.0 to Xenapp 4.5.
- Was SPOC for the migration of 1050 applications (Both Native and Softgrid Applications)

Name of the Client : **Royal Green Land**

Organization : **Intelligroup Asia Pvt. Ltd.**

Role : **Associate Systems Engineer**

Duration : **July 2008 to January 2009**

Job Profile and responsibilities:

- Provided 24x7 support

- Individual Contributor for entire for Royal Greenland Citrix infrastructure.
- Troubleshooting Citrix server issues and printer issues.
- Coordinating with onsite people to resolve the end user client issues.
- Troubleshooting of Citrix issues
- Troubleshooting of Printer issues
- Support a large Citrix environment across client divisions
- Planning, Implementation and configuration of Citrix Presentation server4.0
- Giving support for Citrix Metaframe Presentation Server XPe and PS4
- Installing and configuring ICA client software
- Load Balancing of Citrix Presentation Server
- Perform daily health checks on Citrix servers
- Managing larger and Multiple Citrix Farms
- Monitor ticket queue for Citrix.
- Perform daily health checks on Citrix servers
- Code and patch management of the Citrix environment
- Activating and allocating Licenses to Citrix presentation server
- Publish applications on Citrix presentation server
- Deploy Citrix applications using Web Interface
- Understanding of Citrix network topology concepts, i.e. Network traffic, ports, etc
- Managing the data store and data collector
- configuring and managing printers
- Resolving on site end user issues
- Configuring Citrix Policies
- Monitoring and working based ticket queue for Citrix
- Installation and Configuration of Terminal Server
- Understanding of Citrix network topology concepts, i.e. Network traffic, ports, etc

Name of the Client : **Infotech and APTRANSCO**

Organization : **Choice Solutions Limited**

Role : **Technical Support Engineer**

Duration : **October 2006 to July 2007**

Job Profile and responsibilities:

Worked as **Technical Support Engineer** for medium size to Enterprise Customers on Microsoft products, Citrix, Symantec Products and its technologies.

Job Skills Performed in Choice Solutions Limited :

- Planning, Implementation and configuration of Citrix Presentation server4.0
- Activating and allocating Licenses to Citrix presentation server
- Publishing applications on Citrix presentation server
- Installing and configuring ICA client software

- Load Balancing of Citrix Presentation Server
- Understanding of Citrix network topology concepts, i.e. Network traffic, ports, etc
- Configuring and managing printers
- Configuring Citrix Policies
- Installation and Configuration of Terminal Server
- Understanding of Citrix network topology concepts, i.e. Network traffic, ports, etc
- Installing, configuring Network and system administration of Microsoft Windows 2000/2003/R2
- Configuring and implementing Windows AD,DHCP,DNS,WINS,VPN,IIS and Terminal services.
- Configuring SMS 2003 for inventory, software metering
- SMS Package distribution & troubleshooting
- Implementation of Symantec Antivirus Corporate edition and Client security
- Configuration of Group Policies and User Administration Installation
- Configuration of Terminal Server and Managing Terminal Services.
- Performing backup and recovery of data using NT Backup
- Worked and having good knowledge on Exchange Server 2003

Strengths:

- Goal: Utilizing my skills and experience to provide high quality services in the benefits of an organization.
- Detail-oriented, multitasking, strong, learning and organizing skills matched with the ability to manage stress, time and people effectively. A good team player with ability to lead a team by example and motivate them to achieve desired objectives.
- Ability to estimate project work and make date commitments for project deliveries
- Process analysis and improvement
- Ability to follow change control processes
- Ability to produce and maintain technical documentation
- Ability to recognize issues in the environment and make proposals for improvements
- Work with diverse teams on an international scale
- Ability to handle periodic on-call duty as well as out-of-band requests
- Ability to produce technical presentations
- Excellent customer service attitude