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|  | |  |  | | --- | --- | |  | **Phoenix, AZ, USA 85383** | |  | **602-570-1351** | |  | **Nalinigopal.mukka@gmail.com** | |  | **www.linkedin.com/in/nalinigopal-mukka-a3910818** |       Summary  **I have 17+ years of experience in the field of information technology, where planning, implementation, administration, and troubleshooting are involved with many platforms of OS, like Microsoft Windows Server versions 2012 and 2012R2, 2016, 2019, 2022, and VMware Virtualization ESXi 8.0, 7.0, 6.7, 6.5, vSphere, and vCenter Server. And AWS, Maintaining servers according to ITIL standards with excellent communication, analytical, and interpersonal skills.**      Skills  **Cloud: Amazon Web Services and Administration: Compute, Network, Storage, and IAM**  **Virtualization: VMware vSphere/ESXi 6.x, and 7.x, 8.0;**  **Operating System: Windows Server: 2022, 2019/2016, 2012/R2 and 2008/R2.**  **Windows Services: Identity Access Management, DNS, DHCP, GPO, WSUS, Terminal Services, AD, File & Print services**  **Hardware: Dell PowerEdge,HP, IBM.**  **Remote Administration Tools: RDP, VNC Viewer, HP ILO, HP OneView, IBM RSA, and Dell**  **Backup Tools: Commvalut, NT backup, TSM.**  **Patch Management: WSUS, VMware Update Manager**  **Ticketing Tools: Service Now, BMC Remedy,**  **Cluster: Windows, VMware,**  **Storage: vSAN, SAN.**  **Process: ITIL (Incident/Change/Problem/configuration).** |  | NaliniGopal Mukka  VMware and Windows Administrator    Experience  October 2021 – February2024  Designation: VMware and Windows Administrator  **Tata Consultancy Service**   * Design, implement, and maintain VMware vSphere virtualization infrastructure, including ESXi hosts, vCenter Server, and vSAN. * Solid experience in Software Defined DataCenter - from VMware Infrastructure, Software Defined Storage like VSAN * Configure and manage virtual networks, storage, and other virtualization components. * Monitor and troubleshoot VMware vSphere environment for performance and availability. * Maintain automation scripts for VMware vSphere environment. * Create and maintain documentation for VMware vSphere environment. * Design and implement disaster recovery and business continuity plans. * Develop and maintain security policies and procedures for VMware vSphere environment. * Develop and maintain backup and recovery plans for VMware vSphere environment. * Develop and maintain capacity planning and performance tuning for VMware vSphere environment. * Provide technical support and training to users and other IT staff on VMware vSphere environment. * Responsible for ESXi Cluster Health Management * Responsible for Vulnerability Assessment & Remediation Management   **VMware Administration:**   * Virtualization: VMWare ESXi 6.x/7.x, 8.0 vCenter 5.x/6.x/7.x, 8.0 SRM, vSAN. * Worked on new builds of ESXi, vCenter and virtual machines. * Managing 30+ vCenters and 140+ ESXi servers and 2000 VMs globally. * Worked on the assignment of vCenter/ESXi licenses and certification renewal. * Planning, budgeting, and designing to upgrade virtualization infrastructure based on current and future growth. * Worked on templates, snapshots, clones, CPU/Memory/disk increase for VM’s. * Change Activities - Physical to Virtual migration, Storage migration, Disk Allocation/Expansion, Virtual resource allocation, taking Snapshots, Creation of Resource Pools and Data Stores (SAN/NAS) * Configured HA, DRS, storage DRS, standard switch, distributed switch, port groups. * Patching of ESXi using VMWare Update manager and vCenter servers * Upgrading ESXi 5.5 to 6.x to 7.x, 8.0 and vCenter5.5 to 6.x to 7.x, 8.0 * Worked on server H/W related issues, upgrading BIOS and firmware if required. * Participated in DR activities. * Troubleshooting major/critical VMware related issues and working with Storage team, networking team, Platform teams (Windows, Linux and SQL), Backup team if required to resolve the issue. * Participating in change meeting, incident review / RCA meeting, internal team meetings. * RCA preparation, Escalations handling, identify and recommend improvements to existing processes. * Performance and capacity management on VMware servers. * Supervising account process related tasks like Inventory / Asset maintenance. Activation / Decommission of servers. * Health Check, User ID validation * Remediating vulnerability scan findings as part of Security scanning's * Life Cycle Management: working with customers to get risk letters for EOL servers and plan for the upgradation to meet compliance. * Following internal process to implement newly released patches and working on non-Compliant issues. Participated in internal and corporate audits. * Providing KT plan and taking KT for new transition accounts and again giving reverse KT to internal steady-state teams. * Acting as mentor for new joiners, preparing Account related / technical / process documents and sharing to teammates.   **Windows Administration:**   * Installation, Configuring & Troubleshooting the Windows Operating Systems (Windows 2008, 2012, 2012 R2,2016 & 2019, 2022) * Patch Management: Install patches, software packages, using update manager and WSUS. * Responsible for Monthly Security patch activities making sure all windows servers get rebooted after patch deployment within maintenance windows and all the servers are compliant. * Server hardware like HP and Dell related issues and troubleshooting of server and coordinating with the issues with vendors * Firmware upgrade for Dell and HP products successfully * Test and maintain a Disaster recovery plan for Business-Critical Applications which included Physical and Virtual Infrastructure * Administering, Managing and maintenance of AD, DNS, DHCP, DFS servers * Implementing Share level and Security level Permissions on Files, Folders and Printers & set the disk quotas. * Windows Memory Dump Analysis, enabling performance counters on servers and analysis as required. * Maintain agreed Customer CMDB (Device Inventory) * Documentation: maintaining & organizing the SOP's, architectural diagrams in a centralized location     Education  B.Sc. from Osmania University    Certifications   * AWS Certified Solutions Architect     EMPLOYMENT OVERVIEW  Oct 2021 to Feb 2024, Tata Consultant Services.  Feb 2016 to Oct 2021, IBM INDIA PVT LTD.  Sept 2014 to Feb 2016, Alturista Health Services.  May 2010 to Aug 2014, IBM INDIA PVT LTD.  Oct 2009 to Dec 2009, P3 Technologies Pvt Ltd.  Dec 2006 to June 2009, Adea Technologies Pvt Ltd. |  |

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