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Lead technology projects and teams with over 20 years of experience, showcasing dedication and expertise in the IT field.



CORE COMPETENCIES



IT Infrastructure Management
Cross-Functional Team Leadership
Risk Mitigation Strategies
Technology Performance Optimization
Emerging Technologies Integration
Operational Efficiency Enhancement
User Experience Enhancement
Business Success Strategies
Collaboration and Communication
Data Security Management
Cloud Computing Solutions
Disaster Recovery Planning
Network Performance Enhancement
IT Hardware Maintenance
Compliance & Risk Mitigation
Server Hardware Troubleshooting
IT Project Management
Windows OS & AD Management
Azure & AWS Deployment
Server Migration & Configuration
Network Security Configuration
Incident/Change/Problem Management
System Administration
Technical Support & Troubleshooting
Stakeholder Engagement
Ticketing Management
Patch management



SOFT SKILLS



PROFILE SUMMARY

- **Over 20 years of comprehensive experience in IT**, specializing in managing technology projects and teams across various industries.
- **Thriving as an IT Operations Manager**, demonstrating exceptional leadership in diverse teams and effective communication of technical concepts.
- Demonstrated expertise in **Microsoft and Linux Operating Systems, Cloud Administration, Networking, and Server Hardware.**
- **Executed successful IT infrastructure projects**, ensuring seamless operations and improved technology efficiency across various locations.
- **Spearheaded technology enhancements** to align with business goals, leading to significant boost in operational efficiency; expertise in **cutting-edge technologies**, dedicated to propelling business growth & enriching user interactions.
- **Success in effectively delivering comprehensive infrastructure support** and solutions, including expertise in Remote Backup and Recovery services.
- **Demonstrating expertise in VMware systems administration, VCenter operations**, and maintaining high availability of virtual infrastructure.
- **Proficient in leading cross-functional teams** and fostering collaboration to drive successful IT infrastructure operations, ensuring alignment with business objectives.
- **Skilled in incident change & problem management**, ensuring efficient resolution of technical issues and smooth IT operations.
- **Designing virtual networks/ infrastructure resources** for clients with capability to design networking devices used in different types of infrastructure environments.
- Experienced in **working on multiple projects**, delivering effective solutions to business, maintaining smooth operations, troubleshooting and client satisfaction.
- **Provided customer service & technical expertise** in order to ensure that all requests are resolved in a timely manner; ensured timely escalation management of incidents; protected software & hardware by coordinating network security.
- **Adept at identifying & resolving complex technical issues / tickets**, leveraging expertise in root cause analysis, resulting in reduced downtime and increased system availability.
- **Team Leadership:** Mentored & developed team members, providing technical guidance and fostering a culture of continuous learning and improvement, resulting in increased team performance and employee satisfaction.
- Experienced in the **configuration & supervision of compute, storage and network resources on the Azure cloud platform.**
- Proficient in **streamlining server performance & enhancing operational efficiency** through proactive troubleshooting and optimization strategies.



CAREER TIMELINE

Jun'23-
Apr'24

- Infrastructure Architect at Syntegra Systems

Sep'18-
Nov'22

- IT Operations Manager at Vectone India Mobile Services Private Limited

Sep'10-
Sep'18

- Senior System Administrator at Vectone India Pvt. Ltd.

May'06-
May'10

- System Administrator at Mundio India Mobile Services Private Limited

Sep'03-
May'06

- System Administrator at Vectone Entertainment India Private Limited

Jan'99-
Dec'02

- Hardware Specialist at Switchlab



TECHNICAL SKILLS

- Microsoft Windows 10 / 11, Windows Server 2008, 2012, 2016, 2019, 2022 Administration & Installation
- Hyper-V, Active Directory, DNS, DHCP, FTP, SMTP, Group Policy, WSUS, SCCM
- Azure Microsoft 365, Teams, Azure Active Directory, Azure Compute, Storage, Networking
- AWS Cloud Administration: EC2, S3, Route 53, Lambda, RDS, VPC, CloudFormation
- Google Cloud Platform (GCP) and G Suite (Google Workspace) Administration
- Linux (RedHat, Ubuntu, Oracle, Rocky) and Mac Operating System Administration & Installation
- Symantec Backup Exec, Veeam Backup & Recovery, NetApp Backup & Recovery, Hitachi Backup & Recovery
- VMware vSphere, VMware vCenter, VMware ESXi, Proxmox VE, Network Configuration, Troubleshooting and Support
- Networking LAN/WAN, Wi-fi Device Configuration
- Barracuda Spam & Virus Firewall, Barracuda Message Archiver
- Avaya phone system, Mobile Device Management
- A10 Networks Load Balancer, HAProxy, Nginx Administration & Installation
- Nagios, SNMPs, ManageEngine OpManager, PRTG Monitoring Tool Administration & Installation
- Storage protocols: iSCSI, Fiber Channel, SAN, NAS technologies
- Server hardware: HP, Dell, IBM, Cisco, Fujitsu, Hitachi, Supermicro, Advantech, Ericsson
- Telecom products: Dialogic, NMS, Aculab, AudioCodes, Xgate
- Infoblox IPAM, Infoblox DNS, BloxOne DDI Administration
- Patch management in cybersecurity and vulnerability management



WORK EXPERIENCE

Windows Sever Administration and Microsoft Exchange:

- Managed Microsoft Exchange 2010/ 2016 servers like Creating Routing Groups, Routing Group Connector, and SMTP Connectors.
- Created mailbox & mail enabled users; providing permissions on user's mailbox; created & configured mailbox stores and public stores.
- Troubleshot internal & external Mail flow issues and SMTP, IMAP, POP3 issues; monitored mail quota, delegation rights & individual mailbox export; troubleshot issues related to Microsoft 365 reported by the end-user community within the defined SLOs.
- Planned a Pilot, provisioned Tenants Account and enabled Client Connectivity; managed Users & Licenses by using the Administration Centre; led Security & Distribution Groups, Cloud Identities with Windows Power Shell
- Added & configured Custom Domains, recommended a Mailbox Migration Strategy and configured external user sharing.
- Steered functions like configuration & administration of Exchange Server for Cutover & Hybrid Migration, SLAs Management, Connectivity Issues Troubleshooting, Addition / Deletion of Users/ Groups/ DL, Mailbox Movement, Migration of Exchange 2016 to Exchange Online.
- Led blocking /allowing of the domains according to company requirements in the Gateway server.
- Steered installation & troubleshooting of Windows Server 2008, 2012, 2016, 2019,2022 and Active Directory Management.
- Led functions like User Accounts Management, Active Directory Management, DNS Servers Installation/ Configuration/ Administration, Group Policy Implementation, Domain Controller & Additional Domain Controllers Installation/Configuration/Troubleshooting.
- Created & maintained Scope and IP reservation in DHCP server; took System State backups in Domain Controllers & verified the logs.
- Managed the HYPER-V, configured & administered barracuda Message Archiver and deployed Windows workstation patches.
- Designed, built, tested, configured & implemented SCCM; built and maintained a standard image with application selection.
- Created packages, collections & advertisements for software deployments; created tools to easily repair WMI & SCCM clients remotely.
- Collaborated with application owners and business relation managers to gather requirements for application deployments.
- Provided Level III support to troubleshoot deployment issues, desktop software conflicts and client health issues.
- Administered backend SCCM servers and worked with Analyzer -Wire shark.

Microsoft Azure Administration:

- Managed Microsoft Azure Virtual Machine and implemented & managed Azure networking.
- Used a deployment template to implement Azure virtual networks.
- Configured connectivity between classic and Azure Resource Manager virtual networks
- Implemented virtual machines; created Azure Resource Manager virtual machines in Azure; deployed Azure Resource Manager virtual machines by using Azure Resource Manager templates.
- Planned & implemented storage, backup & recovery services; implemented Azure Active Directory; managed users & groups.
- Provided an identity management solution; configured multi-factor authentication; extended existing on-premises Active Directory implementations to Azure AD and configured conditional access for uses and devices.

AWS Cloud Administration:

- Launched Amazon EC2 Cloud Instances using AWS (Linux) and configured launched instances with respect to specific applications.
- Worked with various AWS broad set of global cloud-based products like Compute-EC2, Networking-VPC, Scalability-ELB, Auto Scaling, Storage and Archiving-EBS, S3, Glacier, Monitoring-Cloud Watch, Security-IAM, Management-Cloud Formation, AWS CLI-Filter, Query.
- Installed applications on AWS EC2 instances and configured the storage on S3 buckets.
- Implemented and maintained the monitoring and alerting of production and corporate servers/storage using AWS CloudWatch.

- Implemented AWS high availability using AWS Elastic Load Balancing (ELB) which performed balance across instances in multiple availability zones.
- Designed and deployed a large application utilizing almost all the AWS stack (Including IAM, EC2, EBS, S3, Route 53, ELB, RDS, Cloud watch, SNS) focusing on high-availability, fault tolerance, and auto-scaling in Aws cloud.
- Achieved cost control for AWS services by building Server less Architecture using Lambda functions, S3, Cloud-watch & Cloud Metrics.

VMware Administration:

- Designed and implemented VMware vSphere environments, including ESXi hosts and vCenter Server.
- Managed and maintained virtual infrastructure, ensuring high availability and performance.
- Configured and administered VMware vSAN, NSX, and vRealize Automation.
- Monitored and optimized virtual machine performance using vRealize Operations Manager.
- Provided 24/7 support and troubleshooting for VMware environments, resolving complex issues.
- Developed and maintained documentation for all VMware-related processes and configurations.
- Led projects to upgrade and migrate VMware environments, ensuring minimal downtime and disruption.

Desktop support:

- Provided desktop support for PCs running Windows 7-10, Linux; installed, updated and troubleshot software, printers and desktop.
- Installed & configured Microsoft 365 app, Live Mail, Outlook, Windows/Linux Server and DNS, DHCP, FTP & IIS.
- Led installation & maintenance of anti-virus software, active directory, creating and managing users and group accounts.
- Maintained domain groups & users; provided support for data recovery, taking and restoring backups and Network configuration.

SAN Backup Support:

- Provided 1st & 2nd level problem management and resolution for the backup of hundreds of servers using multiple backup utilities.
- Coordinated with the SAN Team to test & implement new backup requests; led schedule/workload balancing, management of media, including the media management related activities.
- Participated in projects for new software/hardware implementation; developed & executed new processes & procedures related to the backup utilities; developed & administered Computer Operator training and training documentation relating to the operational functions.
- Created Change Advisory Board approved Routine Change procedures to expedite implementation of new backups for all 3 products.
- Developed and implemented SAN Backup Request process; streamlined & restructured the backup jobs to incorporate only three jobs that can utilize multiple schedules; established trending process and charts for backup size, run times, and tape usage.
- Trained Computer Operations to actively monitor, identify, and prioritize tape drive contention and stalled backup jobs, and resolve 1st level daily vaulting errors.

Mobile Device support:

- Steered Windows Autopilot, Windows Analytics, Mobile Device Management (MDM), Mobile Application Management (MAM), Mobile Policies Configuration, Mobile Device Compliance and Conditional Access Compliance (MFA, Groups, Locations).
- Managed Bring your Own Device (BYOD) and Corporate Owned Personally Enabled (COPE).

EDUCATION

Post Graduate Diploma in Computer Applications – PGDCA, Comtek Computers – CC

Post Graduate Program in Cloud Computing – PGP-CC, Great Learning

Courses & Certifications:

AWS Certified SysOps Administrator - Associate