

VINOTH KUMAR

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Professional Overview

Results-driven IT Infrastructure & Cloud Specialist with 19 years of experience across VMware, AWS, Azure, Windows, Linux, Citrix, and Networking. Expertise in datacenter operations, cloud transformation, migration, and security compliance, with proven ability to drive cost optimization and performance efficiency. Proven ability to lead cross-functional teams and deliver scalable, secure, and ITIL-aligned solutions in complex enterprise environments.

Certification, Trainings & Education

- ✓ 2022: Microsoft certified in (AZ-900, AZ-104, and AZ-305) Azure Fundamentals, Administrator and Architect. MICROSOFT ID: 13498912.
- ✓ 2020: AWS Certified Solutions Architect – Associate - Validation Number: NPSMQGWJKFVQ129G.
- ✓ 2016: MCSA (Microsoft Certified Solution Associate). MICROSOFT ID: 13498912.
- ✓ 2012: Training: Red Hat system administration Training from Linux Learning Center.
- ✓ 2005: Training: Honor Diploma in Computer Service Engineering from HARDNET IT ACADEMY.
- ✓ 2005: Computer Technology from Thanthai Roever Institute of Polytechnic College.
- ✓ 2001: Secondary School (SSLC) from Fathima Matriculation Higher Secondary School.

Skill Matrix

- **Cloud Platforms:** AWS (EC2, RDS, S3, VPC, Route 53, CloudWatch/CloudTrail), Azure (VMs, AD, RBAC, VNETs, AVD, Firewall), IaaS/PaaS/SaaS, Multi-Cloud & Cloud Migration.
- **Virtualization & Datacenter:** VMware vSphere, vCenter, ESXi, vMotion, HA/DRS, V-Cloud Director, Citrix XenApp, Capacity Planning, P2V/V2V Migrations, Lift & Shift.
- **Operating Systems & Server Admin:** Windows Server (2003–2025), Linux, Active Directory, DNS, DHCP, GPOs, Patch & Security Update Management.
- **DevOps & CI/CD:** GitHub, Azure DevOps, Jenkins, CI/CD Pipelines, GitHub Actions Workflows, Infrastructure as Code (Terraform, ARM Templates, CloudFormation), Automation with Ansible & Scripting.
- **Containers & Orchestration:** Docker, Kubernetes (AKS/EKS), Helm, Containerized Deployments, K8s Monitoring with Prometheus & Grafana.
- **Web & Application Servers:** IIS, Apache, NGINX, WordPress, SSL/TLS, Secure Web/App Hosting.
- **IT Infrastructure Operations & ITSM:** ServiceNow, BMC Remedy, HP Service Manager, ITIL (Incident, Change, Problem, Request), Remote & User Support.
- **Monitoring, Backup & Security:** Datadog, Nagios, Veeam, SAN/NAS, Backup/DR, IAM/RBAC, Azure Key Vault, AWS Secrets Manager, Qualys Vulnerability Management, Certificate Lifecycle Management.
- **Networking:** VPN, ExpressRoute, Firewalls, Load Balancers, Routing & Switching, Network Security & Connectivity Management.
- **Leadership & Delivery:** SLA Governance, CAB Participation, Cost Optimization, Agile/Waterfall Practices, Sprint-based Delivery, Cross-functional Collaboration & Stakeholder Engagement.

Experience

Product Lead | Tech Mahindra | Bengaluru.

Client: Thomson Reuters (USA) | Dec 2016 – Present

Key Focus Areas: VMware | Cloud (AWS & Azure) | DevOps | Infrastructure Operations

Infrastructure Operations & IT Service Management

- Managed daily IT operations using ITIL practices (Incident, Request, Problem, Change Management) leveraging ServiceNow, BMC Remedy, and HP Service Manager.
- Support hybrid infrastructure environments (70% cloud on AWS/Azure, 30% virtualization) across global data centers with 2,500+ servers.
- Resolved P1–P2 incidents and high-impact service issues within SLA by coordinating with engineering, application, and network teams.
- Participated in CAB meetings to evaluate change requests, focusing on service continuity, performance stability, and cost control.

Cloud Infrastructure – Azure & AWS

- Configured and managed Azure services including VMs, Storage Accounts, VNETs, Subnets, NSGs, Load Balancers, VPN Gateways, and ExpressRoute.
- Administered identity and access using Azure AD, RBAC, Conditional Access, and hybrid identity integrations via Azure AD Connect.
- Deployed Azure Firewall, Application Gateway, DDoS Protection; monitored systems using Azure Monitor, Log Analytics, and Security Center.
- Implemented Azure Virtual Desktop (AVD) and applied cost optimization strategies through Azure Cost Management & Billing.
- Provisioned AWS resources (EC2, RDS, S3, EBS, FSx, ASG, ALB/NLB, Route 53) and maintained secure, scalable infrastructure.
- Managed AWS IAM users, roles, policies, Security Groups, NACLs, and Route Tables for controlled and compliant access.
- Configured AWS CloudWatch and CloudTrail for centralized monitoring, event tracing, audit governance, and end-to-end infrastructure telemetry.
- Implemented S3 lifecycle policies and backup strategies for archival, compliance, and long-term retention.

DevOps & Automation

- Built and optimized CI/CD pipelines using Azure DevOps, Jenkins, and GitHub Actions for automated testing and zero-downtime deployments.
- Installed and configured Jenkins, including Master node setup, distributed builder architecture, plugin lifecycle management, and user/role administration.
- Developed GitHub Actions workflows for automated builds, testing, security scanning, artifact handling, and multi-environment deployments.
- Automated infrastructure provisioning using Terraform, ARM Templates, and CloudFormation to enable consistent, version-controlled deployments.
- Secured automation systems and pipelines using Azure Key Vault and AWS Secrets Manager for credential and key management.

Containers & Kubernetes

- Containerized applications using Docker and integrated build–push–deploy stages into CI/CD pipelines.
- Deployed and managed workloads on AKS and EKS, handling deployments, services, ingress, secrets, and Helm charts.
- Configured autoscaling, RBAC, and network policies; implemented Pod Disruption Budgets to maintain cluster resilience.
- Monitored Kubernetes clusters with Prometheus, Grafana, and ELK/EFK; performed troubleshooting using kubectl, metrics, and logs.

VMware & Infrastructure Operations

- Administered VMware ESXi and vCenter workloads, configuring vMotion, DRS, HA, and Update Manager for reliable operations.
- Standardized VM templates and lifecycle workflows including snapshots, cloning, and patching.
- Executed datacenter migrations (P2V, V2V, lift-and-shift) using VMware Converter and Veeam with minimal downtime.
- Managed storage integrations with NFS, SAN, and LUN-based systems to support high-performance workloads.

Windows Server & Web Hosting

- Installed and managed Windows Server environments (2003–2025) including AD, DNS, DHCP, WSUS, and Group Policies.
- Administered users, OUs, and access structures in Active Directory to support enterprise identity operations.
- Implemented organization-wide GPOs and automated patching for compliance and security hardening.
- Configured IIS for web hosting with SSL/TLS, ensuring stable and secure application delivery.
- Strengthened server hardening, auditing, and compliance based on internal and industry security standards.

Security, Compliance & Network Tools

- Managed IP registration, DNS integration, and traffic flow optimization using Banana, Big-IP, and Zipper for reliable network operations.
- Oversaw end-to-end SSL/TLS certificate lifecycle management through Venafi and Banana, ensuring continuous, compliant, and secure HTTPS services.
- Administered CyberArk for privileged access management (PAM), including onboarding accounts, vaulting credentials, enforcing least-privilege policies, and monitoring privileged sessions.
- Conducted regular Qualys vulnerability assessments, prioritized remediation of high-risk findings, and worked with security teams to strengthen security posture.
- Collaborated with cybersecurity, network, and governance teams to enhance infrastructure resilience, support audit readiness, and maintain compliance with regulatory and organizational standards.

IT Administrator | PVR Limited | Bengaluru.

Jan 2016 – Aug 2016

- Managed HP ProLiant and Dell PowerEdge servers (R710/R720) with RAID configuration, proactive hardware monitoring, and event log analysis.
- Administered Active Directory, Group Policies, and WSUS, automating updates and enforcing security across 300+ endpoints.
- Provided L1 & L2 support for Windows 7/10, macOS, and iOS devices, resolving hardware, application, and network issues.
- Deployed and managed ESET and eScan antivirus servers, ensuring endpoint compliance and uninterrupted protection.
- Supported and troubleshooted ERP client applications; installed SQL Server 2008 and performed basic queries for business needs.
- Installed and configured network devices (switches, routers, firewalls), maintaining secure LAN/WAN connectivity.
- Handled IT asset management, tracking hardware/software inventory and coordinating lifecycle processes including disposal.

Customer Service Engineer | Accel Frontline Ltd | Chennai.

Aug 2014 – Sep 2015

- Managed incident and service request tickets via BMC Remedy (ITSM7), ensuring SLA compliance and delegating tasks to junior engineers.
- Installed, configured, and monitored Dell, HP, and IBM servers, performing RAID setup, hardware diagnostics, and firmware upgrades.
- Provided L2 support for Windows client OS (7/10) and Windows Server (2003/2008/2012), including patching, upgrades, and troubleshooting.

- Administered Active Directory (AD), OU structure, Group Policies, and domain security policies to streamline user/group management.
- Configured and maintained WSUS for automated OS and software patching across enterprise environments.
- Assisted in VMware ESXi and vCenter administration, including VM provisioning, snapshots, and resource monitoring.
- Supported server migration (P2V) into VMware environment under senior guidance, ensuring minimal downtime.
- Managed Lotus Domino Server and Zimbra, handling mailbox creation, registration, and spam reduction using Xeams.
- Installed, configured, and supported IBM Lotus Notes and Microsoft Outlook clients, resolving sync, mail flow, and connectivity issues.
- Maintained endpoint protection with Trend Micro and eScan Antivirus servers, ensuring system-wide updates and compliance.

IT Support Engineer | Blue Chip Systems | Hosur | Oct 2010 – Jun 2014

(Clients: Troika Auto Products, E.R Textiles, Rama Qualitex)

- Installed and supported Windows/Linux desktop OS (XP, 7, 8, Red Hat, CentOS, Ubuntu) and Windows Server 2003/2008 with AD.
- Delivered end-user support for Office apps, Tally ERP, antivirus solutions, printers, and other business-critical software/hardware.
- Configured and troubleshooted Microsoft Outlook, Lotus Notes, and thin clients in virtual infrastructure for enterprise users.
- Performed data recovery, system rebuilds (Norton Ghost), and application restoration to minimize downtime.
- Implemented and supported LAN, WAN, and Wi-Fi connectivity, resolving performance and access issues.
- Installed and configured networking devices (switches, routers, ADSL modems) to support business expansion.

Field Support Engineer | Hi-Tech Solutions | Hosur | Feb 2006 – Sep 2010

- Installed and configured client OS (Windows 9X, 2000, XP, Vista), preparing desktops/laptops for corporate rollouts.
- Provided hardware diagnostics and warranty support for desktops, laptops, and peripherals to ensure service continuity.
- Supported Microsoft Office, antivirus solutions, and business-critical applications, minimizing downtime for end-users.
- Configured and troubleshooted Outlook/Outlook Express, including backups and restoration of .OST/.PST files.
- Installed and maintained printers, scanners, LAN cabling, switches, and routers, supporting secure office networks.
- Assisted with data recovery, backup solutions, and network troubleshooting, reducing incident resolution time.
- Coordinated AMC vendor management for escalations (L2/L3) and procurement of replacement hardware/spares.

Declaration,

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Thanking you,

Vinoth Kumar. S