

Ganga Sreedhar Chikatla

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EDUCATION

Valparaiso University, Valparaiso, IN
Master of Science in Information Technology

May 2024

WORK EXPERIENCE

Exam Works, New Jersey

May 2023- Present

Network Administrator

- Deployed and configured network infrastructure, including routers, switches, patch panels, and structured cabling, supporting high-availability systems.
- Configured and maintained virtualization technologies such as Hyper-V, VMware, and other hypervisors, ensuring high availability and performance.
- Implemented and optimized network infrastructure, configuring TCP/IP, DNS, load balancers, and firewalls to enhance security and traffic management.
- Conducted cable management best practices, ensuring proper labeling, routing, and organization to optimize infrastructure efficiency.
- Managed and maintained Active Directory, DNS, DHCP, and Group Policy configurations, supporting enterprise infrastructure needs.
- Monitored and maintained physical and virtualized server environments, ensuring hardware reliability and performance in a data center setting.
- Established incident management processes, enhancing root cause analysis, performance monitoring, and capacity planning to meet SLAs and SLOs.
- Collaborated with cross-functional teams to align infrastructure strategies with business objectives, optimizing cloud expenditures and system reliability.
- Coordinated and scheduled infrastructure maintenance and network expansion projects, meeting strict deadlines and operational needs.

Accenture, Hyderabad, India || Client: **CVS Health**

September 2021- January 2023

Cloud Ops Administration Analyst

- Implemented and optimized cloud infrastructure on AWS and Azure, ensuring high availability, scalability, and reliability to meet business requirements.
- Managed and troubleshooted Windows and Linux virtual machines, reducing average resolution time by 40% and ensuring 99.9% system uptime.
- Enhanced infrastructure performance by optimizing system management tools such as Ansible and Terraform, reducing maintenance overhead and improving operational efficiency.
- Designed and deployed resilient storage and backup solutions, improving scalability and performance by 25% while ensuring robust data protection and recovery.
- Configured and managed enterprise server hardware, applying expertise in OS internals and system architecture for enhanced performance and reliability.
- Applied root-cause analysis and proactive monitoring techniques to minimize system outages and improve long-term operational stability.
- Configured and maintained enterprise server hardware, virtualization platforms (Hyper-V, VMware, etc.), and system architecture for optimized performance and reliability.

- Collaborated with cross-functional teams to improve cloud cost efficiency and optimize infrastructure expenditures, aligning with business goals.
- Applied advanced debugging techniques to enhance system reliability and performance, leveraging expertise in OS internals and infrastructure optimization.

Saven Global Services Pvt Ltd, Hyderabad, India || Client: **Vultus Inc**

March 2018-June 2021

Network Engineer

- Managed IT equipment lifecycles, performing regular maintenance and upgrades to keep systems operational.
- Scheduled and prioritized network expansion and maintenance tasks, ensuring minimal disruption to office operations.
- Deployed and managed small office network infrastructure, including routers, switches, and patch panels, enhancing connectivity and performance.
- Set up VPN tunnels between on-premises and Azure networks, optimizing NAT policies, routing, and Sonic firewall configurations to enhance security and reduce latency by 15%.
- Implemented network virtualization to reduce latency by 35% and improve data transfer speeds by 20%, optimizing performance through strategic resource allocation.
- Managed Windows-based systems, including server builds and troubleshooting for Windows 2008/2012/2016, ensuring high availability and reducing downtime by 30%.
- Installed, terminated, and tested fiber optic cables (single-mode and multi-mode) to support high-speed data connectivity in enterprise and cloud environments.
- Installed and configured structured cabling systems for office networks, ensuring stable and high-performance connectivity

CMS It Services pvt ltd, Hyderabad, India

October 2016- March 2018

System administrator

- Administer and maintain Windows servers, VMware ESXi, and Hyper-V environments to ensure high availability, security, and optimal performance.
- Implement robust security measures (firewall configurations, Windows security policies, patching) and data redundancy solutions (RAID) to maintain system integrity and compliance.
- Develop PowerShell scripts to automate tasks, reducing manual intervention and minimizing the risk of human error.
- Conduct proactive monitoring and performance analysis using tools like Nagios and Zabbix to ensure system stability.
- Manage network services (DNS, DHCP, VPN) and Citrix environments, providing technical support and coordinating updates, patches, and upgrades.

CERTIFICATIONS

Microsoft Certified: Azure Security Engineer Associate (AZ-500)

Microsoft Certified: Azure Administrator Associate (AZ-104)

Microsoft Certified: Azure Fundamentals

MCSA: Windows Server 2012

SKILLS

Cloud Platforms: Azure, AWS, Google Cloud Platform, IaaS, PaaS, SaaS

Infrastructure as Code (IaC): Terraform, ARM Templates, JSON

Containerization & Orchestration: Docker, Kubernetes

Languages & Scripts: PowerShell, Bash, Python, ARM templates, JSON

Monitoring & Management: Azure Monitor, Log Analytics, Azure Security Center, Azure Site Recovery

Operating Systems: Ubuntu, CentOS, RedHat Linux, Windows (2012/2016/2019)