

Aravind Narayanan Potti

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SUMMARY

SME and Consultant with close to 13 years of experience in the architecture and design of environments like VMware Private Cloud VCF (Day 0 plan to Day 2 ops), On-prem Cloud Solution with vRA/vRO Integration, vSphere Infrastructure on Hyperconverged/ Converged platforms, complex Datacenter Disaster Recovery Solutions, Perform Enterprise Virtual DC Migrations, and L3/L4 support. Experienced in managing large teams across geography.

SKILLS

VMware Cloud Foundation (VCF on VxRail)	vCenter, VUM, VUMDS, vCenter HA	vSphere, vDS, vSS, HA, FT, DRS
Aria/vRealize Suit (Operations Manager, LogInsight, Network Insight)	vSphere Networking	Aria/vRealize LCM
ESXi	Dell VxRail HCI, Dell PowerFlex	Site Recovery Manager - SRM
Enterprise migration with HCX	Aria/vRealize Automation, Orchestration.	Hyper Converged Infra – HCI
VMware Cloud on AWS	vSAN, FC SAN	VMware Cloud Director, Horizon
Linux/Unix/ Photon OS /Windows Server 2003 to 2019	PowerShell/Bash scripting	python scripting
Esxcli and Powercli	NSX T/V	YAML, postgres db
vSphere with Tanzu, Kubernetes	CI/CD pipeline	Manual Migration
IaaS, PaaS, SaaS	API/Rest API	Bare metal provisioning
Lenovo XClarity	BIOS/Firmware upgrades	MS Azure, AWS
MS Hyper-V	RAID levels	PXE boot
Ansible, Terraform and IBM Turbonomic	Backup Solutions	Windows Failover Cluster service, SCCM, SCOM
Legacy Networking, Converged FCoE, Load balancers	Converged FCoE, Legacy SAN, NAS, iSCSI, NFS, DAS.	Dell/HP/Lenovo/Blade and Rack Servers, CISCO UCS
Documentation, Runbooks, Proof of Concepts	Incident Management, Change Management	Agile Methodologies
Git, Jira, Bugzilla	ChatGPT	Confluence, Sharepoint
Service Now, Salesforce Lightning	MS Visio	Syslog, splunk

EXPERIENCE

Cloud Engineer

Computact Systems

Feb 2024- Present

- Design and support highly available and fault-tolerant VMware infrastructure solutions with DR capabilities.
- Establish standards and guidelines for VMware infrastructure design, tuning, deployment, maintenance, backups, upgrades, and automation processes.
- Proactively identify and recommend software updates or architectural improvements to prevent capacity limitations.

Lead Specialist Cloud Infrastructure Services

UST Global (VMware Partner)

April 2022 - January 2024,

Client – Broadcom VMware Inc. (Senior VCF Site Reliability Engineer).

- Pod lead within VMware Inc. managing a team of 4 pod members, taking up entire responsibility of a customer engagement, maintaining roster and engaging in RCA calls with customer.
- Served as manager for a team of 25 SREs within UST Global, managing their training plan with technical enablement, mentoring, recruitments, timesheets and appraisals.
- Provided Professional Services on VMware Cloud Foundation catering to Global VMware customers for entire VCF stack including SDDC, vRealize Suit, vSphere, VxRail (VCF on VxRail) and NSX V/T and vSphere with Tanzu and HCX.
- Performed Upgradation, migration, Green/Brown field Deployments of VCF for Global VMware customers.
- Plan and Deploy Single/Multiple Instance – Single/Multiple Availability Zone VCF Deployments.
- Used APIs to invoke most actions in VCF and on VxRail manager appliance.
- Collaborated closely with VCF Product Engineering Team, VCF GSS Escalation Team and Dell VxRail Product Engineering Team on daily basis to improve maintainability and reliability of the product-VCF Suit, by performing RCA and discussion on identified product limitations/faults from lessons learned during customer engagements (upgrades/migrations/deployment).

- Drive the automation to improve delivery and reduce upgrade/migration hours. Understand the scripts in python, bash etc and performed modifications to suit the customer environment.
- Migrated customer legacy vSphere environments to VCF on VxRail with HCX 4.3.
- Worked on NSX-T Advanced Load Balancer and Micro-segmentation with vRNI.
- Configured NSX-T T0, T1 Logical routing, overlays and VLAN backed networks, segments.
- Certificate rotation, replacement with VMCA signed certs on NSX-T.
- Upgradation of NSX-T and its associated troubleshooting of NSX-T components like edge nodes, manager cluster health, certs etc.
- Worked on SDDC APIs and postgres db for troubleshooting SDDC, NSX-T, VxRail and vCenter issues during upgrade/migration.
- Created Technical Onboarding Plans, Creating Assessment MCQs, runbook and documentation for global SRE team of 180+.
- Responsible for technical enablement of pod members to start technical delivery, get them familiar with the ever-evolving process within the VCF SRE and enable them for new kind of engagements like Greenfield Deployments, Design and Planning.
- Worked on proposals for new customers for UST Global, analyzing requirements, engaging in solution architecture, Request for proposal, project estimation and presentation to clients. Played key role in winning multi-million \$ projects.

Project 1: **VCF on VxRail Upgrades**

20 Months(recurring)

- Performed over 100 upgrades on entire VCF stack for US, EU and APJ customers of VMware Inc.
- Drove engagement calls with customers with sole responsibility on live working sessions over upgrade/migration/deployment planning to implementation then post checks of environment till customer signoff.
- Share impact analysis on each component upgrade/migration over their production Infrastructure, best approach to mitigate and mitigation plans and ensured sign-offs at different stages of engagements. This helped customers with their internal Change Management compliance by documenting impact, mitigation, rollback plans and scope of activity.
- Performed troubleshooting when encountered issues during the upgrade/migration and performed log analysis to triage the issue.
- Update automation scripts to reduce delivery time and improve post check scripts to automate most manual post checks

Project 2: **VMware Aria/vRealize Suit Upgrade (as part of VCF BOM)**

20 Months(recurring)

- Performed vRSLCM/Aria LCM upgrade for VCF on VxRail customers having Aria/vRealize in VCF BOM for VCF versions above VCF 4.4.1.
- Performed vRealize LCM along with component upgrades (vROPs, vRLI, vRA, vRO) for VCF builds lower than VCF 4.4.

Infrastructure Specialist

Kyndryl (IBM Spin-off)

Client: Ernst & Young Americas and EU (Solutions Engineering Team)

October 2021 - April 2022,

- Designed and implemented on-Prem Cloud Infrastructure, provided DR Solutions and Site Extensibility.
- Evaluate capacity and forecast based on Compute/Storage demand for OnPrem and Hybrid Cloud environments.
- Managed vRealize components like vROPs, vRA/vRO, vRLI & vROPs clusters (with IBM Turbonomic).

Project 1: **Syslog and Scratch Log Configurations**

3 Months

- Undertook Configurations of Syslog (to Splunk) for 65 vCenters across Prod, DEV, QA, UAT and DMZ domains.
- Configured Scratch log and vRLI syslog on 2000 + ESXi hosts across all vCenters.

Hybrid Cloud Specialist

Allianz Technology SE

Client: Allianz SE

December 2018 - September 2021,

- Worked as Hybrid Cloud Specialist for Allianz performing VMware Infrastructure Engineering as well as L3 Operations, including managing vRA/vRO, vRealize Suit and Enterprise migrations using HCX.
- Managed 20+ vCenters from planning, design, managing procurement, implementation, configuration, day 2 ops, & decommission.
- Developed infrastructure as a code with Ansible to automate cloud environments including servers, networks and implemented Ansible towers.
- Performed migration project for vRA7 to vRA8. Created and modified vRO workflows to suit the varying requirements.
- Integrated SNOW, IPAM with vRA, Ansible with CMDB, monitoring and ticketing tools.
- Worked with Dev-ops and other teams to implement and facilitate CI/CD using Ansible and vRA code stream for improving the software release process.
- Performed many cross-vCenter migrations and host migrations across vCenters.

Managed complex vROPs HA cluster with

- Closely work with DevOps team for orchestrations using vRO for XaaS, Kubernetes and CI/CD.
- Offered SaaS, PaaS, IaaS and MaaS to Global Allianz entities as required.
- Worked on Azure Public Cloud and VMware Cloud on AWS.
- Closely work with other teams like Disaster Recovery Compliance Team, Procurement Team, Capacity Forecasting Team and Change Advisory Board-CAB.
- Collaborate with other technology teams like Enterprise Architects, DC facilities, Network, Storage, Backup, DB, AD, Security, Vulnerability, Compliance, Public Cloud, Linux Ops, Windows Ops etc.
- Performed remote Datacenter management from allotting racks to configuring blade chassis, iDRAC/HMC remotely.
- Performed Capacity planning and implementing infrastructure projects to roll out vSphere deployments and DR solutions.

Project 1: **Global Datacenter Consolidation Project.**

8 Months

- Migrated over 10K VMs from Tier 2 Datacenters to Allianz Global Datacenters for Global Allianz entities using VMware HCX 4.0 which were outsourced to other vendors for vSphere management.
- Configured the migrated resources as manageable objects on Allianz Private Cloud or CMP (Cloud Management Portal) on vRA.
- Worked with customers/stakeholders to understand their technical requirements while migrating to GDC and create plan of actions.
- Deployed and configured numerous new vCenters in GDC and created clusters as per tailored storage and network requirements to ensure compliance with the customers demand.
- Configured Disaster Recovery Service capabilities (using SRM) for VMs as per the requirements and performed DR drills to be compliant with audits.

Project 2: **vRA 7 to vRA 8 upgrade (CMP 1.0 to CMP 2.0)**

10 Months

- Implemented distributed deployment of vRA8.0 and implemented integrations with Service-Now, Bluecat IPAM tool, CMDB etc.
- Created Plan of action for the vRA 7 to 8 migrations in 8 waves and sought Change request approval from stakeholders mentioning all impact, possible disruptions, mitigation, and rollback plans.
- Created all network, storage, image and flavor mappings, tags etc. for VMs from each BU/Projects.

- Objects/VMs for each waves were disconnected from vRA 7 using script and imported to vRA8.
- Once customers verified the manageability of VMs on CMP2.0, cleanups were performed on CMP 1.0 using script.

Project 3: IBM SVC Upgrade

4 Months

- Performed storage migrations of over 8192 TB VMs spread across 512 Datastores to aid IBM SVC upgrade (by Storage Team).
- Raise Change requests on regular basis marking all VMs involved in each wave of migration and seeking approval in CAB meeting from stakeholders.

Senior Associate VMware

EY GBS

Client: EY

February 2014 - December 2018,

- Undertook L3 Operations, incident management and implementations on vSphere environment, and managed tools like vROPS, vRLI, IBM Turbonomic, vCAC, etc.
- Worked with project team for project delivery and operational improvement.
- Managed VMware vCAC for Build and provisioning team to spin-up Vms.
- Performed vCenter upgrades/patches and subsequent ESXi upgrades/patches with necessary firmware and BIOS upgrades.
- Migrated 20k+ VMs to HCI for one of EY's Global Datacenter closeout Project.
- Coordinated racks, iDRAC/ILO configuration, BareMetal provisioning, Dell M1000 Chassis configurations, etc for EY Global Datacenters.

Project 1: HCI Migration

10 Months

- Migrated 20k+ VMs to HCI environment (VxRail) from Dell Converged Blade Server Infrastructure (M1000 with M630, M830).
- Migrated VMs from Converged Infra to HCI using Double Take migration utility.
- Migrated VMs on Legacy Infra with Standard Switch to HCI using ESXi Lift and Shift method to new vCenter then, cross cluster migration.

Technical Analyst

Allianz Managed Operations and Services SE

Client: Allianz SE

November 2012 - February 2014,

- Served as Server Deployment Analyst and deployed Virtual, Physical servers and ESXi hypervisors for Allianz Global Datacenters with vSphere and OS level configurations.
- Performed SAN, NAS and DAS storage configurations for servers and provisioned the storages on storage devices.
- Performed PXE boot, ESXi scripted install, RedHat Satellite deployments etc to deploy guest OS/hypervisors to bare metals/VMs.
- Performed various types of Windows Failover cluster service configurations like Active-Active, Active Passive, multi node on mirrored and replicated storages.
- Performed various RAID level configurations as per requirements with multiple disk groups and storage controllers.

IT Systems Administrator

Polus Software PVT LTD

March 2012 - October 2012

- Implemented vSphere deployment from scratch - Planning, Designing, procurement, racking, configuring and managing of VMware infrastructure.
- Data Room maintenance- Physical racking and cabling of new servers.
- Managed AD servers, SQL and Mail servers, Fortinet firewalls, Oracle 11g DB, Red Hat Linux Servers, Ubuntu servers.
- Performed vendor management and vendor coordination.

Systems Administrator - Trainee

CCS Technologies PVT LTD

June 2010 - June 2011

- Supported internal Windows and Linux servers hosted on bare-metals and Hypervisors.
- Managing Fortinet Firewall devices and managed rules and policies.
- Managed AD, mail servers, WSUS server and MS SQL DB.

EDUCATION

Bachelor of Technology • Computer Science and Engineering • Full Time Course. • Mahatma Gandhi University

CERTIFICATIONS	AWARDS AND ACCOLADES
VMware Specialist VCF 2023 VMware VCP DCV 2023, 7,6,5,5,5 VMware VCP Cloud 5 Microsoft Azure Solutions Architect Expert 2023 Red Hat Certified Server Administrator 6 2011 Microsoft Certified Solutions Expert 2016, 2012 Microsoft Certified IT Professional 2008 R2 Microsoft Certified Solutions Associate 2012 Microsoft Certified System Administrator 2008 R2 Server Virtualization with Windows Server Hyper-V and System Center Specialist ITIL v3 Foundation	UST Global - Super Star Award for Good Delivery Performance. UST Global - Top 4 TAC Contributor. Allianz – High Performer Award for IBM SVC Upgrade project. EY- Feather in the Cap Extra Miler Award for outstanding performance. EY- Rockers Award for High Impact Performance. EY- Thanks Awards for active contribution on Eschborn Datacenter closeout.