**Sri Harsha Gurram** ****

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**PROFILE SUMMARY**

* Technologically sophisticated **System Administrator, Scrum Master and Project Manager** with **15+ years** of expertise in assessing business needs, driving innovative solutions, training top performing teams, and meeting deadlines and budget requirements.
* Highly accomplished Technical Project Manager with over 8 years of experience leading cross-functional teams to deliver projects on time, under budget, and with increased customer satisfaction. Successfully implemented project management best practices to reduce delays and reduce costs.
* **Swiftly completed projects** with cross-functional skills & ensured on-time deliverables within pre-set parameters.
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* Hands-on experience in monitoring projects mainly related to Lifecycle Management, Red Hat & Windows OS Refresh, Database Refresh.
* Keen analyst with excellence in gathering and understanding requirements of clients & other multiple stakeholders (at strategic and tactical levels), followed by translation into functional specifications as well as provisioning of suitable solutions.
* **A strategist** with recognized proficiency in spearheading business to accomplish corporate plans and goals successfully.
* Good Hands-on experience with Jira, MS Visio, SQL, Confluence and Smartsheet.
* Experienced in coaching, mentoring, and forming self-organized and cross functional teams.
* Experience in facilitating **Planning, Review, GoNoGo and Retrospective meeting.**
* Experience in creating monthly/quarterly status report.

**SKILLS & COMPETENCIES**

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| --- | --- |
| * Agile Methodology
* Project Management
* Quality Control
* Budget & Resource Management
* Process Improvement
* Risk & Issue Management
* Technical Leadership
 | * Scrum/Kanban
* Stakeholder Engagement
* Product Delivery
* Feature Prioritization
* Time & Cost Optimization
* Product Documentation
* Team Mentoring & Coaching
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**CERTIFICATIONS**

* PMP Certification – (Active)
* Agile Scrum Master, 2023
* Google Associate Cloud Engineer, 2022
* IBM CERTIFIED ASSOCIATE – TIVOLI STORAGE MANAGER V7.1, 2016
* IBM FlashSystem Technical solutions V1, 2016
* ITIL V3 Foundation certified, 2014

**EDUCATION**

* Master of Computer Application from Acharya Nagarjuna University, India – 2005 to 2008.
* B.Sc. (Computer Science) from Acharya Nagarjuna University, India – 2002 to 2005.

**EMPLOYMENT DETAILS**

**Since Apr’2016 (Tata Consultancy Services, USA)**

**Project Manager – Consolidated Refresh Program**

* **Developing & executing high-level projects strategies**, making high-stake decisions, and overcoming complex business challenges using experience-backed judgment, strong work ethics and irreproachable integrity.
* **Collaborating with stakeholders** while keeping them informed of progress and issues to manage expectations on all requirements and deliverables.
* **Directing project baselines and controlling the same** with respect to cost, resource deployment, time over-runs and quality compliance to ensure satisfactory execution of projects and submitting P&L to the management.
* Develops project plans, prioritize project tasks, and provides regular status updates on project progress to management and stakeholders.
* Achieved 100% success with SupplyChain RDC & DFC Oracle DB migrations to new hardware and latest software.
* Saved **$1.3 million** by driving critical upgrades for Abinitio, TMS Canada & Netcool before the deadline.
* Coordinated Flawless upgrades to extremely important systems like BaseTables, B2B, Item Data Management, Customer Order Management, Pricing, Finance, Credit Systems and several others.
* Assessing project performance and launching corrective action or realigning tasks when needed
* **Identifying and implementing strategies for building team effectiveness** by promoting a spirit of cooperation between team of Project & Managers.
* **Defining delivery standards and guidelines** that serve as benchmark for excellent service delivery.
* Driving infrastructure implementation projects and other IT transformation initiatives through program/project management for corporate customers.

**Key Program / Project(s) Managed:**

**RHEL upgrade**

Summary: Perform refresh on OS level for 3000+ Linux Physical & VM servers located globally. This includes In-place upgrades and new builds wherever applicable.

**Windows OS Refresh**

Summary: Performed OS refresh on business machines from version 2008 & 2012 to 2019 & 2022 on more than 1500+ devices. This includes upgrades and new machines procurement.

**DB version Migration**

Summary: Database upgrades from legacy versions to latest in the market for Oracle (11g,12c,18c to 19c), SQL Server (2008,2012,2014 to 2019 & 2022), DB2 LUW (10.5 & 11.1 to 11.5) & Informix (11.7 & 12.1 to 14.1).

**ESX Migration**

Summary: Migrated 600+ VM from old Nutanix hardware to PowerFlex hardware.

**PREVIOUS WORK EXPERIENCE**

**From Nov’2012 to Apr’2016 (Tata Consultancy Services, India)**

**System Administrator – Backup & Storage Team**

* Designing complete backup and restore Strategy.
* Planned the implemented DRM capabilities and media [copy pool volumes, DB volumes, Plan files] handling for DR Facility
* Configuration of Database and Recovery log, Define the Storage pools, Configure the hierarchy between storage pools.
* Define and Configure the Policy domain, Policy Set, Management class, Backup copy group, Archive copy group and its parameters as per Customers requirement.
* Configuring TSM operations like migration, reclamation, expiration, collocation DBBACKUP and Storage pool backup etc.
* Providing technical support to other teams to TSM backup and restore operation like UNIX team, Windows team, Data base teams.
* Documenting the process analysis and troubleshooting techniques for quick resolution.
* Tuning of TSM Server and client parameter to improve backup performance.
* If any critical issues related to TSM Server like LOG Pinning, SERVER process in HUNG, Library in HUNG State troubleshooting it before the halt of TSM SERVER informing to all the Teams.
* Installation and configuration of Storage agent for LAN free backup.
* Maintained an enterprise backup infrastructure (SAN, tape libraries, and backup software).
* Understanding and experience with DAS, SAN and NAS concepts, snapshots, clustering and fail-over, file permission management and disaster recovery.
* Knowledge on shell script for automating/streamlining the daily reports.
* Coordinate with system administrator groups (hardware and operating system diagnostics) to resolve issues to TSM Servers.
* Generating Billing info on volumes used and ordering the tapes when required.
* Working on Damaged or bad tapes and struck tapes on drives.
* Creating LUNs, Storage Groups and Meta LUNs depending on the customer requirements.
* Storage Group Creation, Binding/Unbinding LUN’s.
* Creating/Deleting Symmetrix devices.
* Adding/removing device from a Meta device.
* Installing and upgrading EMC software’s (Power path, Host agents)

**Operating Systems :** Linux (RHEL), Win 2K/2K3, AIX, Solaris

**Software Application :** TSM Server 7.1, BA Client & TDP for SQL, MS Exchange, SAP, Oracle

**Networking :** TCP/IP, LAN/WAN, SAN

**Storage** : EMC CLARiiON, Data Domain, VMAX, CORAID

**Monitoring** : Data Protection Advisor (DPA)

**From May’2010 to Nov’2012 (IBM India Pvt. Ltd.)**

**System Admin – Amerisource Bergan Corporation Backup Recovery Team**

* Environment Study and Data collection for implementing Tivoli Storage Manager.
* Configuration of Database and Recovery log, Define the Storage pools, Configure the hierarchy between storage pools.
* Knowledge on shell script for automating/streamlining the daily reports.
* Providing technical support to other teams to TSM backup and restore operation like UNIX team, Windows team, Data base teams.
* Documenting the process analysis and troubleshooting techniques for quick resolution.
* Tuning of TSM Server and client parameter to improve backup performance.
* Checking the inconsistency in TAPE volumes using audit and restoring the volume data from offsite tape.
* If any critical issues related to TSM Server like LOG Pinning, SERVER process in HUNG, Library in HUNG State troubleshooting it before the halt of TSM SERVER informing to all the Teams.
* Installation and configuration of Storage agent for LAN free backup.
* Maintained an enterprise backup infrastructure (SAN, tape libraries, and backup software).
* Steps to ensure while Decommission of TSM Backup server and Client nodes.
* Generating Billing info on volumes used and ordering the tapes when required.
* Working on Damaged or bad tapes and struck tapes on drives.
* AUDIT VOLUME if any inconsistency in VOLUMES DATA; RESTORE VOLUME.
* Audit Library if any mismatch in LIBRARY inventory and TSM inventory.

**Operating Systems :** Linux (RHEL), Win 2K/2K3, AIX, Solaris

**Software Application :** TSM Server 5.4/5.5,6.2 BA Client & TDP for SQL, SAP, Oracle

**From July’2008 to May’2010 (IACG Pvt Ltd.)**

**Programmer – IACG (In-house project)**

* Develop and maintain custom data-centric web applications using ASP.NET, C#.NET, and Services
* Completed a billing project, implementing UI requirements using ASP.NET, JS/jQuery, HTML, CSS, and MS SQL 2005/2008 as the backend.
* Created 20+ .NET websites with 100% client satisfaction and on-time completion.
* Implement business logic in C#.NET, business intelligence/ETL solutions, and business rules to integrate disparate data sources toward a centralized data store.
* Achieved 20% improvement in the performance of all ETL/SQL and online components, ensuring timely response and data reliability by following strict service level agreements.

**Skills:** C#.NET, ASP.NET, VB.NET, AJAX, MVC, JavaScript, jQuery, HTML, CSS

MS Visual Studio, SharePoint Designer, SQL Server, and Active Directory