Gopinath Karthikeyan

Windows Site Reliability Engineer · 12 Years · Assistant Consultant, TCS

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CORE SKILLS

Windows & Identity
Windows Server 2008 R2–2022, Active Directory, DNS, DHCP, Group Policy, IIS, DFS, Failover Clustering, Exchange 2010

Virtualisation & Cloud
VMware vCenter / ESXi, Hyper-V, P2V / V2V, VMware → cloud migration, AWS

Automation & CI/CD
PowerShell, Python, Jenkins, GitHub Actions, Ansible, GitHub

Monitoring & Security
Dynatrace, Splunk, CrowdStrike, Flexera, Symantec Endpoint Protection

Patching & ITSM
WSUS, SCCM, ServiceNow, ITIL, incident / problem / change management, RCA

AT A GLANCE

12 years in IT infrastructure	**10K+** Windows servers supported
8 TCS Gems appreciations	**6** companies, support to SRE

CERTIFICATION

Windows Server 2012 R2 to 2016 Migration
Infosys · Jun 2024

EDUCATION

B.E., Mechanical Engineering
Thiruvalluvar College of Engineering and Technology, Anna University · 2009–2013

PROFESSIONAL SUMMARY

Windows Site Reliability Engineer with 12 years in enterprise infrastructure across TCS, Infosys, HCL and NTT DATA. Experienced in running large Windows Server estates of 10,000+ servers, from Active Directory and VMware to patching, clustering and major-incident coordination.

Now focused on automation: building Jenkins, GitHub Actions and Ansible pipelines so most day-to-day operations run without logging in to servers. Recognised with multiple TCS Gems appreciations and an Infosys award for customer delivery.

PROFESSIONAL EXPERIENCE

Assistant Consultant – Windows SRE
Oct 2024 – Present

Tata Consultancy Services · Bengaluru

- Automate day-to-day Windows Server operations, aiming to run about 80% of routine work without logging in to servers
- Built Jenkins pipelines to list and log off RDP user sessions and to roll out portable OpenSSH upgrades across servers
- Built a live, read-only Server Monitor web app for Windows servers, deployed through Jenkins
- Moving ops pipelines from Jenkins to GitHub Actions behind a self-service ops portal
- Automating VMware → cloud pre-migration data collection (roles, IIS, software, scheduled tasks, services) with Ansible
- Use Dynatrace, Splunk, CrowdStrike and Flexera data to drive checks and remediation
- Recognised as an Xcelerate Warrior, with a Certificate of Appreciation from the SRE Windows team and 8 TCS Gems appreciations

Senior Consultant
Mar 2022 – Sep 2024

Infosys · Bengaluru

- Led L2 operations for an estate of 10,000+ Windows servers, owning process adherence and SLA delivery
- Analysed monthly alert and CI metrics to find recurring issues, drove RCAs and automated fixes to cut non-value-added tickets
- Coordinated L3 for major incidents; on-call L2 support with daily huddles across global teams
- Led documentation and hand-over during vendor transitions and merges
- Ran change-quality checks, tracked top offenders monthly and planned weekend SA shifts for change and patch windows
- Received multiple Insta Awards from different leaders, for the APAC Software Survey, Wintel project support, managing the infra landscape and delivering customer demands

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HONORS & AWARDS

Xcelerate Warrior · TCS
Recognised for continuous learning, innovation and growth

Certificate of Appreciation · TCS
From the SRE Windows team for reliability work

TCS Gems appreciations
6 individual and 2 team appreciations for problem-solving, commitment and teamwork (2024–2026)

Infosys Insta Awards
Multiple awards from different leaders: APAC Software Survey, Wintel support, infra landscape, customer delivery

KEY PROJECTS

Server Monitor
Live, read-only monitoring web app for Windows servers, shipped via Jenkins

Self-service ops portal
Jenkins and GitHub Actions jobs for session clean-up and OpenSSH upgrades

Cloud pre-migration toolkit
Ansible collection of server config ahead of VMware → cloud moves

CAREER PATH

- **TCS** · 2024–now
- **Infosys** · 2022–2024
- **HCL Technologies** · 2020–2022
- **AssistanZ Networks** · 2018–2020
- **NTT DATA** · 2015–2018
- **HCL Infosystems** · 2014–2015

EXPERIENCE (CONTINUED)

Senior Specialist — Sep 2020 – Mar 2022

HCL Technologies

- Administered Windows Server, Active Directory, DNS, DHCP and Group Policy; troubleshot AD replication
- Built, decommissioned and performance-tuned servers; configured IIS, DFS, FTP and file and print servers
- Managed failover clusters, Hyper-V replicas and VMware VMs (cloning, snapshots, HA and DRS)
- Patched servers with WSUS and SCCM and automated daily tasks with PowerShell

Senior System Engineer — Nov 2018 – Aug 2020

AssistanZ Networks · Coimbatore

- Administered Windows Server 2008 R2–2012 R2 and Active Directory, including replication troubleshooting
- Ran VMware and Hyper-V environments; performed P2V and V2V migrations and moved workloads from VMware ESXi to Hyper-V 2012
- Configured failover clusters, tuned performance and patched with WSUS and SCCM

Systems Support Associate — Aug 2015 – Nov 2018

NTT DATA · Coimbatore

- Administered Windows Server and Active Directory; handled DHCP, DNS, Group Policy and server builds
- Managed Exchange 2010 mailboxes (user, shared, conference) and troubleshot inbound and outbound mail flow
- Patched servers with WSUS, SCCM and LANDesk and managed VMware VMs

FMS Engineer — Dec 2014 – Jul 2015

HCL Infosystems · Coimbatore

- Provided end-user support: profile migration, data restores, LAN connectivity and Symantec Endpoint Protection
- Handled tickets in ServiceNow following ITIL processes

References available on request.