A K. Rajeev Kumar

Cloud Architect / Cloud Team Manager

Current Company : Sycomp Technology India Pvt Ltd

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Summary

Technology Leader, Cloud Infrastructure & DevOps Expert with 10+ years of experience (Overall 20+ years experiences in IT Industry), I specialize in AWS, Azure, and GCP. I excel at designing and implementing innovative, maintainable solutions that address complex business needs, leveraging the latest cloud and virtualization technologies. Passionate about mentoring and leading teams, I ensure the adoption of best practices while aligning technology with business goals.

Career Highlights

- Currently leading the Cloud Team at Sycomp Technology, supporting AWS, Azure, and GCP clients with technical issues, cost optimization, DR/backup, and security solutions. I manage invoice creation through partnership tools (CloudCheckr/CloudHealth) and collaborate with the Accounts team. Additionally, I support the Sales team with pre/post-sale technical calls.
- 1 Year worked with Thoucentric Technology Pvt Ltd as **AWS Architect** with deep expertise in Cloud Architect with AWS & Azure, providing the solutions for cloud technical issues, Cost Optimization, DR / Backup Solutions for Cloud & Security Solutions for Cloud.
- 4.9 Years at UST Global Pvt Ltd as **Lab Manager** with deep expertise in Cloud Architect with AWS, VMware Virtualization, Innovation, Business and Leadership. Handling a team of 120 members and various projects related to Technical.
- 6+ Years at Dell India Pvt Ltd (MFG) as **Technical Analysis Analyst** with deep expertise in Server Virtualization, Datacenter Management, MFG Application Support & Networking.
- 4.7 Years at Dell International as **Sr. Technical Support Expert**, during this time was a part of email / voice team with focus on Technical solutions for external clients on Windows Server, Desktops, Laptops, PDA, Wireless, Routers & Dell printers.
- Design and implemented scalable, secure, and cost-effective solutions in **private and public cloud environments**.
- All solutions align with industry best practices and **AWS Well-Architected Framework**. WAFR completed for almost 50+ clients.
- Lead **end-to-end project implementation** from requirement analysis and planning to design, deployment, and support transition.
- Worked closely with **stakeholders, cloud engineers, and security teams** to align cloud solutions with business needs.
- Performed cloud security reviews and **Well-Architected Reviews** to identify risks and remediate vulnerabilities.
- Identified and implemented **cost-saving** strategies for cloud resource utilization quarterly basis for all the clients.
- Automated cloud operations and infrastructure as code (IaC) using Terraform, CloudFormation, or other tools for existing clients

Key Skills: AWS / Azure / Google Cloud Design and Implement Solutions for Public and Private Cloud, VMware Implementation and Migration, Python, DevOps, Ansible, Terraform, Networking, Windows & Linux Administration.

ORGANIZATIONAL EXPERIENCE

Sycomp Technology India Pvt Ltd, Bangalore   **Mar 2020 to till date**

Designation: Cloud Architect / Cloud Team Manager

As a **Cloud Architect / Cloud Team Manager**, I was able to provide infrastructure and DevOps support to external clients, ensuring the successful design, implementation, and migration of cloud solutions. In this role, I was able to cover **cloud architecture, security, cost optimization, and project lifecycle management**, with a strong focus on AWS, Azure, and Google Cloud. I was also overseen **billing and invoice creation** using cloud partner tools such as **CloudCheckr and CloudHealth**.

Key Deliverables and Achievements:

Cloud Architecture & Implementation:
- Designed and implemented cloud-based solutions tailored to client requirements.
- Developed High-Level Design (HLD) and Low-Level Design (LLD) documentation.
- Plan and executed on-premises to cloud (AWS, Azure, GCP) migration strategies, including disaster recovery (DR) and backup solutions.

Project Leadership & Client Engagement:
- Lead end-to-end project implementation from requirement analysis to support transition.
- Worked closely with sales, pre-sales, and technical teams to provide pre- and post-sales support.
- Manage and track client requests and incidents via Salesforce ticketing system.

Cloud Cost Optimization & Reporting:
- Optimized cloud costs through Reserved Instances (RI), Saving Plan, Pay-Per-Use, Rightsizing, and Storage strategies.
- Generated quarterly reports for Cloud clients, covering cost optimization, resource utilization and security compliance.
- Provided actionable recommendations to clients to improve cloud efficiency and cost management.

Billing & Cloud Financial Management:
- Billing and invoicing for AWS clients using CloudCheckr and CloudHealth.
- Ensured accurate cloud cost tracking and reporting for multiple clients.

Key Achievements:
- Successfully designed and implemented multiple cloud solutions based on client-specific needs.
- Migrated on-premises workloads to AWS, Azure, GCP while ensuring security and cost efficiency.
- Implemented cost-saving strategies that significantly reduced cloud expenditure for clients.

Thoucentric Technology Pvt Ltd, Bangalore   **Nov 2018 to Nov 2019**

Designation: AWS Architect

In this role, as AWS Architect, support provided at Client Location (TGBL) on Infra-support which include Cloud Design & Implementation, Migration, Cloud Firewall & Security Support. Lead several project implementation lifecycles starting from requirement analysis, planning, design implementation and support transitions. Technical escalations (Level 4) for AWS cloud Ec2 instances, RDS, ALB, Target Group, Firewall, IAM, S3 storage. Cloud Cost Optimizations on Ec2 & other components.

Key Deliverables and Achievements:

Cloud : Design and implement solutions for new projects. Based on the customer requirement provided the project plan / cost for the cloud implementation (LLD / HLD / Architecture & Implementations). Migration Plan for moving the On Prem Servers (VM's) to Cloud (AWS). DR / Backup Solutions for the cloud instances. Mange P1 Ticket on Ec2 Instances, Firewall (WAF), Monitoring (Cloud Watch, Scom). Cloud Cost Optimization by RI, PayPerUse, Rightsize, Storage. Mange the Cloud support team on day-to-day activities to overcome any P1 issues by an analyzing the weekly ticket reports, backup reports, ec2 utilization reports.

- Reduced Cost by 20% to 23% by moving the instances on AWS Reserve Instances.
- Reduced Cost by 10% by using payperuse i.e. time schedule for Non Productions Servers.
- Reduced Cost by 10% to 15% by moving the instances on Rightsizing.

UST Global Pvt Ltd, Bangalore   **July 2013 to April 2018**

Designation: Lab Manager

In this role, as Lab Manager, support provided for 15+ Labs at Client Location (Intel) and ODC 5+ Labs on Infra-support which include Cloud Design, Server Virtualization, Firewall, Networking & Lab Management. Lead several project implementation lifecycles starting from requirement analysis, planning, design implementation and support transitions. Technical escalations POC for Firewall, VMs, AWS cloud Ec2 instances, S3 storage, EFS, Glacier.

Key Deliverables and Achievements:

Project Management: Managed a Team of 100+ FTE including 6 Team leads at Client Location. Designed and implemented new process techniques and inventory tool for Lab Management project and reduced timeline of clearing all the Audits from 2 days to 5 hours. Created capacity planning tool to track IT and Procurement Inventory for In-house Lab requirements and eliminated duplicate request and improved efficient online system tracking. Worked on RFP's for Lab related projects, solution documents, Efforts, Project Plan, SOW, LLD / HLD / Architecture & Implementations. Monthly provided the Billing Summary to Client and Finance team for Invoice processing based on the approval. Monthly/Quarterly meeting with the clients to provide an update on the project. New process implemented for movement of Inventory from client location to UST ODC (wise versa). Worked with Stakeholders (Client, ISP vendor & UST Facilities team) to enable the new facilities (increasing seat capacity, network connectivity) within the stipulated timeframe. IT budgeting and financial pay-out planning, purchase authorizations and vendor management. Performance Management of all team members - defining objectives, 1:1, skip levels, appraisals and performance improvement. Create back-up on key functional positions to handle the crisis situations. FTE Analysis and actively involved in hiring lab resources. Identify key resources to up-skill their knowledge through continuous coaching and assign for the new projects.

Public Cloud: Design and implement solutions for new projects (Cloud Migrations). Based on the customer requirement provided the project plan / cost / SOW for the cloud implementation. We were managing Ec2 instances for R & D labs which was running on windows 2016, Linux, MySQL, S3 storage.

Data Center Management: Managed Datacenter in client Location and UST ODC. Implemented Firewall for client R & D labs and UST ODC (off -site) to secure & control the utilization of Internet. Designed & Implemented vRealize 6.2 with Distributed deployment model. Implemented vRealize Cloud for Client (Intel dev team) to accelerate the VM provisioning activities, resulted in-house team to build the server within 15 to 20 Minutes. Efficiently maintained Zero downtime on Networking / Server Support (Virtualization). As BOD (Bring Own Device) enabled, we replaced and configured the new switches at UST ODC and started to manage the network switches. Enabled the ticket monitoring system and uptime monitoring tool.

Recognitions:
Awarded Star Performer in 2017 for the extra mile contribution for company's revenue/margin growth. (Mr. Alexander Varghese – Chief Administrative Officer UST Global)
Awarded Star Performer in 2016 by Mr. Gilroy (Head of Semiconductor Vertical UST Global)

Dell India Pvt Ltd (MFG), Chennai   **June 2007 – July 2013**

Designation: Technical Analysis Analyst

Worked as Technical Engineer / Technical Analysis Analyst, support provided for Datacenter & MFG Unit for IT Applications -ERP AX / Server - Virtualization / Network L2 Support. Ensured all the IT tickets (Remedy) resolved within the SLA timeframe. Worked with the Sr. Management team / Application / Server owners for the downtime of patching activities. Training for the new IT team member on the existing infrastructure and support framework.

Key Deliverables:

- Support for 270 higher-end Dell servers installed in the Data Center with Windows Server / Linux Server / SQL Database / Active Directory / Domain Server / DNS / DHCP / ERP Application Servers.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements for Datacentre
- Install and configure systems, infrastructure applications or Asset Management applications (Desktops, Laptops) for the users (internal employees).
- Connecting Avaya IP phones configuring users Extn's. Creating Extn for employees in Avaya.
- Configuring Switch & Routers.
- Installation of ESX Servers, vSphere client and vCenter Server. Create & mount the data store for storing VMs and data. Deploy virtual machines and use clones, snapshots, Templates. Health check for VMs and ESX host. vMotion, Storage vMotion, Fault Tolerance, HA. Working with VMware support team for any support queries

- Supporting for the Employee's system which are located in Office floor and also Manufacturing Systems. Providing the Support for MFG for minimizing the stoppage of production.
- Troubleshooting all the application issues which are facing in MFG (i.e. Cimplicity, P2M, Wips, WTCS, Glovia, ION, Stepmaker. ID Scan, etc)
- Troubleshooting the Printer issues i.e. Zebra Barcode printers and Laser Printers.
- Providing access for required user NT PUB share folders & also assigning space in Server.
- Installation and configuration of Remote Access Service.
- Backup and Recovery by using recovery tools.
- Creating System Image for all the Models.

| **Dell International Services, Bangalore** | **April 2001 to Nov 2005** |

Designation: Sr. Technical Support Expert

Worked as Technical Support Expert / Sr. Technical Support Expert, provided support for external clients in US on email / chat / voice. Expertise on Windows Operating System including Servers, Desktop, Laptops, PDA, Wireless, Routers & Dell Printers. Training provided for the new team members on Technical staff and process to be followed. Most of the technical issues was resolved in first email thread and received appreciation emails from client.

Key Deliverables:

- Providing high-end technical solution for Windows Servers, Desktops, Laptops, PDA, Wireless, Routers & Dell printers.
- Providing technical solution for hardware and software related problems using Cisco/Kana software to customer.
- Providing support to install drivers or any other applications for Customer.
- Call back the customer if necessary and troubleshoot the issue.
- Research on issues and providing the solution to the team.
- Handling escalated issues i.e. software, hardware and network issues.
- Sending daily and weekly productivity and C.E (customer experience) score for the team.
- Providing Training for the new hires on technical topics (i.e. Networking (LAN/WAN)/ wireless, modem & known issue with the systems) and usage of the essential tools for the email team.

PROFESSINAL ENHANCEMENTS (CERTIFICATIONS)

- AWS Certified -Solutions Architect Associate & Professional, DevOps Professional
- Azure Certified – (AZ-500 & AZ 300)
- GCP Certified Associate & Professional
- Python
- VCP 5.1 Certified
- ITIL v3 Foundation Certified
- CCNA Certified
- Comptia A+ Certified

ACADEMICS

- Liverpool John Moores University – Master's Degree – Data Science -2022-23
- IIIT-Bangalore – Post Graduate Diploma in Data Science - 2022
- MBA -IT -TNOU (Tamilnadu Open University) – Distance Learning
- BBA – Madurai Kamaraj University – Distance Learning
- PUC – BES Evening College
- SSLC – Padmavathi High School

PERSONAL DETAILS

- Address   :   SK Cosmos Apartment, 6th Floor, 612, Kanaka Nagar Main Road, (Opp to HP petrol buck), Hormavu, Bangalore -560043
- Date of Birth   :   21st July 1978
- Marital Status   :   Married
- Father Name   :   A K Kuttappan (late)
- Passport Number   :   Z4453756
- Reference   :   Furnish upon request
- Languages Known   :   English, Malayalam, Kannada, Tamil and Hindi