TONY POPAT

 533 Red Crested Ct, Roseville, CA 95747
☎ 916.702.3008 (home) / 916.251.9206 (cell) ✉ tpopat@gmail.com

INFRASTRUCTURE ARCHITECT / PROJECT MANAGER

Well-experienced Infrastructure Architect / Project Manager with years of extensive experience in planning, designing, and implementing Datacenter Infrastructure in a physical & Virtual Environment. Profound knowledge in leading cross-functional technical groups in Data Center Migration Projects. Demonstrated record of success in troubleshooting computers, increasing efficiency, and optimizing the access and utilization of shared information. Proven ability in managing multiple projects, activities, and tasks simultaneously maintaining high ethical and quality standards, professional demeanor, and cooperative attitude. Accomplished technology group team lead for Server Support, VMware Virtualization, cyber security for network and process control access and monitoring.

TONY POPAT

⌂ 533 Red Crested Ct, Roseville, CA 95747
☎ 916.702.3008 (home) / 916.251.9206 (cell) ✉ tpopat@gmail.com

AREAS OF EXPERTISE

Six Sigma ▪ Windows Server Support & Administration ▪ VMWARE ESX ▪ Project Management ▪ Active Directory Design ▪ Server Virtualization ▪ Network Security/Disaster Planning ▪ Help Desk Operations ▪ Incident & Problem Management ▪ Group Policy Objects ▪ Service Level Agreements (SLA) ▪ Technology Procurement ▪ Windows Migration Strategies ▪ Problem solving ▪ Teamwork ▪ Flexibility ▪ Self-Motivated ▪ Detail-Oriented

TECHNICAL SKILLS

Operating Systems & Application Servers: Microsoft Windows Server, VMware ESX
Software Applications: MS Project, Microsoft Office Suite, Visio, TSM (Tivoli Storage Manager), Norton Ghost, ARCserve Backup, Citrix MetaFrame, .Net Framework Platform configuration
Network Infrastructure: LAN/WAN, Ethernet, TCP/IP, DNS, FTP, DHCP, SMTP, SNMP, Telnet, FTP, Routers, Switches, VPN, Hardware Load Balancers, OSPF, RIP, BGP, TI, ISDN, DSL, Wireless (802.11a,b,g)

PROFESSIONAL EXPERIENCE

GTSG/IBM, Client: Kaiser Permanente, Pleasanton, CA(Remote)
INFRASTRUCTURE TECHNICAL ARCHITECT ▪ Sept 2013-Present

- Successfully created a DR Datacenter with all the infrastructure design, Server Specs, Network layouts, Backup Solutions, Data Replication methodologies, etc.
- As an Infrastructure Lead Technical Architect I am responsible for planning & implementing the DR Datacenter for all their PROD Datacenters with thousands of servers and hundreds of Applications.
- Successfully migrated all the applications from multiple production Datacenters to the DR Datacenter by identifying issues with each application and creating solutions to be able to migrate them successfully.
- Implemented multiple Replication methodologies for a varied range of applications to replicate the production data to the DR datacenter depending on the criticality of the application.
- Designed and planned the Hardware infrastructure at the DR site to be able to support the applications in the event of a disaster.
- Created an Isolated Network for DR testing in the DR datacenter to emulate the Production environment. This has helped us test all the application before they are prepped to be implemented in the DR Datacenter.
- Designed a Virtual environment in the DR site to accommodate thousands of servers.
- Successfully migrated thousands of physical Servers to the virtual environment with zero impact to production.
- Documented plans and network diagram layouts for the Prod and DR environments and how they will function in the event of a disaster.
- As a Technical Architect I am responsible for Disaster Recovery Planning for Applications across multiple datacenters.
- Successfully created strategies for the Migration of Applications on multiple platforms like Windows, Unix, Linux, AIX, Mainframe and technologies like multiple kinds of databases including MS SQL, Oracle, Sybase, DB2.
- Prepared extensive documentation like Solution Designs, Application Recovery Procedures and Technical Recovery Procedures for the Disaster Recovery and saved them in a central repository.
- Performed Application testing on the DR site for all the applications that are in scope for DR and have been documented. Thorough testing helps identify any technical issues in the planning and gives us assurance that the DR Servers and Infrastructure is ready in case of an event of a disaster.
- Successfully designed, documented, implemented & tested several replication methodologies like Oracle DataGuard, SQL Log Shipping, DB2 HADR, DD Boost, TSM/Data Domain, Arcserve, SRDF/A (SAN Replication), etc.

GTSG/IBM, Client: American Express, Phoenix, AZ
LEAD TECHNICAL ARCHITECT ▪ Jan 2013-Aug 2013

- As a Lead Technical Architect I am responsible for leading the migration efforts with a team of over 120 individuals, composed of 8 main move groups, to physically move, virtually migrate, and transfer data between the Phoenix and Greensboro Data Centers, while reconfiguring the Disaster Recovery site to ensure continuous operations.
- The work involves strategic consulting as to move type; analysis and final decision maker as to methods employed; final approval for move documents; supervision of Application Architects (AA's),

and Technical Experts (TE's); work closely with Move Group Managers(MGM) for each functional work group to ensure a smooth migration event.

- The project consists of moving over 8,000 servers, multiple mainframes with over 50,000 MIPS of processing power, and 1,350 applications for this $750 million dollar project.
- Received an award for excellence in performance for the migration of the American Express Datacenters with huge success.

First Data Corporation, Rocklin, CA
IT MANAGER ▪ Jul 2009-Jan 2013

- Received an Award for Successfully Migrating of the datacenters of Rocklin and Roseville to the consolidated datacenters in chandler, AZ and Omaha, NE.
- Successfully migrated the entire datacenter from Rocklin, CA consisting of hundreds of physical servers to a Datacenter in Chandler, AZ with a VMWARE based virtual infrastructure.
- Migrated the EMC SAN CX-300 and IBM Tape Library from the Rocklin, CA office to the Roseville, CA office with zero downtime to the business applications.
- Virtualized all legacy Servers and end of life servers to the new VMWARE infrastructure environment.
- Eliminated all windows 2000 servers and migrated the applications and users to newer OS versions.
- Managed all servers for our Windows teams across all sites in the US.
- Improved uptimes of all servers
- Upgraded all firmware from DELL on all hardware components like HBA cards, Servers, SAN Storage, etc.
- Updated all Microsoft patches on a regular basis to keep Server current and safe using ECM (Enterprise Configuration Management) Application to manager servers.
- Resolved day to day issues for Windows servers based on the Tickets coming on the CA Unicenter Service Desk Ticketing System.

Cognizant Technology Solutions, Seattle, WA ▪ Client: JPMorgan Chase / Washington Mutual
IT INFRASTRUCTURE MANAGER ▪ Jun 2008-Jun 2009

- Execute IT Infrastructure Design & Deployment for the "Mobile Banking" Project with millions of users and worth more than a couple of Million Dollars, at Washington Mutual Bank (now part of JP Morgan Chase) for WAP and SMS based Banking from Cell phones.
- Implemented Firewall rules and security policies for all the Web servers and SQL Servers in the Web Farm.
- Created Support Policies for escalation for offshore Tier 1 and Tier 2 Teams reducing support costs by more than 30% and increasing availability to 24x7 and an improved low response time of 50% when compared with earlier standards. This resulted in net annual savings of support costs of approx 150k.
- Implemented SCOM (Systems Center Operations Manager) Alerting mechanism to ensure any application or event log entry that has impact on business or application functioning is forwarded immediately to the support teams to act on it and resolve the issue or escalate to the next level. This has changed the response from reactive to proactive reducing the overall downtime by 20% and improved customer satisfaction.
- Accountable for Technical support and troubleshooting of critical errors on the servers and application performance.
- Managed escalations for critical issues of Mobile Banking Application from the Tier 1 & 2 Teams.
- Performed deployments of new releases of Mobile Banking application on DEV, SIT & UAT environments to roll them out in Production.
- Technologies used: Windows 2003 Server, IIS web servers, .Net Framework Platform, MS SQL Server 2005, VMWare, MS SCOM(Microsoft Systems Center Operations Manager)

Medtech / ComSys, Kalamazoo, MI ▪ Client: Hewlett-Packard
PROJECT MANAGER SYSTEMS AND SECURITY ▪ Jan 2008-May 2008

- Manage the Technology, Systems and Security project for centralized management of systems, Server Security Planning & Deployment of Single Sign On Logon across thousands of servers all around the world in Datacenters, Offices & Factories of Delphi Auto, the Largest Auto Parts Maker in the world, a client of HP.
- Deliver improvements in SLA across all teams for the administration of OpenView Service Desk(OVSD) and collaborate with the team to provide resolution to tickets within the given SLA.
- Work with deployment teams to execute automated scripts for enterprise-wide user administration and security policy enforcement affecting more than 1700 servers and thousands of global users

533 Red Crested Ct, Roseville, CA 95747
☎ 916.702.3008 (home) / 916.251.9206 (cell) ✉ tpopat@gmail.com

- Accountable for centralizing server inventory management of all servers located globally with the latest up-to-date server and security information with local site codes for assistance from local administrators
- Ensure security of a multi-site Windows 2003/2000/NT-based global network infrastructure including more than 1700 servers in multiple sites globally with the network hosting thousands of users globally

Panhealth, Inc., Livingston, NJ
DIRECTOR IT ▪ Sep 2006-Jan 2008
- Successfully migrated Data Centre to a new location while moving most of the physical servers to Virtual Servers using VMware ESX.
- Directed operations of a multi-site Windows 2003 based network infrastructure including more than 500 user Microsoft Exchange e-mail environment as well as support of more than 350 remote users
- Initiated and assisted the use of Blackberry Enterprise Server and handhelds enhancing productivity of executives
- Conducted research and executed an Internet firewall supervising migrations including major 2000 to 2003 deployment

Caresoft Inc., Edison, NJ
NETWORK ADMINISTRATOR ▪ Mar 2005-Aug 2006
- Created and implemented secure web farm, business critical servers and applications involving most Cisco Routers and Switches as well as Microsoft Win2K Servers, Network Security, Firewalls, NAT, and Subnetting
- Performed Windows 2000/2003 services including Exchange e-mail deployments, security and disaster recovery, software installs, and image builds
- Provided assistance to users and administered Windows NT and 2000/2003 system environments within internal offices and client locations
- Held responsible for the installation and configuration of Windows-based servers including Microsoft Project Server

MedTech, NH
NETWORK ADMINISTRATOR ▪ Oct 2003-Feb 2005
- Demonstrated Microsoft Exchange administration and support for a group of more than 1000 users responsible for planning, deployment, e-mail retention policies, and security
- Successfully migrated mail users from Lotus Notes and Novell GroupWise to Exchange 2000
- Employed Level III support for Outlook 2000 users and supervised NT/2000 users
- Directed project in adopting PGP Encryption server for medical data
- Constructed network equipment remote office throughout the country implementing and supporting Citrix MetaFrame

GE Capital
MANAGER TECHNOLOGY ▪ Jan 2002-Oct 2003
- Supervised technology and telecommunications for call center CSIB-JCPenney with 300 users, Multi Portfolio with 800 users, and transaction processing processes in mid-market finance with 150 users
- Prospected new business opportunities and transitioned processes from the United States and United Kingdom to India ensuring process improvement to gain productivity and reduce cost
- Directed and facilitated teams including server management team, network management team, and workstation management team ensuring client and business requirements were achieved at all times with 99.99 percent uptime of LAN, WAN, servers, and workstations

OCWEN Financial Solutions
NETWORK ADMINISTRATOR ▪ Oct 2001-Jan 2002
- Oversaw Windows NT / 2000 / Cisco Network with IIS five Web server and Exchange 2000, maintained IBM Ultrium Tape Library, and administered regular backups utilizing Tivoli Backup Management
- Spearheaded team of six support engineers and supported 450 users accessing the citrix servers in the United States for back office operations of bank in the U.S. processing Loans
- Held in-charge for implementing and maintaining Dual IPLC links from Bangalore office to United States office in West Palm Beach
- Organized and maintained Cisco 3600 Routers with Load Balancing for two IPLCs each two MBPS
- Constructed network with 1000-user capacity
- Designed Secure Network through separation into three VLANS, the External Zone, the DMZ, and the Internal – Private Secure Zone

Qiosk.com

TONY POPAT

 533 Red Crested Ct, Roseville, CA 95747
☎ 916.702.3008 (home) / 916.251.9206 (cell) ✉ tpopat@gmail.com

NETWORK ADMINISTRATOR ▪ **May 2000-Sep 2001**

- Led Technology Department in all offices of E-qiosk Globally
- Supervised networks within Bangalore, San Francisco, New York, and Hong Kong office
- Held responsible for the maintenance of all the servers globally utilizing PC-Anywhere, Citrix, and Terminal Server
- Created and maintained Server Farms and Web Farms and upgraded facilities as necessary
- Managed Windows 2000 / Cisco Network with IIS 5 web server, and Exchange 2000

OTHER WORK HISTORY

NETWORK ADMINISTRATOR ▪ Zspin Interactive Inc ▪ **Jan 2000-May 2000**
NETWORK ADMINISTRATOR ▪ Karrox Technologies ▪ **Nov 1998-Dec 1999**
NETWORK ADMINISTRATOR ▪ Master Mind Computers ▪ **Nov 1994-Nov 1998**
SYSTEMS ANALYST / PROGRAMMER ▪ Apple Computer Education ▪ **Aug 1992-Nov 1994**

EDUCATION

- **HIGH SCHOOL (HIGHER SECONDARY SCHOOL CERTIFICATION) : 1991**

Indian Institute of Computer Studies (IICS)
- **NETWORKING AND PC APPLICATIONS: 1991**
- **COMPUTER HARDWARE COURSE: 1990**
- **COMPUTER APPLICATIONS COURSE: 1989**

PROFESSIONAL TRAINING

- Microsoft Certified Systems Engineer (MCSE): 2010
- Project Management, Middlesex County College, NJ: 2006
- Cisco Certified Network Associate (CCNA): 2005
- Six Sigma Green Belt, Quality Certification, GE Capital International Services: 2003
- Leading By Action (LBA), Management Training, GE Capital International Services: 2002