

# Bhargav Mattaparthi

Senior Manager at Dell Technologies | Cloud Transformation | Infrastructure Modernization

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## PROFESSIONAL SUMMARY

Highly skilled and results-oriented IT Operations and Cloud Infrastructure Engineering professional with over 14 years of hands-on experience in managing complex IT environments, overseeing successful migrations, and implementing robust Site Reliability Engineering (SRE) practices. Possessing a deep understanding of cloud infrastructure, automation, and DevOps principles, I have consistently delivered innovative solutions to optimize operations, enhance efficiency, and drive business growth.

Throughout my career, I have demonstrated a strong ability to lead cross-functional teams, foster collaboration, and drive successful project outcomes. With a track record of managing large-scale migrations, I have successfully orchestrated the seamless transition of critical systems to cloud-based platforms, ensuring minimal disruption and maximum uptime for organizations. I am adept at developing comprehensive migration strategies, assessing infrastructure requirements, and executing migration plans within budget and timeline constraints.

In addition to migrations, I have a proven expertise in implementing and maintaining highly available and scalable cloud infrastructures. Leveraging my in-depth knowledge of leading cloud service providers such as Dell APEX, AWS, Azure, and Google Cloud, I have architected and deployed robust cloud solutions, optimizing resource utilization, and enabling cost-effective scalability. My strong background in automation and infrastructure-as-code methodologies has allowed me to design and implement automated processes, reducing manual efforts, and improving system reliability.

As an advocate for Site Reliability Engineering (SRE) principles, I have implemented proactive monitoring, incident response, and capacity planning strategies, resulting in improved system performance and reduced downtime. I excel in leveraging industry best practices to establish reliable systems and services, including implementing robust monitoring tools, building comprehensive alerting mechanisms, and designing fault-tolerant architectures.

I am a proactive and adaptable professional who thrives in fast-paced and dynamic environments. With excellent problem-solving skills and a meticulous attention to detail, I can quickly identify and address operational challenges, optimize processes, and deliver superior results. Furthermore, my strong communication and interpersonal abilities enable me to effectively collaborate with stakeholders at all levels, translating technical concepts into actionable insights.

## CORE COMPETENCIES

Leadership

Risk Management

Client Management

DevOps Automation

Project/Operations Management

Business Development

Operations Standardization

Innovation

Strategic Planning

Negotiations

IT Service Management

Cross-functional Team Leadership

## EDUCATION

**ANIL NEERUKONDA INSTITUE OF TECHNOLOGY & SCIENCES**

**2003 - 2007**

Bachelor of Technology in Information Technology

## TOOLS

**Cloud:** Dell Digital Cloud (Dell Technologies APEX), AWS, Azure, GCP

**Performance & Monitoring Tools:** Foglight, Nastel, Oracle Enterprise Manager Cloud Control (OEM 13c), Microsoft SCOM, Riverbed Steel Central, App Dynamics, Grafana

**Build & Config Control Tools:** TFS RM, GITLAB, Jenkins,

**DevOps Tools:** Terraform, Ansible

## PROFESSIONAL EXPERIENCE

**DELL TECHNOLOGIES****Nov 2015 - Present**

SENIOR MANAGER | Cloud | Terraform | SRE | DevOps

**HIGHLIGHTS**

- Strategize, design, development, and operational management of multiple IT infrastructure aspects, including Dell Digital Cloud, data centers, computers, networks, storage, and disaster recovery.
- Lead a global team of 10 indirect and 35 direct resources Individual Contributors, Cloud Architects, SRE Engineers, Automation Engineers, System Engineers, and NOC teams
- Ensured the on-time and on-budget delivery of milestones and goals for projects focused on cloud hosting and transformation.
- Drove \$14M Operational cost savings through migration from off-premises to Dell Digital cloud.
- Generated a 100% increase in operational efficiencies by delivering an automated infrastructure provisioning through Terraform and Configuration Management through Ansible Solutions.
- Implemented an automated issue resolution system for critical alerts, incidents, and defects, achieving a remarkable 70% increase in efficiency through reduced human intervention and significantly accelerated issue resolution.
- Implemented complete automation to transform security compliance resolutions like vulnerability remediation, Certificate renewals into self-service, resulting in 80% of reduced execution time and speedier resolution.
- Manage an IT infrastructure operational OPEX budget of every year to maintain smooth operations, including the management of all infrastructure both in the Cloud and on-premises, and the resources.
- Managed the cloud platform's delivery, financial performance, operations, and ongoing improvement using Agile methodology.
- Pioneered the launch and leadership of a 10 indirect and 35 direct report SRE, Cloud, and automation team.
- Working with Business units in refreshing the EOL servers / Migrating the workloads to the modern datacenters.
- Build out of an end-to-end connected Release Environments with 450+ applications for Quality Engineering Team.
- Ensured effective messaging to the senior leadership, team members, on key milestone completion of each project delivered through establishing a stakeholder communication plan.
- Active role in digital transformation and innovation within Environment support processes through automation, mobility solutions, cloud-native solutions, DevOps practices.
- Contributed to Business, technology vision, and direction by influencing strategies and monitoring the execution of significant technology.
- Responsible for identifying opportunities for automation in Day-to-Day support operations, innovating, and designing such solutions delivered on a Sprint-on-Sprint basis adhering to the Agile-Scrum principles.

**TEKSYSTEMS****Sep 2014 - Nov 2015**

TECHNICAL CONSULTANT

**HIGHLIGHTS**

- Acted as the exclusive liaison between Developers and the infrastructure organization during the building of a brand new E2E Performance Environment to test their performance requirements
- Envision, Plan, Procure, Build, and maintain the performance environment, with the 50% of the Production capacity to stimulate the production needs
- Ensure the availability and reliability of the entire Production and Non-prod Environment, including PROD, SIT, UAT, Performance, and Pre-PROD, by monitoring application services and supporting infrastructure.
- Collaborated with multiple stake holders like server, Database, Network, Middleware, Firewall, Security teams to build the End-to-End environments
- Establish End-to-End Connectivity between applications following build-out and work actively with the Testing Team to resolve defects. Daily leadership of the Defect Resolution Meeting and validation of the E2E Connectivity.

**SYNTEL INDIA Pvt. Ltd.****Mar 2009 - Feb 2014**

PROJECT LEAD

## HIGHLIGHTS

- Administered a team of 20 members and managed the transition of Server migration efforts to offshore in India.
- Designed and migrated physical workloads to virtual servers, enabling organizations to reduce their physical footprints.
- Ascertained 100% SLA compliance in the migration project.
- Identified the knowledge gap of the team members and initiated the necessary process and technical training program.
- Implementing ITIL standards included streamlining Incident Management procedures to swiftly address and resolve any unexpected disruptions in the new datacenter operations. Additionally, I actively participated in Problem Management, identifying root causes, and implementing preventive measures to minimize future incidents.
- I ensured strict adherence to regulatory requirements and compliance standards. Additionally, I provided support during internal and external audits, ensuring the datacenters were fully compliant with ITIL guidelines.
- Created documentation during the initial Go-Live phase and functioned as the near-shore team's Trainer.

## VISTA INFO SYSTEMS Pvt. Ltd.

Jun 2008 – Mar 2009

### ANALYST

## HIGHLIGHTS

- Promoted to a position with greater responsibilities due to exceptional performance and a strong technical and customer service attitude.
- Implemented IT infrastructure monitoring tools, such as HP OV, to improve system performance and reliability, resulting in a 25% reduction in support requests.
- Initiated a service improvement plan that enhanced resource utilization and assisted the Project Manager during audit trails.
- Created technical Knowledgebase articles to share knowledge and improve team performance.
- Developed and maintained an automated solution, reducing downtime by 15%.
- Delivered training on incidents, changes, and IT service requests to new joiners, ensuring smooth onboarding and integration into the team.
- Increased network security by implementing new protocols recommended by the security team, resulting in a 30% decrease in security violations.
- Provided technical support (2nd and 3rd line) for production and development systems, improving customer satisfaction by 20%.
- Represented the team in CAB meetings, providing valuable insights and recommendations.

## CERTIFICATIONS

- Red Hat Certified System Administrator in Red Hat OpenStack
- Red Hat Certified Virtualization Administrator
- Red Hat Certified Engineer
- Red Hat Certified System Administrator
- VMware Certified Associate - Data Center Virtualization
- VMware Certified Associate - Workforce Mobility
- VMware Certified Associate
- Cloud EXIN Cloud Computing Foundation Certificate
- EXIN ITIL Foundation Certificate in IT Serv