

Akshay

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Objective: Results-driven IT professional seeking opportunity in the area of OS/Networking/Storage/Database Systems Administration and to pursue a challenging career in an organization that gives me tremendous scope for professional improvement and an opportunity to contribute back to the organization and the professional to the best of my knowledge and abilities.

Summary:

- **5-year Experience** in **Operations & Administration**
- Strong knowledge on **shell scripting (Bash)**,
- Well experienced on **CentOS/Redhat operating system**
- Self-motivated team player
- Good problem solving skills
- **RHCE & CCNA Trained**
- Ability to work in **24/7 support** production Environment.
- Well acquainted with ITIL Life cycle
- **USA B1/B2**

Experience: **Site Reliability Engineer/DevOps, Adobe Systems Noida**

- Development of **bash shell** and **python scripts**,
- Server monitoring with Nagios, New-relic and Splunk log alerts & System Administration support,
- Responsible for monthly product release and deployment
- Managed production and development environments on **AWS**
- **Nagios** deployment & plug-in development
- Handling AEM clusters on **AWS** with **mongo DB**
- Manage and develop module and runners for configuration management tool like **Saltstalk**.
- Manage and configure **Rundeck** and create jobs for automation of operational work.

Support & Automation Engineer, Radcom India Pvt. Ltd

- Working as '**Technical Lead**' for customer **AT&T & Tata Communications INDIA**
- **Automation Lead**, responsible for automation of all tasks.
- 24x7 proactive server monitoring & System Administration support for RADCOM products and RHEL5/CentOS
- Responsible to keep the system is up and running without any down time and if it gets down troubleshoot the problems and bring into service with in SLA.
- Responsible for **innovation** and feasibility check of new ideas of automation.
- Troubleshooting of P1, P2 & P3 tickets and customer communication.
- Responsible for **development of new tools** for internal teams to **automate task**.
- Responsible for **Database maintenance**, tablespace, data file maintenance.
- Development of **shell scripts & SQL scripts** for automation
- Developed a **server health checkup tool** (Bash shell scripting + XML) for RADCOM India Pvt Ltd independently within a month of joining.
- Independently developed **Business intelligence tool** for RADCOM for **system usability trend analysis** (PHP + CGI + Bash Shell Script+ HTML + Google graphs).
- Handle issue related to LVM, NTP, RPM DB & YUM configuration.
- **OS (CentOS) up-gradation/installation using** ILO, Graphical and Textual
- **Nagios** deployment & plug-in development.
- Nagios integration with mobile apps like HipChat, Email notification SNMP-TRAPS/SNMP, Nagios Graphs/PNP4Nagios and Nagios Business Process Intelligence.
- Configuration of scheduling Tasks using "Cron"
- FTP client/server Syslog client/server and access management.
- Responsible to manage and & maintain more than 300 servers based on Linux
- Provide **KT Session** worldwide to Radcom employees.
- Active part of most of USA, Latin America and Brazil Support team.

Technical Consultant, Orange Business Services Gurgaon

- Working in '**Core Technical Team**' at partner **Avaya India Pvt. Ltd**
- Handling Contact Centre Technology project in system integration and operations engineer profile.
- Responsible for IVR Applications, OS and Database troubleshooting.
- Responsible for automation of tasks.
- User Acceptance Testing and Post go-live testing.
- Clients **Bharti Airtel Ltd.**

Internship: Training in **HCL INFOSYSTEMS LTD** in video conferencing solutions. Objective of training was study of different techniques of video conferencing.

Journal: **IIT RORKEE 2011**

Presented paper at **IIT RORKEE**, and secured **3rd** position at **All India level**.

Skills:	Certification	CCNA (Trained) & RCHE (Pursuing)
	Programming	BASH SHELL Scripting, AWK, SED, SQL
	Operating System	Red Hat Linux, Centos
	Database	Oracle, Vertica
	Web Serve	Apache
	Cloud Platform	AWS
	Configuration Tools	Salt Stack
	Backup Management	tar
	Networking	NFS, Telnet, FTP, DNS, Nmap, Route, Ip, Netstat
	Admin Tools	Vmstat, Iostat, Top, Traceroute, Ping, Sar
	Monitoring Tool	Nagios, AVAYA monitoring tool, RADCOM tools
	Tool	Vagrant, NORTEL-PeriPro, PeriView, PeriGEM, RADCOM, Cognos

Education:	Standard	Major-Subjects	College	Percentage	
	<u>B.Tech</u>	Electronics & Telecommunications	Bharati Vidyapeeth College of engineering, PUNE	First class with Distinction (66%)	2008-2012
	<u>Diploma</u> (3Yr along B.Tech)	Network Security	Bharati Vidyapeeth College of engineering, PUNE	First class (60%)	2008-2011
	<u>Diploma</u> (1Yr along B.Tech)	EMBEDDED SYSTEMS	MICROSOFT IT COMPANY & IBM	First class with Distinction (72%)	2010-2011
	<u>12th</u> <u>(CBSE)</u>	Mathematics, Physics, Chemistry & Biology	Kendriya Vidyalaya	60%	2007
	<u>10th</u> <u>(UP Board)</u>	Mathematics & Commerce	Tagore Shiksha Sadan	71.81%	2005

Projects:	Project	24x7 Support, Server Monitoring and Automation	Feb14-Now
	Clients	AT&T, Cellcom-USA, Hypercube USA, Tata Communications INDIA, VIVO BRAZIL, TIM BRAZIL, Telefonica, Digital Telecommunications Philippines, TIGO, BEELINE and MEGAFONE Russia	
	Description	24x7 support & monitoring. Troubleshooting of both proactive and reactive issues. Responsible deployment of NAGIOS on all new servers for monitoring. System Administration level supports for RADCOM tools & RHEL5/CentOS servers. Proactive monitoring and troubleshooting of all the issues reported by customer as well as Nagios. Automation and shell scripts and Nagios plugin development. Customer trainings and on-site visit.	
	Project	AIRTEL ONE	Jan13-jan14
	Client	Bharti Airtel India Ltd	
	Description	When customer calls on 121 IVR he could have all different LOB options. Where customers can access all the LOBs from a single number to enhance more customer satisfaction.	
	Project	Tele-verification IVR	Oct12-Dec13
	Client	Bharti Airtel India Ltd	
	Description	Tele-verification IVR is for those customers of Airtel whose documents are not submitted properly. We have to check those customers and according the customer type we have to transfer the calls to CC.	

Project	LIBRARY MANAGEMENT USING RFID	July12-Sep12
Client	Bharati Vidyapeeth Pune	
Description	Developed a wireless library system & proposed method in which a book or a Magazine or a CD can be identified with the RFID tag.	
Project	FM Transmitter	Graduate Projects
Description	Developed a FM Transmitter with the frequency of 107.4 MHz	
Role	Development, Implementation, Testing	

Academic and professional Achievements:

- **Developed a monitoring tool** (Bash shell scripting + XML) for RADCOM India Pvt Ltd **independently** within a month of joining.
- Independently developed **Business intelligence tool** for RADCOM for **system usability trend analysis** (PHP + CGI + Bash Shell Script+ HTML + Google graphs)
- All India **3rd** position in **IIT RORKEE**-Techfest 2011 for presenting paper on Flexible AC Power Transmission.
- **96 percentiles** in **GATE 2012** (Application number 2087320).
- Among **Top 2 Students** in SCINECE and SOCIAL-SCIENCE in Hapur in High School Board Examinations (U.P Board).
- Won **1st** prize in the annual **science exhibition** of Kendriye Vidhyalaya at regional level.
- **Creative Head** of BHARTIYUM 2011 (National level Tech-fest of Bharti vidyapeeth, Pune)
- Awarded with **BEST OUTGOING STUDENT** of BHARATI VIDYAPEETH COLLEGE of ENGINEERING

Extra-Curricular Activity:

- Creative Head of BHARTIYUM 2011 (National level Techfest of Bharti vidyapeeth, Pune).
- Member of Electronics Student Association (E.S.A).
- Won Many Awards in Painting at school.
- Won many prizes in NCC at state Level.

Personal Vitae:

Date of Birth	23 August 1990
Passport	L7106395
Contacts	+91- 9871231268
Linguistic Abilities	English, Hindi