Experience Summary

I have 2 years of experience as Admin Support, in Cognizant cloud environment.I was responsible for analyzing and resolving system related operational issues, whilst ensuring key application functions and scheduled activities are completed on time in Cloud environment for various Clients.I have basic knowledge on the infra related technologies like OS , DBA, VMware and also in ITIL process.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Arvind A** | | |
| **Date of Joining** | **Oct 7th 2014** | | |
| **Passport Info** | **Valid From** | **Valid Till** | |
| **21/11/2013** | **20/11/2023** | |
| **Visa Info** | **Type of Visa** | | |
| **Visa Validity** | **Valid From** | | **Valid Till** |
|  | |  |
| **Relocation Preferences** | **1.**  **2.**  **3.**  **4.** | | |
|  |  |  |  |

|  |  |
| --- | --- |
| Technical Skills | |
| **Technology** | AWS cloud , Windows , Linux, Backup |
| **Database Tools** | Limited knowledge of Database servers and queries |
| **Other tools** | ServiceNow,putty |

|  |  |
| --- | --- |
| Professional – Project Experience Your Current employer’s name: Cognizant | |
| **Duration** | October 2014 to till date |
| **Technology** | AWS cloud , Windows , Linux, Backup |
| **Role** | Cloud Admin  As Admin Support, I was responsible for analyzing and resolving system related operational issues, whilst ensuring key application functions and scheduled activities are completed on time in Cloud environment for various Clients. Working with Service Managers, deliver application support and ensure response and resolution Service Level Agreements are implemented and managed.  Administration experience:-  In AWS Cloud:  Worked on the below AWS components for various customers,   * Instance Creation and AMI backup * Managing EBS Volumes and snapshots for the EC2 instances * Auto scaling and Launch Configuration * ELB and Route 53 * Managing VPC and its components(Security Groups, ACL, Subnets, EIP , Route Tables)   In Linux servers:   * Housekeeping activities - User Management, Daily health checks, services monitoring * Managing LVM filesystem * Assigning the Files and Directories level permissions for the respective users * Patching done on requirement basis * Disk Maintenance, Cron jobs etc. * Shell Scripting   In Windows servers:   * Hardening of Windows servers 2008/2012 R2 and troubleshooting OS related issues. * Active directory Domain User account Creation, Deletion, unlocking locked user Account. * ITIL Process on handling Change and Incident management * Patch deployment on windows servers & clients through WSUS. * Monitoring server events through Cloud360 console * Assigning the File and Folder level permissions. * Taking actions towards incidents and service requests within SLA, as per policy. * Review parameters in monitoring tool covering all production assets and check backup save sets (Drives & Volumes) are configured on backup tool quarterly. * Analyzing the Windows Logs & troubleshooting on the critical issues on daily basis. * Publishing inactive users list on requirement basis. * Resolving the problems using remote Console (Remote desktop, VSphere Console).   In Backup (Symantec Backup Exec &EMC networker)   * Installation and Un-Installation * Configuring Clients (FS and SQL) * Verifying the hourly/daily/weekly status report progress and errors. * Tape Management. * Performed daily data restoration processes which includes NDMP restore, UNIX/Windows file system restores * Monitoring and analyzing the backup, restoration Jobs. * Stopping and re-starting Backup services in case of server maintenance. * Identifying the problems and involving the relevant team for the resolution. * Resolving issues from the Client server.   Operational Tasks   * Report generation from Service-Now, VSphere Console, Cloud360 * Incident Management and monitoring * Change Management |