

ROBERT SMITH

Data Center Operator II

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Over 2 years of experience in Performance Monitoring of Data Center, SAP and IBM I-Series (AS 400) environment. 1 year of Experience in Customer Support addressing the needs of the customer, approaching complex situations and resolving problems. Monitoring Data Center Infrastructure. Operating and monitoring the data center's critical facilities and functions in order to meet or exceed Service Level.

EXPERIENCE

Data Center Operator II

ABC Corporation - AUGUST 2013 - DECEMBER 2014

- Server Monitored (DCOPS) Support for SAP and Non SAP environment & responsible for monitoring the alerts triggered via email and follow-up with the respective L2 (offshore) and L3 (Onsite) Team, until the incident is resolved and closed.
- Monitored and logged in SAP system console for SAP based application servers for space management Call logging through bridge for any high severity incidents and ensuring RCA is collected from respective track Monitoring offline, online, archive and OS backups through Symantec ops Centre console and EMC Networker console v8.1 Monitoring alerts through E-mail and creation of tickets in Service Now and BMC Remedy.
- Assigned the tickets to concern groups like AIX, Backup, Oracle and Storage.
- Monitored of all servers, storage, backups and databases.
- Opened incident tickets and Service Requests with right Severity and assign to Respective tracks.
- Updated and tracked the ticket until resolution.
- Monitored servers, taking helpdesk calls, filling out tickets, running request, resetting passwords, patching servers, and restoring folders.

Data Center Operator

Delta Corporation - 2008 - 2013

- Ran the IBM 3800s Series tape drives.
- The Data Center Operator responsibilities include, but are not limited to, the following Maintains all data center computer operations machinery and .
- Ran batch jobs on VSE mainframe and AS400 system.
- Printed reports and distributed them to various departments.
- Prepare tapes for off-site storage to Iron Mountain.
- Familiar and Required to utilize ITIL policies Good project management skills, including planning, resource allocation, and risk mitigation to avoid .
- This is Dummy Description data, Replace with job description relevant

to your current role.

EDUCATION

- B.E. in Electronics and Communication - (Apollo Engineering College - Chennai, Tamil Nadu)

SKILLS

IBM I-series, Data Center Operations, Data Center Monitoring, Customer Support.