BALA MANJUNATH D S

Bangalore, Karnataka • +91-8792288129 • balamanju.mbl@gmail.com

in linkedin.com/in/balamanjunath

Career Objective

To work in a challenging environment to achieve a growth-oriented career in an organization, where I can contribute to the growth of the organization by continuously developing my knowledge.

Domain / Technical Expertise (Tools)

- OS Platform : Red hat Enterprise Linux 7.x & 8.X, SUSE Linux 12.x & 15.x, Unix, Ubuntu
- Cloud : Microsoft Azure,AWS,GCP
- Scripting/Automation : Shell Scripting,Ansible
- Hardware : HP, Dell, IBMservers
- Servers : NFS, Samba, FTP, DNS, DHCP, SCSI, Apache (Httpd), Nginx
- Ticketing Tool : ServiceNow
- Tools Worked : Solar Wind, Splunk, Dynatrace, Citrix Director,VMware, AWS,AZURE,Oneview
- Monitoring : Splunk , Solar wind , cyberark , VMware , Citrix Director (SCPROD, SBNA PROD , RCH)
- Dynatrace : Memory, Dhcp , Disk, Servers Down, CPU ,SSL Certificates
- Pagerduty : Create Bridge calling
- Software installations : SCCM(Software Center) , Workspace One UEM
- Active Directory : Useradd , Account unlock, Expire, Password reset, Bitlocker , Vpn access
- mail ID : DL Creation Exchange Server , Generic Mail Id Creations , WebEx Id creation
- Logs : Event Log Analyzer

Certifications

- Certified by **Microsoft -AZ-104 (Azure administrator)**
- Certified by **Microsoft - AZ- 900 (Azure Fundamentals)**
- Certified by **Fortinet - NSE 1 (Network Security Essentials 1)**
- Certified by **Fortinet - NSE 2 (Network Security Essentials 2)**

Work Experience

HPE (Payroll - Fidelis Technologies) FEB 2024 - PRESENT

Linux with AWS L2 Compute Engineer - (45 customers).

- Installation, troubleshooting and changing the Boot process in Linux Systems.
- Create and administer **users, groups, passwords** and login security controls
- Managing File and directory level security, providing permissions to files/directory and group o
- Experience using **YUM and RPM** for package management.
- Create **Snaps** for management approval required for server downtime/outage.
- Experience on **Servicenow** ticketing system, able to Assign, open and close tickets.
- Handling Linux Based Networking, Web server, Ftp server, DNS server, DHCP server, NFS server, Http Server security, compiling, Install MySQL software & installing open-source software's.
- Performing the OS level patching.
- Managing and resolving server and user level issues.
- Good knowledge on installing and configuring the servers like FTP, NFS, APACHE, SAMBA, DNS.
- Good knowledge on Remote Management Tools like iLO, RMC, OneView, iLO Amplifier and OA.
- Speaking to the clients over the Genesys.
- Creation of CRs for the activity implementation, and dealing with different tickets like INCs, CRs, RITMs, CTASKs, INCTASKS, and SC Tasks.
- Collecting the logs at iLO, OneView and OS level for the issue analysis.
- Scheduling and coordinating with Onsite Engineer to replace the parts (Motherboard, NIC, DIMM, Cables, SFP, Drive).
- Performing the firmware upgrades on variety of Server hardware (DL, ML, XL, SD Flex, Synergy).
- Good knowledge on ITSM.
- Good knowledge on handling of INCs, CRs, PRBs, CTASK, INCTASKs and SC Tasks.
- Coordinating with customer, internal and external teams to resolve the issue.
- Attending Sync up calls, Cadence and War Room meetings, CAB meetings.
- Handling major INCs (P1/P2), resolving the issue at the earliest, and RCA.
- Have worked with EMEA and APJ customers as we are working for multi-client support.
- Troubleshooting knowledge on iLO, and OneView.

ASCENDION NOV 2022 - JULY 2023

Linux with AWS Cloud Engineer - (Santander Bank USA).

- Provided authenticated access to AWS resources using **MFA** (Multi-Factor Authentication) and managed users using **IAM policies,** and **roles.**

- Install, upgrade ssh, generate ssh keys, configure **ssh password less authentication** for users and troubleshooting related to user login issues.
- Setup/Manage Linux Servers on Amazon Elastic cloud compute(**EC2-Instance**).
- Utilize **EBS** to store persistent data and mitigate failure by using snapshots.
- Creating **S3 Buckets**(Versioning ,Replication).
- Created AWS Launch configurations based on customized AMI and used this launch configuration to configure auto scaling groups.
- Implement Amazon Virtual private cloud (**VPCs**) and component, subnet, route table, internet Gateway.
- Comfortable with **ansible** installation and configuration, as well as writing ansible playbook for different tasks.
- Red Hat Network configuration/networking protocols (**DNS, SSL, TCP/IP, IPv4, UDP**).
- Experience using **YUM and RPM** for package management.
- Create **Snaps** for management approval required for server downtime/outage.
- Experience on **Servicenow** ticketing system, able to Assign, open and close tickets.
- Experience in **Shell scripting** (bash) to automate system administration jobs.
- Investigate and troubleshoot issues involving **security group, NACL and route tables.**
- Experience upgrading server operating systems and **patch management**.
- Experience of using different protocols like **FTP, SFTP, SSH, HTTP, and HTTPS**
- Configuring and managing **NFS** in Red hat Linux environment. Troubleshooting **NFS** related issues, configure and troubleshoot NFS and autoFS mounts.
- Managing **disk** utilization, projecting space usage by applications, and allocating necessary space and work on **CPU usage** issues.
- Expert in partition and filesystem management by **LVM,** administering day to day file system related issues, increasing, decreasing filesystems, swap space management.
- Handling crontab related issues and initiating the **crontab** if necessary.
- Configure **yum repository**, perform new package installation, updation, uninstall, kernel patching and troubleshooting issues after patching.
- Work on performance related issues on memory usage by different process, and swap partition management and fix the problems identified.
- Troubleshooting and fixing fstab issues.
- Monitoring **Splunk ,Dynatrace, Citrix Director.**
- Escalating P1 ticket to relevant team for major issues and outage or down time of any application.
- Create incident in **Pagerduty** and open the bridge line to address technical issue.
- Escalate issues in a timely manner according to Standard Operating Procedures and page out.
- Create and administer **users, groups, passwords** and login security controls
- Managing File and directory level security, providing permissions to files/directory and group ownership.
- Handling system performance related issues like **CPU load and Memory** usage.

LARSEN & TOUBRO INFOTECH UNDER IT SOURCE PAYROLL JUL 2021 - OCT 2022

AZURE CLOUD

- Creation of Virtual Machines as per project requirement.
- Multi Factor authentication (**MFA**) - Adding and Reset resource in Azure portal
- Creating a File share and attaching the file share to the end VM's.
- Creating **Backup and Restore**.
- **Azure identity Management** adding user to the groups and assigning policies.

Remote Support Engineer

- New server builds, Creating Linux VMs in VMware environment. Good knowledge on server petitioning using **Vcenter**. Server builds using ISO image and VMware template.
- Installation and configuration of Linux Flavours for new build environment.
- Handling system performance related issues like **CPU load and Memory** usage.
- Configuring the **LVM** (Logical Volume Manager) and extended the logical volumes online.
- Creating and Managing the File Systems.
- Installation and configurations of **NFS, Samba** and **FTP**.
- Install, configure **sudo** access to different users, configure/modify sudoers file, create user, command, host aliases as necessary by the environment.
- Install, update and upgrade the packages using with **rpm and yum** tools.
- Create and administer **users, groups, passwords** and login security controls
- Monitoring network devices and applications by using **Solarwind and Splunk** tools.
- Monitoring mail's of **server** or **network** devices goes down, restarting the machine and escalating concern teams.
- Open the bridge line to address technical issue.
- **SQL server alerts** over the mail within a time limit did not receive server up mail, create the incidents and assign to respective teams.
- Open Service requests with respective vendor as needed and follow-up until resolution.
- Knowledge on **ITIL** such as Incident Management, Problem Management and Change Management.
- Closing the incidents Tickets in Timely manner on servicenow.
- Regular follow ups with customers with recommendations, updates, and action plans.

Blue Rose Technologies (Desktop Support Engineer)   SEP-2020 to JUL-2021

- OS Installation Physical servers and Laptop (**RHEL 7,8 ,ubuntu,SUSE, Windows XP, Win 7,Win 8 , Win10 & Windows 11).**
- **Physical servers** by using idrac console and IP configuration.
- Managing user accounts in **Active Directory** and Providing password reset and unlock support to end user for application.
- Troubleshooting on floor network issues.
- Troubleshooting **VPN** Related issues (**Cisco AnyConnect , F5 , Zscaler**).
- Troubleshooting VDI application Issues' (**VMware Horizon , Citrix workspace , Citrix Receiver , Amazon Workspace**).
- Providing access for **SFTP** and Configure.
- Closing the incidents Tickets in Timely manner on **Jira ticketing** tool.
- Create new knowledge base articles to capture new learning's for reuse throughout the organization
- Good understanding of **OSI Model** layers and Common port numbers **FTP POP IMAP SMTP HTTPS Telnet DNS**.
- Good understanding of Drive encryption application Like **McAfee, Bitlocker** and Managing, providing recovery key to user in case Drive encrypted.
- Installing Various Software as per Project Requirement.
- Expertise in troubleshooting **MS Office & Outlook Issues** (O365).
- Taking Remote and solving issues (Teams, Team Viewer , any desk, WebEx meeting ,Quick assist).
- Creation **Mail IDs at Exchange admin center.**
- Creating **DL on O365 exchange admin** center and adding a resource.

Training

- Jet king - Master in Network Administration & CLOUD PLUS (A+,N+,CCNA ,Linux, Servers).
- Geek Technologies - Programming Using Raspberry Pi.

Educational Qualification

Qualification	University	Institution	Year of passing	CGPA/ Percentage(%)
B.Tech (Electronics and Communication)	Reva University	Reva University, Bangalore	2019-20	7.35
Diploma In Electronics and Communication	Bangalore Technical Education	KJTES Polytechnic, Mulbagal	2016-17	58.39
SSLC	Karnataka Secondary Education Examination Board	Amara Jyothi School, Mulbagal	2011-12	51.04

Extra Curricular Activities

- Attended for **International Conference on Recent Trends in Electronics and Communication Engineering (ICRTECE 2020)**
- Participated in Electrical Training by **Schneider Electric India Foundation**
- Participated as coordinator and volunteer in cultural programs in college
- Participation in Social Welfare Activities

Personal Details

Date of Birth   : 15th November 1996

Father's Name   : Satish D S

Mother's Name   : Vijaya Lakshmi

Sex   : Male

Age   : 26

Marital Status   : Single

Nationality   : Indian

Languages Known   : English, Kannada, Telugu

Hobbies   : Listening to music and playing with kids

Declaration

I declare that the information provided above are true to the best of my knowledge.

Place: Bangalore

Date:

Yours Faithfully

BALAMANJUNATH D.S