**INDER RAJ SINGH**

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**In pursuit of career enhancing opportunities in the field of:**

**~ Linux ~ Kornshell scripting ~ Unix Admin~**

**Target Sector: IT / Telecom**

**CERTIFICATIONS**



* **Red Hat Certified Engineer**- RHCE on RHEL 6 (CERTIFICATE NUMBER: 140-173-501)
* **Redhat Certified System Engineer**- RHCSA on RHEL 6(CERTIFICATE NUMBER: 140-173-501)
* **Cisco Certified Network Associate**- CCNA (Cisco ID CSCO11492148)

**PROFESSIONAL QUALIFICATION**



**Course:** B.Tech (Electronics and telecommunication Engineering).

**Institute**: IEC College of Engineering & Technology, Greater Noida.

**University**: Uttar Pradesh Technical University, Lucknow.

**Course:** Diploma in Computer Engineering.

**Institute:** Adesh Institute of Pharmacy & Technology. **University**: Chandigarh Board of Technical Education

**WORK EXPERIENCE**



**COMPANIES** **DESIGNATIONS**

* Working with HCL Technologies Specialist L2 Unix-Operations (Aug 2011–till now)
* Worked with Tech Mahindra TIM ENGG (OCT 2010 – June 2011)
* Worked with HCL Technologies Network Analyst.(Aug 2008- Oct 2010)
* Worked with Vcustomer TSO (July 2007 – Mar 2008)

**AUG 2011–till now CURRENT ROLES AND RESPONSIBILITIES HCL Tech Pvt Ltd**

**Unix Admin**

**Client: Dr. Pepper Snapple Group**

**Dr Pepper Snapple Group was established in 2008.DPSG is the major coldrink company in US, they have three major sections Beveraging, Packaging and dispatching.**

**Cadbury Schweppes was formed in 1969 with the merger of Cadbury and Schweppes, and over the ensuing three decades the company amassed the third largest share of the North American beverage market through a series of strategic acquisitions**.

* Having overall work experience of 8 **years**. In Linux environment have around 4**+ yrs**
* Extending support for developing appropriate **automation & solutioning** for the different teams

Working with:

* Cross-functional teams including SAP Basis, Sentient, Fidelity, EJ4, HRSmart, talx, adp, adpr, oci, concur,

Pcard, Aristotle, mercer3, boa, chase, chase2, chasecon, concor, Fabpo, Hewitt, sunlife, taxepay, wilke, tbdconcur, fusion etc

* + Partners & 3rd Party Vendors for the Courion support.
* Writing and modifying **scripts in KornShell**, to automate the tasks related to FTP, SFTP and other system administration tasks and scripts on Space utilization on servers, Creating **Encrypted partitions** using **ecryptfs** and mount them for the respective teams. (Only one server where we have **Red Hat ver 6**, rest all of them are older or **AIX boxes**)
* Managing script on the EDI and other servers (around100 scripts on the different servers from various vendors/applications) Taking care of the request from users listed below

a) Creation of new Script with/ without pgp encryption/decryption

b) Modifying / tuning existing script.

c) Deactivating scripts

d) Re-running scripts manually in case of failure

* Managing pgp keys on the edi server. The request includes

a) Generating new keys

b) Modifying/deleting existing keys

c) Generating keys in case of expiry of existing keys.

* Working on Incident management and Change management.
* Team building, management, influential, and motivational skills.
* Handling day to day system Admin task as user/ group related issues, **LVM** related issues(**extending, reducing, adding new Lunn**), cron jobs, ftp issues, **SUID**, **SGID** permissions, **ACL’s.**
* **RedHat Clustering**, **Raid** Configurations**.**
* Handling space related issues involved in scripts, taking care of files involved in transfers
* Handling the CPU, memory performance issues and applying fix for the same via **Korn shell scripts**.
* Updating the **AS2, SSL certificates** used in various applications using HTTP/HTTPS.
* Maintenance of **SSL certificates**, renewal for the certificates.
* Worked on schedulers **(UC4)** for scheduling the jobs/scripts, it is similar to **Puppet**.
* Supporting and resolving **SSH, FTP, SFTP, NFS** server related issues.
* Managing FTP/SFTP file transmissions using PGP encryption.
* Preparation of RCA, SOP’s.

**AUG 2011 – Oct 2012 ROLES AND RESPONSIBILITIES HCL Tech Pvt Ltd**

**Specialist Network Operations in CIM Team Client: Dr. Pepper Snapple Group**

* Primary responsibilities include Network monitoring, providing first level of support, log in into the network devices and escalating the cases to right support group in a definite time frame.
* Currently working for client (DPSG) as Specialist. Responsible for meeting the Response SLA and Resolution SLA for all high severity incidents (SEV 1, SEV 2 and SEV 3) by taking the complete ownership until the issue is resolved. This requires involving all the business partners and resolver group on same platform to work together for continuation of business as usual
* Co-ordinate / Follow Up for necessary approvals.
* Monitors and diagnoses on Network related problems via use of various software tools. Initiates corrective action where possible.
* Obtains authorization from manager for equipment repair. Interfaces with vendors to ensure timely attention to maintenance concerns. Troubleshoots and provides advice on network related problems.
* Achieved targeted service delivery standards – for both quality and time.
* Deployment of Cisco IP Phones - Series: 7912, 7940, 7942, 7960 and ATA devices.
* Configuring of voicemail profiles for users in Unity, IPFX and octel.
* Change, Add, Delete and Removing of digital and Ip-phones that includes assigning buttons like speed-dial, bridge-appearance, abbreviated-dialing and various feature access code.
* Analyzing call flow as per customer requirement.
* Troubleshooting on issues related to trunks and co-coordinating with ISP for the same.
* Monitoring Network Device, Links, warning/alarms and providing their resolution.
* Preparing different types of reports from Solarwinds.
* Troubleshooting on different issues like call drop, low voice quality, various types of call related problems.
* Co-ordination with vendors for all voice related issues and dispatch management for the issues.
* Working on the service requests and incidents within SLA to fulfill the requirements for both the clients in ticketing tools like Remedy and Peregrine.
* One of our major tasks is to give the updates to our team members to the next shift as well as sharing any new technical tips among them. It helps us to improve own technical knowledge as well it help us to work as a team to deliver the best services to our clients.
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**PROFESSIONAL TRAININGS**



**Trainings Attended:**

* Attended 3 day training on the AIX.
* Attended 5 day training on proficient level shell scripting.

**PERSONAL DOSSIER**



Address : AVJ Heights, K-201, 2nd Floor, Sector- Zeta-1, Greater Noida

Date of Birth : 23rd Jan 1983

Languages Known : English, Hindi and Punjabi.