Devi P E-mail: [devipaila85@gmail.com](mailto:devipaila85@gmail.com)

Linux Administration

(Around 2 years experience) Mobile No: 8522077469

Professional Summary:

* Experienced Linux Administrator and Windows Sysyem Administration around 2 years
* Basic Linux server administration (RHEL/CentOS)
* File system management and mounting using fstab
* LVM volume creation and resizing, Service management using systemctl
* User and group management, password resets
* SUDO configuration and ACL permissions
* Backups and restore using tar and zip, Job scheduling using cron
* Creating and managing VMs in VMware and vCenter
* SSH, SCP, and RSYNC setup between hosts
* Software/package management using RPM and YUM
* Experience with ITIL processes and ServiceNow ticketing
* Escalating issues with proper logs and analysis to L2/L3
* Basic knowledge of SELinux and runlevels
* Active Directory User Management, Patch Management & Software Updates
* Cisco AnyConnect VPN Support
* Desktop & Laptop Backup Procedures , Hardware troubleshooting
* Basic Windows system troubleshooting and user support
* Microsoft Teams configuration and user issue resolution
* Outlook profile setup, PST import/export, and connectivity troubleshooting
* Assisted users with Windows login issues, printer/network share access

# Work Experience:

* I have been working as a Linux Administrator at Universal Softech Hub Pvt Ltd since September 2023.

# Technical Summary:

* Operating System : Red Hat Linux 6, 7 and 8, Windows 10/11.
* Virtualization : VMware.
* Ticketing Tool : Service Now.
* Package Management : RPM and YUM.
* Volume Management : LVM.
* Monitoring Tool : Nagios

# Roles and Responsibilities:

* Delivered **L1-level production support** for Linux and Windows systems in a 24x7 environment, ensuring system uptime and stability.
* Managed L1 tickets in ServiceNow (login issues, user access, disk alerts)
* Monitored servers using Nagios and responded to system alerts
* Added/deleted users and reset passwords
* Configured SUDO access for privileged commands
* Mounted file systems and configured persistent mounts via /etc/fstab
* Created and extended volumes using LVM
* Installed and updated software using YUM and RPM
* Managed virtual machines: added storage, adjusted CPU/RAM via vCenter
* Automated routine tasks using CRON
* Set up password less SSH and file transfer using SCP, Rsync
* Troubleshooted basic networking issues using ping, ip, nmcli
* Performed system backups and restores using tar and zip
* Used tools like top, df, free, vmstat for performance checks
* Reviewed logs using journalctl, /var/log/messages
* Participated in patching cycles and service validation
* Documented tasks and ticket resolutions for team handovers
* Followed company SOPs and ITIL processes
* Assisted in **OS patching cycles**, reboot validations, and post-patch service testing.
* Delivered **Windows 10/11 support**, including **login issue resolution, Active Directory user management**, and software troubleshooting.
* Supported **Microsoft Teams** configuration and resolved common user issues like sign-in, sync, and audio/video problems.
* Supported **Cisco AnyConnect VPN** login/configuration issues and basic remote access troubleshooting.
* Installed and configured commonly used **Windows applications**, setup **network printers**, and performed hardware-level diagnostics.
* Maintained documentation for recurring issues, SOPs, ticket logs, and participated in shift handovers effectively.

# Education:

* I completed my Bachelor of Technology in Electronics and Communication Engineering from JNTUK in 2023.