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RAHUL AVIRAL ⭐ Featured

RAHUL AVIRAL

System Engineer seeking roles in System Engineering,Application Support,Project Management,Change Management,Quality Assurance,Requirement Gathering,Technical Support,Troubleshooting,Active Directory,JavaScript,Jenkins,Docker,Python,MySQL,JIRA,Git

Current Designation: System Engineer / Product Consultant	Total Experience: 8 Year(s) 0 Month(s)
Current Company: Adobe Inc	Notice Period: 1 Month
Current Location: Noida	Highest Degree: PG Diploma [Business analytics]

Pref. Location: Delhi / NCR,Gurgaon,Noida

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: System Engineer,System Analyst,System Engineering,Application Support,Project Management,Change Management,Quality Assurance,Requirement Gathering,Technical Support,Troubleshooting,Active Directory,JavaScript,Jenkins,Docker,Python,MySQL,JIRA,Git

Verified : 📞 **Phone Number | Email - id**

Last Active: 19-Jan-21   Last Modified: 19-Jan-21

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Summary

Seeking a challenging career as TechOps/System Engineer that utilizes my skills in my area of competence and further enriches my knowledge gives me a chance to be a part of a team that contributes towards growth of the organization thereby yielding twin benefits of job satisfaction.

Work Experience

🔘 **Adobe Inc** as System Engineer / Product Consultant
May 2017 to Till Date

Worked as TechOps System engineer and Product Consultant for multiple products of Adobe particularly Adobe Connect and Adobe Experience manager.
Accept assignment to IT projects as directed by management and work to meet set timelines.
Provide status accounting and change management of infrastructure and software releases.
Worked closely with engineering to make sure our systems are robust and easy to manage.
Perform root cause analysis of production impacting issues, including opening problem cases with vendors and driving them to conclusion.
Maintaining and bug-fixing existing applications and infrastructure.
Orchestrate the provisioning, load balancing, dynamic configuration, monitoring and spend optimization of servers in the cloud environment
Monitor system performance proactively to identify abnormalities and develop capabilities to prevent unscheduled downtime.
Coordinate and manage deployment of periodic software releases across infrastructure with different Adobe Clients for On premise, cloud and Managed Services infrastructure. Also, managed infrastructure though scripts and code which you will help develop
Assisted with the implementation of a comprehensive and ongoing release management and planning effort.
Define workarounds for known errors and initiate process improvements by building monitoring and Log Analysis Tools. Also, developed software tools that integrate with IaaS control plane to manage infrastructure.
Deployment of content on On-premise data Centers as well as cloud platform on AWS using EC2, S3 and EBS.
Execute Integration work and collaborated with different product teams to enhance the Adobe Overall Experience for clients.
Building tools and processes around CI/CD pipelines involving integrations with Jenkins, testing frameworks, github, etc.
Installing, upgrading and configuring RedHat Linux 5.x, 6.x using Kickstart Servers and Interactive Installation.
Promote code through Dev-Test-staging-pre prod automatically.
Involved in all projects that move to production and work closely with the Data Center, Development, Quality Assurance and Management teams to ensure cross communication and confirmed approval of all production changes.
Deployed and monitor MS SQL server and database performance and proactively address potential performance issues and helped in developing custom queries to reports and helped in proactively monitoring and setting automated backups.
Configured, maintained, applied changes and fail-over schedules of HA servers running Veritas Cluster Server and

Red Hat Cluster Serv
Coded various Shell scripts to automate backup and recovery.
Maintain the build process to support ongoing R&D.

◉ **Accenture India Pvt Ltd** as Customer Success manager, System Engineer
Nov 2015 to Apr 2017

Worked as Customer Success manager, System Engineer, Customer Service and Account maintenance for multiple products.
Provided services including system management, backup/recovery, account management, configuration management, OS management (installation and maintenance).
Worked for the Client Google Inc onsite on behalf of Accenture at Google Hyderabad delivery center.
Maintained 99% uptime with carefully designed disaster recovery solutions.
Updated network documentation periodically to reflect change and at the same time automate data collection activities to increase productivity (~60%)s.
Troubleshooted bottlenecks of the complex internal tools of Google infrastructure.
Helped in developing queries, executing scripts, patches, reports, and monitoring and setting automated backups.
Helped in maintaining & managing Accounts and enhancing communication channel of Google Clients by providing an excellent delivery experience and customer service.
Provided IT support for clinical software, working on a remote basis for clients of Google in Europe, Middle East, Africa (EMEA)

◉ **Sutherland Global** as TechOps engineer
May 2015 to Oct 2015

Worked as TechOps engineer for the deployment of CRM system- "Swift-page ACT software" on MS windows servers for different clients through remote desktop and Microsoft Windows server.
Provided services including system management, backup/recovery, account management, configuration management, OS management(installation and maintenance).
Work with the development team to resolve bug-fixes and assist in relevant testing through various environments.
Also taken the role of Database Administrator, to deploy and monitor MS SQL server and database performance and proactively address potential performance issues.
Assisted in developing strategic technical/architectural plans for the SQL database and web applications infrastructure.
Helped in developing queries, executing scripts, patches, reports, and monitoring and setting automated backups.

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Education

UG: **B.Tech/B.E. (Computers)** from **Dr MGR Engineering College, Chennai** in **2016**

PG: **PG Diploma (Business analytics)** from **Institute of Management Technology (IMT), Ghaziabad** in **2019**

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IT Skills

Skill Name	Version	Last Used	Experience
MS-SQL , MY SQL, JIRA, Git			
RedHat Linux, NetScalar, NGNIX			
Windows 10, Ubuntu, Docker, JavaScript			
Active Directory, Python, SQL			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

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