







Current Designation: Escalation Engineer Total Experience: 4 Year(s) 3 Month(s) Current Company: Convergys Highest Degree: B.Tech/B.E. [Computers]

Current Location: Pune

Pref Location: Ahmedabad Mumbai Pune

Functional Area: IT Software - Application Programming /

Maintenance

Role: System Analyst

Industry: IT-Software/Software Services Marital Status: Single/unmarried

Key Skills: Escalation Engineer, System Analyst, System Analysis, Software Engineering, Incident Management, Server

Administration, Requirement Gathering, Client Management, Backup Management, Hyper-

V,Linux,GitHub,Jenkins,DevOps,AWS,Azure Verified : L Phone Number | Email - id

Last Modified: 18-Jan-21 Last Active: 18-Jan-21

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Summary

An enthusiast individual with eagemess to learn new technologies and accept challenges. Holds extensive understanding of the trends in emerging technologies and enterprise solutions. Passionate about sharing knowledge and views on latest technologies. Currently looking to pursue a highly rewarding career in a challenging and healthy work environment where I can utilize my skills and knowledge efficiently for the organizational growth.

#### **Work Experience**

- Convergys as Escalation Engineer Oct 2017 to Till Date
  - Professional and Premier support troubleshooting and incident management of Setup and High availability issues and tickets for Microsoft customers
  - Specifically worked on Hyper-V replication, cluster replication, SOFS cluster, Hyper-V cluster, Storage Spaces, S2D, Windows server backup, Disk Performance issues and analysis
  - Basic knowledge of container technology and worked on Dockers and orchestration tool Kubernetes
  - Acting SME for Windows Hyper-V and failover cluster issues.
  - Worked on the above components on the Enterprise on-premise servers from Windows 2008R2 SP1 to Windows 2019
  - Other responsibilities included Floor support and mentor for new hires.
- IT Works as Junior System Engineer Jul 2016 to Aug 2017
  - Worked as a system engineer and worked on troubleshooting and monitoring of windows server.
  - Basic installation and configuration of Hyper-V as a Virtualization on Windows server 2012 R2.
  - Installation and setup of Domain controllers
  - Worked on basic RHEL 7 platform on setup and monitoring issues.

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# **Education**

UG: B.Tech/B.E (Computers) from RAE Societys DY Patil College of Engineering, Pune in 2016

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## **Affirmative Action**

## **Work Authorization**

Category: General Physically Challenged: No Job Type: Permanent Employment Status: Full time

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#### **Important**

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