



Suman Kumar Sahu

Engineer seeking roles in System Administration, System Support, Application Support, Desktop Support, Release Management, Configuration Management, Network Monitoring, Installation, Troubleshooting, Jenkins, Docker, WinSCP, Autosys, Oracle, Putty, SQL, AWS, Git

Current Designation: Specialist Support Engineer	Total Experience: 7 Year(s) 0 Month(s)
Current Company: Societe Generale Pvt Ltd	Notice Period: 2 Months
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E.
Pref. Location: Bengaluru / Bangalore, Pune, Bhubaneswar	[Electronics/Telecommunication]
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Other	
Key Skills: System Administration, Application Support, Release Management, Network Monitoring, Installation, Troubleshooting, Jenkins, Docker, WinSCP, Autosys, Oracle, Putty, SQL, AWS, Git	
Verified: Phone Number Email - id	

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

- * Total 6+ years of experience in the field of System Administration/Support, Back Office and Application support.
- * Providing resolution and support to the users over call and email.
- * Very adaptable - able to acquire and use new skills rapidly and effectively

Work Experience

Societe Generale Pvt Ltd as Specialist Support Engineer Jun 2016 to Till Date

Responsible for supporting, administrating and maintaining smooth running of applications assigned to business line and their maintenance added with assisting development and functional support teams.

Current Responsibilities

- * Monitoring, investigating and action applications jobs in Autosys tool and take remedial actions based on alerts.
 - * Administration and provisioning of resources such as VM, Load Balancers on SG cloud (in house cloud) Infra for applications requiring Windows and linux servers.
 - * Server parameter monitoring for applications using Elastisearch and Kibana monitoring tool.
 - * Space monitoring and maintaining threshold in servers such as monitor of Kibana servers, indices and deleting them thru postman tool, in unix and windows servrs.
 - * Automated manual activities as value adds via shell scripts , powershell scripts and cron job.
 - * Change creation , release management (CMRM) tickets
 - * Familiar with task scheduling in cron jobs , pushing jobs to autosys in prod and win task scheduler
 - * Certification and Deployment of prod releases via tools like XL deploy, APDM manager tool .
 - * Ensuring availability, smooth functionality of application and take necessary actions via scripts and services.
- Liassing with the conecrned teams for actions as required
- * SQL queries executions in MS sql and Oracle db to requests assigned placed through ticketing tools (Impulse).
 - * Manage, plan and coordinate Infrastructure activities and liasion with multiple application teams.
 - * Providing solutions based on mails, system logs and user notification.
 - * Creation of operational documents/sop for team.
 - * Network monitoring of sockets and ports for the services on unix application servers

Utkal Projects Pvt. Ltd as IT administrator and Back Office Assistant May 2015 to Jun 2016

Responsible for deployment of sytems and its maintenance. Looking after LAN, OS, printers installed in the office and resolving the issues related to applications and OS.

Responsibilities

- * Coordinating with vendors for hardware replacement.
- * Purchase of systems, printers required for the local office.
- * Providing of training to users and others alike for pc use, application usage and data security.
- * Generation of monthly reports pertaining to jobs done on the site on daily basis.
- * Creaton of documents and maintaining them as required by senior officials.
- * Communicating with clients via telephonic, mail and chat and coordinating with them regarding work related issues



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

issues.

Societe Generale Pvt Ltd as System Support Engineer
Mar 2014 to Apr 2015

Maintaining and looking after system issues through remote support and also by onsite. Users will reach us through phone, Mail and Chat stating their issue assigned tickets to the respective floor engineers. We will troubleshoot the issues by taking user's system through remote and also by onsite, worked on ticketing system for all locations. Formatting and imaging the systems, installing Windows 7 and softwares.

Responsibilities

- * Maintenance of printers and call logging to vendors as required.
- * Ticketing tool.
- * Supervising and checking of smooth functioning of network printers, meeting rooms and VC rooms on daily basis.

Escalate as per process to the respective team if issue arises.

- * Install, test and configure new workstations, peripheral equipment and software.
- * Resolving system domain related issues.
- * Checking network updates and connectivity.
- * Group policy implementation
- * LAN Administration: added users; printers; removed users; controlling access right list.
- * Configuring systems for new joiners as per process.
- * Outlook configuration and troubleshooting like adding archives from server, group mailbox addition, repairing pst and ost files and again repatching them.
- * Troubleshooting applications, issues and installation of packaged softwares via remote.
- * Configuring lotus notes, archiving and profile recreation for windows accounts.
- * Installation of dual monitor cards, respective drivers and troubleshoot them like adding patches.
- * Virtualization application administration related to citrix, publishing of application and killing of sessions.
- * Assisting users in video conferencing patching up with other users around the globe..
- * Distributed list management.
- * Maintain inventory of all equipment, software and software licenses.
- * Monitoring of mails, calls and redirecting it as required.
- * Registry fixes.

[^ Back to Top](#)

Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **Biju Patnaik University of Technology (BPUT)** in 2008

Other Qualifications/Certifications/Programs:

Engineer, Hardware and Networking training

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
GIT, Jenkins, Docker, Aws			
Win 10, HP AIX, Linux			
Oracle SQL, MS SQL			
Putty, WinScp , Autosys,			
Shell scripting, MS powershell			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Hindi	Proficient	✓	✓	✓

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

[^ Back to Top](#)