PRASHANT JAISWAL

IT Professional with 7 years of experience spanning across IT Server Management and Service
 Summary:

- more than 7 years of experience in Information Technology, Managing IT across the Enterprise with good experience ranging from Delivery Management, Service Delivery, Strategy Planning, IT Infrastructure Services, and Vendor Management & Negotiation
- Experience in in Installation, configuration file management through LVM.
- Linux basic OS installation, Upgradation.
- Creating **Ansible Playbooks for task Automation.**
- Responsible for resolving network issues using network tools like **ping**,**tcptraceroute**, **traceroute**, **tcpdump**.
- configuration and management of virtual server invironment through Vmware.
- Installation of Package, **patch management, and upgrades.**
- Creation and Management of local **YUM server.**
- Involved in integration and consolidation of unix servers in production Data Centre.
- File system Administeration, resolving system errors, crashes, and file system errors.
- Knowledge of **EC2 Aws.**
- Experience in **Linux kernel configuration**.
- Setting up **cron** schedules for backups and monitoring processes.
- Worked on **Security/Authorizations** Created users with limited and full root privileges. Create and manage **sudoers**.
- New file system creation and mounting.
- Configuration of Samba, FTP, SFTP on linux.
- Experiecne in troubleshooting hardware, crash dump analysis and performance tuning.
- Supporting 24*7 production support and on call support.
- Task automation through Bash Shell Scripting
- Management of user accounts, system security, change Management and following company standards.
- Server Hardening and Vulnerabilities closing.
- NFS Server management
- Patching and installing various security updates
- Administration of Apache Web Server, Samba Server, ISCSI Server, NTP Server, FTP Server.
- Taking backup, event log, Service check report.

Experience Summary:

Total Experience   **7 years**

Relevant experience on Linux Administration: 4.5 Years

Contact Details:

Address:	I-2, Sector 22
	Noida,U.P.
Email:	prashant.jaiswal5@gmail.com
Mobile:	+91 8851794657
Date of Birth:	3rd July 1988
Current Location:	Noida(U.P.)

Certification: RHCSA & RHCE Certified professional. RHCE certification no: 150-225-969

Experiecne
Sep'19 – Till now
Softenger India Pvt. Ltd
Client- Nxtra Data, Bharti Airtel Ltd
Linux System Administrator
Roles and Responsibility

- Server building physically and through Vmware Vcentre.
- Monitoring servers and data centre related activities like upgrading hardware
- LVM disk management
- Multipath configuration and Luns management
- assigning disk quota and user management
- Server patching and vulnerability closing
- Server hardening through Redhat satelite server and manually.
- Linux Server L1 and L2 level troubleshooting.
- L1 level troubleshooting on Vmware .
- L1 level troubleshooting on Veritas cluster.
- Huge page setting in DB servers.
- User management
- Ansible automation

Feb'19 – Sep'19
HCL Technologies Ltd.
Lucknow
Linux Administrator

Roles and Responsibility:

- Server monitoring
- DC Ops
- Service automation through Ansible
- Basic Server troubleshooting
- Performance monitoring of Unix servers
- User management and Special Permissions
- Linux OS installation
- BMC Remedy Tool
- ACL configuration.
- Create Swap partition and extend.
- Backup - tar, dump, rsync.
- Vendor Management

Dec 2014 – Feb'19
Wipro Infotech
Client-Bharti TNG(Airtel)
Linux System Administrator

Roles and Responsibility

- Server monitoring using different tools likes whatsupp Gold, Nagios, and OP Manager.
- Basic Server troubleshooting
- Performance monitoring of Unix servers
- User management and Special Permissions
- Linux OS installation
- BMC Remedy Tool
- ACL configuration.
- Create Swap partition and extend.
- Backup - tar, dump, rsync.
- Vendor Management
- Troubleshooting issues with live production linux servers.
- Handling issues related to local UNIX servers.

- Working on Linux File System, Partition and Disk management
- Creating and Managing LVM.
- Installation and Configuration of FTP, NFS Server in Linux.
- Managing services in Linux
- Monitor Servers utilization

March 2014 – Dec-2014
Wipro Infotech
Client-Bharti TNG(Airtel)
Service Desk Team Leader

Roles and Responsibility:
- Manage the overall desk activities, including the supervisors.
- Seeks the cooperation of others concerning specific projects or deadlines
- Act as a further escalation point for the supervisors and RM's.
- Attend Change Advisory Board meetings
- Take overall responsibility for incident management and request fulfillment on the Service Desk.
- End to end monitoring of problems logged and preparing RCA for each case.
- Managing IT Infrastructure at different location of Bharti TNG.
- Addresses and resolves basic incidents and requests; logs all incidents and requests; engages other service desk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility.
- Maintains and protects confidentiality with regard to all aspects of patient care and employee information.
- Adheres to Code of Conduct and Mission and Value statements.
- Performs other duties as assigned

December 2011 - March 2014
Employee States Insurance Corporation
Vendor Executive
Team Size - 5.

Employees' State Insurance is a self-financing social security and health insurance scheme for Indian workers which comprise 2500 sites across PAN India.

- To manage all Vendors related to ESIC projects.
- To identify what to outsource.
- Helping Service Level changes.
- Interpreting, creating and modifying agreements.
- Obtain proper approvals and signatures on all contracts
- Managing RFP's and RFQ's.
- Highlighting crisis situation to higher Management of Organization and Vendors.
- Preparing Monthly call reports and Monthly performance Report of all vendors and flashing to Organizational level.
- Following escalations guidelines at escalated calls and end to end monitoring of Escalated calls.
- Preparing Escalation Management Team and having a keen look on them.
- Build and maintain vendor relationships and manage the purchase of hardware and software products
- Updating and upgrading with the latest Technologies.
- Preparing and Managing vendor Scorecard.

Personal Skills

- Strong listening skills
- Strong facilitation and consensus building skills
- Ability to establish and maintain an environment of change and improvement
- Ability to build and maintain support and buy-in at all levels
- Synthesize disparate pieces of information and communicate recommendations in non-technical terms.
- Ability to see the big picture and communicate its value
- Ability to build trust and show empathy with developers and IT staff
- Process focused

Education:

Graduation	B.A.	D.D. U university, Gorakhpur	51.%	2009
12th	10+2 – Science	U.P. Board	68.%	2005
10th	High school	U.P. Board	58%	2003

Intrests:

Networking with contacts, reading, surfing, computers, music, cricket

Other Details

Full Name: Prashant Jaiswal

Marital Status: Single

Notice Period: Immediate

Current Location: Delhi NCR