

**Prashant Jaiswal**

IT Professional with 7 years of experience spanning across IT Server Management and Service Delivery.

**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.

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Mobile: +91 8851794657

Date of Birth: 3rd July 1988

Current Location: Noida(U.P.)

**INDUSTRIAL COURSES**

**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