

Phone : +919952962012

Mail ID: akash.sagar@live.in

Location: Chennai

Narashima Sagar

Tech Service Engineer

SUMMARY

- DevOps Professional with over 2+ years of experience in implementation, project.
- Having Good knoweldge in Linux, Git, Github, Maven, Jenkins, AWS, Docker, Ansible, Terraform.
- Build and deployments under different testing environments starting from development to staging and production.
- Experience with AWS skills
- Hands-on knowledge on CI/CD pipeline.
- Good knowledge on Linux Administration.
- Experience with Linux/Unix environments and scripting for Build & Release automation
- Installed Jenkins custom Plugins, handled administration, backup and migration activities.
- Strong experience on build tools and packaging the source code using Maven.
- Knowledge on code covering tool sonarqube maintaining quality control and quality gates as per client requirement.
- Knowledge on various DevOps tools such as provisioning scripts, deployment tools, development and staging environments on AWS and using Ansible.
- Known for excellence in defining and integrating cutting edge technologies to improve automation and reliability.
- Determination to learn new technologies and take up challenging tasks.
- An excellent team player with strong communication skills.

EXPERIENCE

Tech Service Engineer

Feb '20 - Present

RRD

Chennai

Information and Communication Technology

- Worked on POC of Containerization of framework in Docker.
- Install system patches and application updates as directed.
- Assist in other production support efforts as needed.
- Hands on working in Linux Operating systems.
- Good understanding on the AWS Services.
- Worked closely with development team and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Used Ansible for Configuration Management.
- Excellent working knowledge on various virtual systems like Docker technologies.

EXPERIENCE

SR. System engineer

Jan '19 - Nov '19

IBM info services

Chennai

Information and Communication Technology

- Ticket management though Sympony assist environment.
- Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
- Coordinate with Client IT or Corporate IT workgroups when required.
- Performing troubleshooting on assigned ticket and resolve the problem within SLA
- Monitoring the end points with Macafee.
- Managing the IT assets through symphony submit asset manager tool.
- Creation and modification of AD user accounts and policies through Active directory.
- Handling the video conference devices.
- Handling the printer server and file server.
- Creating and managing the endpoints reports, Ticket SLA reports and server health check reports on daily basis.

Associate Trainee Engineer

Oct '17 - Jan '19

CMS IT Services pvt.Ltd

Chennai

Other

- Troubleshoot problem with computer system Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
- Assisted end-users in using new and existing technology; provided coaching and one-on-one training.
- Managed laptops and desktops company wide.
- Troubleshoot internet problems.
- Configuring Microsoft outlook for user and troubleshooting Mail Problem.
- Performing troubleshooting on assigned ticket and resolve the problem within SLA.

SKILLS

- Configuration Management (Ansible)
- OS (Linux)
- Containerisation (Docker)
- Cloud (AWS)
- CI/CD (Jenkins)
- Version Control System (Github)

EDUCATION

Master of Computer Applications (MCA)

Aug '14 - Jun '16

B.S. Abdur Rahman University

Chennai

Master

Graduated with 7.3 GPA

Achievements

- Received Employee of the Quarter Q3 2020.
- Received Employee of the Quarter Q2 2021.