

Vishal Mokani

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[GR750305898VM]

Professional Objective

A position with a combined technical and administrative role in an innovative company where my skill set, and experience can be of mutual benefit.

Summary

- 5 years of experience in technical support role in Linux technology.
- 1 year of experience in cloud technology (AWS, GCP, Kubernetes, Splunk)
- Experience on administrative tasks for Linux & basic tasks on AIX & Solaris platform.
- Well acquainted with ITIL operation standards.
- Automation of process with Shell scripting and Ansible, Jenkins, Puppet.
- Worked in 24 x 7 corporate environments.

Education Qualification

Degree	Institute	Year	%Marks
MCA	Gujrat Technical University (GTU)	2014-16	8.00
BSc (IT)	Saurashtra University	2011-14	7.09
HSC	M.D.Shah vidyalaya, Botad	2011	63.20%
SSC	M.D.Shah vidyalaya, Botad	2009	63.54%

Skills

- Red-Hat Enterprise Linux 5/6/7, Cent OS, Ubuntu
- Shell Scripting
- Splunk Cloud/Enterprise
- Kubernetes
- Amazon Web Services (AWS)
- Google Cloud Platform (GCP)
- Puppet
- Jenkins
- DSP Cluster Environment
- AIX & Solaris (Basics)
- VMware
- Monitoring tools (SeccoDB, Nagios, Thruk, SignalFX, Flink Prometheus)
- Blade-logic
- Red-Hat satellite tool
- MS Office tools
- PHP, HTML (Basics)
- Ansible (Basics)
- Ticketing tools (ServiceNow, JIRA)

Experience

Organisation : Crest Data System.

Location : Ahmedabad, Gujarat

Duration : May 2021 - **Present**

➤ **Site Reliability Engineer (May 2021 - Present)**

- Part of TechOps Dedicated team to support client Infrastructure.
 - Work in a production environment with technology such as Linux, Splunk, Kubernetes, DSP, AWS, GCP, Terraform, Puppet, Jenkins.
 - Monitor client infrastructure through SignalFX, Prometheus and Flink and provide requested logs & information to client from the server/system.
 - Keep production environment up, Debug and fix issues in case of failures.
 - Investigate and troubleshoot the issue and write detailed root cause analysis.
 - Implement changes requested by customers in the production environment.
 - Write/enhance automation as and when needed.
 - Working closely with internal teams and customers to follow the processes and SLAs.
 - Write, update and enhance documentation including runbooks/playbooks.
 - Debug complex problems on production environment and provide technical solutions.
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Organisation : Mobile Tornado PVT LTD.

Location : Vadodara, Gujarat

Duration : March 2020 – May 2021

➤ **Professional Service Engineer (March 2020 - May 2021)**

- Part of support team to support client application and infrastructure.
- Provide second line support for different task or issues of the PTT platform.
- Work frequently with CRM on updating cases and site information.
- Working on multiple OS technology like Linux, Solaris and performing system maintenance upgrades remotely and on customer sites.
- Prioritising and managing many open cases at one time and working continuously until the task completion or referral to 3rd parties if appropriate.
- Test new release in Labs and customer premises.
- Investigate and troubleshoot the issue and write detailed root cause analysis.

Organisation : ATOS INDIA PVT LTD.

Location : Vadodara, Gujarat

Duration : June 2016 – February 2020

➤ **Associate Consultant – Systems (Jan 2020 – February 2020)**

- Part of Dedicated team for critical UK customer as L2 system Engineer.
- Provide L2 level support for different task or issues.
- Plan different critical activities with different team/clients.
- Working on multiple OS technology like Linux, AIX, Solaris.
- Prioritising and managing many open cases at one time and working continuously until the task completion or referral to 3rd parties if appropriate.
- Work on newly build servers to complete the QA test before taking into the BAU support.

➤ **System Engineer (July 2018 – Dec 2019)**

- Part of Dedicated team for critical UK customer as L1 system Engineer.
- Supporting different team in planning and executing critical task like storage expansion, patching, DR, AV upgradation, SMTP whitelisting, VM Configuration, VM tool upgradation.
- Building the servers and deploying of required services as per industry standard and client's requirement.
- Monitor the servers using monitoring tools and provide hourly reports to management.
- Create an incident/Change/Problem ticket as per the requirement to resolve the issue or complete the task on server.
- Communicate with different team or client through the series of action, either face-to-face over call, mail or chat to help setup the system or resolve the issue.
- Provide support for basic task on multiple technologies like AIX & Solaris.

➤ **Associate Engineer (July 2017 – June 2018)**

- Part of a monitoring and technical team as L1 Associate Engineer.
- Providing Support, including procedural documentation and relevant reports, Team resource management.
- Provide basic technical support like file system management, Memory management, user management on server.
- Provide support to the team to complete the technical tasks during the critical activities or issues through the guidance.
- Configure monitoring parameters as per the requirement on monitoring tools for the server.
- Take follow up with different teams/3rd parties to complete the task within the time frame or resolve the issue within agreed SLA.

➤ **Trainee (June 2016 – June 2017)**

- Part of a monitoring team as Trainee(L1).
- Monitor the servers using Nagios & SeccoDB and ticketing tools.
- Fetch the daily report and daily ticket status to present to the management.
- Provide backend support to Seniors in technical & monitoring tasks.
- Take follow up with team or user for on-hold or long pending tickets.
- Create Incident/Change/problem tickets to resolve the issue.

Achievements

- ❖ Awarded with Accolade Bronze for contribution and efforts towards the organization.
- ❖ 2 times Awarded with Accolade Silver for support and contribute to the team.
- ❖ Participated in chess, carom and volleyball in collage team.
- ❖ Participated in poster presentation on Word Press in collage.
- ❖ Runner Up in 200 Meter Running Competition in District Level.

Industrial Visits, Workshop & Seminars

- Bhartiya Sanchar Nigam Limited (BSNL), Ahmedabad.
- Bhaskaracharya Institute Space Application and Geo-Informatics (BISAG), Gandhinagar.
- Network Security seminar at Zen Next solution, Vadodara.
- Network & Social security seminar at TAC Global Network, Vadodara.
- Attended workshop on Word Press in collage.

Personal Details

Birth Date : 2nd Feb 1993
Gender : Male
Marital Status : Married
Languages Known : English, Hindi, Gujarati
Permanent Address : 40/ Narayan Nagar, Abhilasha-Canal Road, Vadodara-391740, Gujarat, India.
Residence Address : 17/Kadambari Society, Opp. Jivraj park society, Jivraj park cross road, Ahmedabad-380051, Gujarat, India.

References

- **Mr. Amit Kesarkar**
Senior Analyst, Linux Tech team, AtoS India Pvt. Ltd.
Mail: Amitkesarkar.29@gmail.com
- **Mr. Paramdeep Ramola**
Team lead, TO-Dedicated Team, Crest Data System Pvt Ltd.
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✓ I hereby declare that the above written are true and correct to the best of my knowledge and belief.

Yours Faithfully,

Vishal Mokani