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**RATHISH BABU RR**

Mobile no:+919944527612 No.9,Ground floor,2nd cross

EMAIL ID:[rrrathishbabu@gmail.com](mailto:rrrathishbabu@gmail.com) 4th link road, New Madiwala

extension Bangalore-560068

***Career Objective***

Aspiring to work with a reputed organization in the field of **Information Technology** that offers a challenging environment where I can execute my knowledge to prove myself & contribute towards organization’s target & aspirations

**PROFESSIONAL EXPERIENCE**

Industrious, competent & result-oriented professional, offering 3+ years of experience in Application Support and system operations. Currently working as a **Senior Application Support Engineer** with **Jack Software pvt ltd.**

Detail-oriented, with proven communication and analytical skills; can handle multiple tasks to meet deadlines in pressure situations.

**Job Profile:**

**Company – Jack Software pvt ltd (From Mar 2017 to till date)**

**Designation – Senior Application Support Engineer**

* Managing Servers, Web servers, Application servers and production servers.
* Identifying the root cause of Incident and invoking the Incident Resolution Process to enable return to Normal Service in the minimal / acceptable time
* Handling the change management request.
* Handling the problem management request.
* Creating the EC2 instance, Adding EBS volume, creating and adding the VPC and security group
* Handling the web server deployment.
* Managing, Installation, administration and troubleshooting of Linux and windows servers
* Connecting the S3 bucket to server and Managing the same.
* Configuring the security for the AWS
* Creation of Load Balancer and managing the instance on the same.
* Creation of auto scaling policy and scaling up the environment.
* Handling the web servers and application server issue.
* Deployment of source code to various stage in the environment.
* Application deployment to the application server.
* Automate the task using power shell and shell scripting.
* Installation of Gitlab and managing the repository.
* Creation of the repository and providing the access for the user based on the projects.
* Monitoring the servers using Nagios monitoring tools.
* Adding the host to the Nagios server.
* Providing user access in the server.
* User management in both linux and windows environment.

**Job Profile:**

**Company - Flipkart Internet Pvt Ltd.** **(From Jul 2015 to Mar 2017)**

**Designation - Support Engineer**

* User and Group administration tasks like adding, deleting, locking, unlocking and password reset.
* Working knowledge with Active Directory for user and group management in Windows servers.
* Managing individual users and groups by providing some special permission with ACL (Access Control Lists).
* Experience with Google Admin Console like: ID creation, DL creation, Data transfer and troubleshooting knowledge on user accounts.
* Trained and Supported end-users with application related issues, which included VPN, Junos Pulse, RSA, Network related issues, etc.
* Working experience on creating Share Drive and setting permission for the user as per the requirement.
* Escalate critical issues and work on implementing strategies for their timely resolutions.
* Monitoring Critical or Non critical Alerts for servers through Zabbix.
* Monitoring multiple mail boxes and working on multiple tools used by the organization.
* Taking care of backup of data into servers with TAR utility.
* Working on ITIL scenario (Incident, Request and Change management)
* Managing and document all incoming tickets and resolve within SLA using ticketing tool OTRS and Remedy.
* Support customers with AWS Core services such as EC2, EBS, S3, ELB, VPC, RDS, etc
* Linux system administration and troubleshooting.
* Configuring Apache web server and Tomcat.
* Troubleshooting Apache issue and checking the log files.
* Deploying the Codes to instance using Gitlab.
* Using power shell script automate the task of windows active directory and SCCM.
* Attaching the additional volumes to the instances.
* Creating the groups and deploying the package and application through SCCM 2012.
* Deploying the application to user through SCCM 2012.
* Meeting customer SLA's, managing updates and Communicate effectively with customers both verbally and in writing.
* User Creation and providing the access in Linux.
* LVM Configuration.

**Job Profile:**

**Company – SBL Corp (From Sep 2013 to Jul 2015)**

**Designation – Technical Support Engineer**

* Managing Servers & Desktops across the floor to provide 99.9% uptime for production
* Identifying the root cause of Incident and invoking the Incident Resolution Process to enable return to Normal Service in the minimal / acceptable time
* Creating the EC2 instance, Adding EBS volume, creating and adding the VPC and security group
* Managing, Installation, administration and troubleshooting of Linux and windows servers
* Connecting the Storage in server and Mapping the Drives
* **Creation and Maintenance of Shared Folders and assigning permission for Users in the Domain.**
* Creating and managing Active Directory Users and Set the particular shared folder in Home Profile.
* Creating and managing the share drives and Assigning the Permissions
* Monitoring the Firewall Log Report and anti-virus Report
* Configuring the Firewall
* Creating a Rules in Firewall Host and Host group
* Creating a Application Filter and Web Filter and assigning to the Group
* Configuring and Managing the Storage devices (SAN)
* Installation, maintaining, and troubleshooting of Software and Hardware’s.
* Taking the Backup in daily basics using NAS Backup and cobian backup
* Antivirus Installation & update
* Knowledge of maintaining Stock- records and files regarding computers peripherals.
* Configuration of Wireless Routers

***Skills Summary***

* Operating System: Linux, Windows 2008,2012
* Ticket Tool : OTRS, BMC Remedy,OsTicket
* Hardware : Assembling/Networking
* Networking : CCNA
* Cloud Management : **-** AWS (Amazon Web services),Github,Jenkins

***Certifications and Training***

AWS Certified Solutions Architect - Associate

**Redhat Linux** (RHEL-7) training completed from LIT (Linux Institute of Training), Bangalore

***Educational Qualification***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution** | **University/Board** | **Year** | **Marks Obtained** |
| BE(ECE) | K.L.N College Of Engineering | Anna University, Tiruchirappalli | 2009-2012 | 6.23 |
| DIPLOMA | K. L. N. Memorial Polytechnic College | DOTE | 2006-2009 | 63.8% |
| SSLC | Sourashtra boys Hr Sec School | Tamil Nadu State Board | 2005-2006 | 48.7% |

***Technical Skills***

* Installation of Linux and Windows distributions and adding the appropriated
* Knowledge on handling Amazon Cloud Computing.
* Work Experience on creating EC2 instances, adding EBS volumes for EC2 instances.
* Work Experience on creating Snapshots in Amazon web services.
* Configuration of Active Directory
* Configuration of Firewall

***Personal Details***

Name : R.R Rathish Babu

D O B : 11/05/1990

Marital Status : Single

I hereby declare that the statements and information furnished above are correct to the best of my knowledge. I assure you that I shall discharge my duties to complete satisfaction of my superiors and devote myself whole heartedly for the welfare of the company and add a feather to company cap, if granted a chance

**Date: Signature**

**Place: Rathish Babu**