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JOEL JOSE

Bachelor of Engineering in
Information Technology

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CAREER OBJECTIVE

I want to work in a globally competitive environment having challenging assignments, which offer continuous development and learning opportunities and where I can apply my knowledge and abilities, thus being an asset to the organization and the industry.

WORK EXPERIENCE

Company	Capgemini
Customer	Cisco Tac
Duration	Feb 2021-Till Now
Technology	Server Virtualization

Working as an L2/Escalation Engineer in the Server Virtualization team.

- Assisting customers with configuration & providing design understanding to clients/customers based on the details provided.
- In-depth working knowledge of UCS B & C series servers & their components. Handling hardware & network related issues
- Complete understanding of UCSM, fabric interconnects, IOMs, UCS blades, and rack-mount servers' hardware, management, installation, and configuration.
- Providing support for upgrade and migration activities.
- Troubleshooting on VMware ESXI issues including PSOD, Software & hardware compatibility, and reachability.
- Installing & upgrading VMware ESXi via KVM or vSphere using baselines.
- Handling escalations when & where required.
- Mentoring & providing PST to new joiners, also refresher training for the team.
- Actively taking part in the team recruitment process screening candidates and taking decisions accordingly.
- Part of the hiring team and taking technical interviews for the new recruitment process.

COURSES AND CERTIFICATIONS:

- 'Hardware & Networking' course held by DBIT.
- Course on 'C' and 'C++' Programming.
- Java Programming (NIIT).
- Cisco Certified Network Associate (CCNA).

TECHNICAL SKILLS AND TOOLS:

- **Hardware Configured:**
Cisco UCS Fabric Interconnects: 6248, 6296, 6300, 6400
Cisco UCS Blade servers: B200 M4, M5, B480 M5
Cisco Rack servers: C220 M4, M5, C240 M4, M5, C480 M5, C460 M4
- **Networking knowledge:** Network operations, Trunks, VTP, STP, RSTP, Protocol suite and OSI layers, HTTP, TCP/IP, DNS, Routing and Switching, DHCP, SSL/TLS.
- **Networking Tools:** traceroute, ping, dig/nslookup, URL, tcpdump/wireshark and Microsoft Office as technical documentation and presentation tools.
- **OS Supported/ Configured:** VMware Venter configuration ESXI 6.0-7.0, Windows. 2012/2016/2019, Linux.
- **OS troubleshooting:** ESXI upgrade.
- **Virtualization:** VLAN configuration UCS Firmware upgrade, Service Profile & templates, VLAN Creation/Modification in UCSM & servers.
- **Coding languages:** HTML, CSS, C/C++, JAVA, MYSQL, Python, Android Programming.

ACADEMIC CREDENTIALS

Course	Institution	University/ Board	Year of Passing	Percentage/CGPA
BE (Information Technology)	Don Bosco Institute of Technology	Mumbai	2016 –2020	6.00
HSC	New English College	Mumbai	2016	65 %
SSC	Fatima High School	Mumbai	2014	81 %

PERSONAL PROFILE

Name: JOEL JOSE PALLIPPATT

Date of Birth: 02nd June 1998.

Religion: Christian.

Nationality: Indian.

Permanent Residence: Mumbai, Maharashtra.

Language Proficiency: English, Hindi, Malayalam & Marathi.

Hobbies: Drawing, Drama, Dance.

References: Available upon Request.

I hereby declare that all the above-mentioned information given by me is true and correct to the best of my knowledge and belief.

Place: Mumbai

Date: 01.02.2023

Name: **Joel Jose**