

Systems Administrator Systems Administrator Systems Administrator Dayton, OH Work Experience  
Systems Administrator NTT Data Global Delivery Services Limited - Bangalore, KARNATAKA, IN  
June 2015 to January 2018 Bangalore, India Worked with ITO Production Team of an Insurance  
Firm hosted in Canada and USA Job Monitoring Monitoring nightly cycles, jobs and job plans in  
the server to ensure the cycles run smoothly Creating a new job plan which automates the  
process and perform many actions (restart, cancel, unblock, breakpoint, submission) as per clients  
request Coded, modified and deployed various jobs as per inputs from client Created TAS  
notifications and worked on them within stipulated timings Windows Monitoring Worked on  
incidents, work orders, change requests and provided immediate resolution within fall line  
Troubleshoot Citrix XenApp and XenDesktop bugs for clients Performed RFB checks on various  
applications to ensure they are ready for business hours Scheduled and Patched the updates on  
the servers in respective maintenance window Monitored CPU, Memory and Drive Utilisations and  
regulated all the alerts on BPPM and Nagios XI Worked on Backups: Configured, Initiated,  
Restored, Fixed and handled Back-up failures, Retired the server from backups ITIL Practices  
Good understanding and practical experience of ITIL best practices ITIL Certified (Internal)  
Hands on experience in ? Problem Management ? Change Management ? Incident Management  
Responsible to achieve uptime commitment as defined in SLA Renewal of services for all  
domains with productivity increment Maintained and developed the client relationship by giving  
continuous service improvement Reduced incidents by way of proper Problem Management  
techniques and thereby reduced number of issues in IT infrastructure On-Campus Student  
Employment Working in the Event Management Team, Wright State University Hospitality  
Services Also, working as International Student Ambassador, Wright State University to help on  
various issues and event planning's Also, an active volunteer of Indian Student Association (ISA),  
Wright State University Education Master of Electronics and Electrical Engineering in May Wright  
State University - Dayton, OH Additional Information Technical Skills Hardware: FPGA, Digital I/O  
and Processor Design, Wireless Analog and Digital Communications, Control Systems Software:  
C, C++, Matlab, Verilog, VHDL, Citrix 7.6V Environment, MS Office Tools: Vivado, SABER, BMC

Remedy, BPPM and Nagios, TAS planning and execution

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