#### Deepak Dinesh

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**Aspiring for a bright and challenging career in the field of Linux, Automation, Cloud and Networking Technology, which would enable me to upgrade myself with emerging trends and technologies**

***Professional Experience***

**InterGlobe Technologies, Gurgaon | Senior Software Engineer (April, 2016 – Current)**

**PROJECT 🡪 SITA (Société** **Internationale de Télécommunications Aéronautiques) – sita.aero**

* Managing and supporting multiple linux environments like Dev, FAT, FT, NFT, Staging, Certifications including Government Hosted Production environments for bug fixing, build and releases deployment worldwide.
* Experience with container based deployments using Docker, Docker images, Docker hub and Docker registries.
* Using CI tool **Jenkins** innovatively to automate most of the build and release related tasks.
* Using build tools like ANT, Maven to deploy java applications.
* Handling oracle database to create baselines, build db, creating schemas, applying patches, etc.
* Resolving Blocker, Critical, Major and Trivial tasks including bug fixes, env issues, releases and deployments using JIRA tool.
* Creating automation bash, perl, **python** scripts pertaining to Agile-based Continuous Integration environments.
* Installing, configuring and managing apache, tomcat, jboss, ldap, IBM MQ, oracle client, yum repo on Red Hat Linux server.
* Using Nagios APM tool to monitor applications and servers.
* Daily on call/video meet with clients to discuss the impediments.

**Tech Mahindra Limited, Noida | Senior Co-ordinator- Operations (June, 2015 – March, 2016)**

**PROJECT 🡪 Hybrid Mobile Application Solution (Bell & Virgin Mobile, Canada) – bell.ca, virginmobile.ca**

* Working as SME for PEGA Mobility platform (Formally known as Antenna Mobility Platform) to support new enhancement and responsible for complete platform upgrade, bug report/fix and patch update.
* Direct interaction with customer to troubleshoot all platforms and application related issues with the coordination of various internal and third-party including (AMDOCS/CGI/ESB Teams) support groups.
* Integration and deployment of PEGA mobility platform (AMPchroma2) on RHEL 6.4 OS with several of Bell backends including Oracle/Mysql, Intel ESBs SiteMinder LDAP, Apache Tomcat.
* Monitoring server resources (DISK/CPU/MEMORY), Logs, Ports, URLs, JVM, High Response using Compuware ServerVantage, check bottleneck and performance issues using iostat, vmstat, netstat, top, sar etc., server and application logs analysis.
* Using APM DynaTrace, Gomez and Omniture for application frontend monitoring and trend analysis. Installing and upgrading the DynaTrace agent on Apache, Tomcat and JAVA processes (Enterpiseconnect Apache Karaf).
* Working with Apache-Jmeter for load testing, Apache Karaf, Nexus, Enterpriseconnect, Managementcenter, OpenLDAP, and Cassandra/Hazelcast NoSQL DB.
* Support all the Bell hosted environments (i.e. SFT, DIT, STAGE, PREDEV, PRE-PROD, SOAK and PROD) for SDLC and support DEV team for bug fixing.
* Coordinate with Bell Network support team for network related issues. Coordinate with PEGA support team for platform issues.
* Creation/modification of bash and perl scripts for Linux server automation such as, platform stop/start, BSIDE error counts, auto log rotation, concurrent user capturing through apache etc.
* User Problem Management with Bell IMC to resolve HIGH priority incidents using tools like JIRA and ITSM.
* Responsible for gathering troubleshooting issues and summarizing them into a weekly report for management.
* Actively participating in team meetings to discuss and analyze production issues and working productively together with the UI and QA teams.
* Documentation of services, infrastructure diagrams, MOPs and Status reports for any deployment and change activity.

**ACL Mobile Limited, Noida (June 2010 – May 2015)**

**PROJECTS 🡪 VAS:** M-Chat (Mobile Chat) - SMS, WIB & WAP; **Telecom:** FreeG Mobile Network, Tollfree & Missed call services (Banking), IVR & Voice services, STK Services; **E-commerce**: Paychamp.com**.**

**Sr. System Engineer (January, 2013 – May, 2015)**

* Managed 50+ Linux live servers with expertise in OS RHEL 5 & 6 and CentOS 6.
* Managed and provided Tier2 level operations support for workstations and servers utilizing LINUX and Windows.
* Responsible for deployment, configuration, troubleshooting, maintaining and managing the linux servers and the active network equipment.
* Resolved trouble-tickets raised by users of the client’s product/service through phone or email.
* Direct interaction with clients (domestic and international), understanding their needs and providing technical support to clients to resolve the issues with minimum downtime.
* Advice and trained clients, suppliers regarding networking technology issues and products.
* Backup/Restoration and Recovery of Applications & Databases.
* Load Balancing, Jobs scheduling, Automation and Scripting (Shell and Awk).
* Installation, configuration and integration of Kannel SMSGW and Open SMPP.
* Mysql / Postgres / Mongo DB installation, administration, configuration and backup.
* Used monitoring tools like Hyperic (HQ), Nagios, wireshark for application, network & system/server monitoring
* Managed mobile payment service **PayChamp.com** portal and billing gateway
* Installation, Configuration, Deployment and Management of Web Servers/App Servers like (Apache, Nginx, Tomcat, Jboss, Openfire), Asterisk, Elastic and HA Proxy loadbalancers.
* Installation, troubleshooting and administration perimeter security systems such as VPN (Ipsec, SSL, Remote), firewalls (Iptables, Pix, Checkpoint) and Anti-Virus Tools (Norton, Symantec, AVG, Mcafee, etc.)
* Shift lead responsibilities which include work distribution among team members, guiding other team members to resolve any issues, completion of every work on time and keep balancing the work load between team members.

**System Engineer (June, 2010 – December, 2012)**

* Provided Tier1 level of operations support and acted as a first-responder to issues and create trouble reports/tickets.
* Performed software installation, upgrades/patches, troubleshooting and maintenance on LINUX/UNIX servers
* Application log monitored, monitored network traffic, usage and error statistics
* Monitored various parameters on Linux Servers like Disk space, Memory issues, and CPU usage
* Installed, managed and optimized LAN performance for various networking protocols, routing technology and network topologies to include TCP/IP, VLANS, Internet various gateways and routing protocols and smart switches.

**HCL, Noida | Network Trainee (November, 2009 – June, 2010)**

* Linux Enterprise installation and configuration (Yum Server, Apache Server, Samba Server, Mail Server, NFS, FTP, DHCP, DNS)
* Installed, configured, managed and administered Microsoft Windows XP Professional, Microsoft Windows Server 2008, and Microsoft Exchange Server 2007
* Managed networks with Cisco Routers and Juniper Routers with networking components like Switches, Hubs, LAN, WAN.

***Certifications & Training programs***

* ITIL® Foundation Certified in IT Service Management (5548154.20477299)
* Red Hat Certified Engineer (RHCE)
* Microsoft Certified Professional (MCP), Exam: 070-270
* Microsoft Certified Systems Administrator (MCSA)
* Microsoft Certified Systems Engineer (MCSE)
* Microsoft Certified Technology Specialist : Microsoft Exchange Server 2007 (MCTS)
* Juniper Networks Certified Internet Associate, Enterprise Routing (JNCIA-ER), Exam: JNO-342
* HCTS (HCL Certified Technology Specialist) certified
* Undergone training program in MCSE, CCNA, RHCE, JNCIA (Juniper) and Microsoft Exchange Server 2007 from HCL.

***Technical Skills***

* OS: LINUX (Red Hat, CentOS, Ubuntu), Windows 7, Mac OS, Windows Server 2008.
* APM Tools: Nagios, Dynatrace, Hyperic (HQ), Server Vantage.
* Ticketing Tools: JIRA, ITSM, Remedy.
* Middlewares: Microsoft IIS, Apache, Nginx, Jetty, Tomcat, JBoss.
* Databases: MySql, Oracle, PostgreS, NoSql (MongoDB, Cassandra).
* Scripting/Automation: Unix Shell scripting, Perl scripting (basic), Autosys tool, Crontabs.
* Telecom/VAS: SMS, WAP, WIB, STK, IVR, Voice, CRBT, OBD, USSD, GSM, CDMA, Missed Call service, Toll free service.
* Networks Technology: TCP/IP, OSI, Network Protocols, Application Layer (HTTP, FTP, SMTP, DNS), Transport Layer (TCP, UDP, Telnet), Network Layer and Routing, Routing Protocols, Cloud computing.
* Internet Technology: Internet, Intranet, Switches, Routers, Hubs, Ports, ISP, Internet Telephony, WWW, Browser Concepts.
* Security Systems: Firewalls (Windows Firewall, Iptables, Cisco PIX), VPN (Site-to-Site, SSL), Antivirus & Internet securities.
* Email Technology: Send mail, Microsoft Exchange, SMTP, POP3.
* MS-Office Package 2013: MS-Word, MS-Excel, MS-PowerPoint, MS-Outlook.
* Virtualization: VMware workstation, vSphere, KVM, XEN.
* Other Tools and Softwares: PuTTY, XShell, SVN, GIT, Nexus, SOAP UI, WinSCP, Filezilla, Editplus, Notepad++.

***Academics***

* Completed **Bachelor in Engineering** (**Computer Science**) from Rajasthan University**,** Jaipur**.**
* Completed **Senior Secondary (10+2)** from BIEC, Patna**.**
* Completed **Higher Secondary (10th Board)** from BSEB, Patna**.**

***Hobbies/ Extracurricular Activities***

* Interacting with different peoples.
* Watching Movies, Internet Surfing, Dancing & Online Gaming.
* Trained in Martial Arts (Black Belt) from Indian Shaolin Martial Arts Academy.
* Dance performer/choreographer in different dance styles at the state level from Mumbai Dance Club n Company.
* Received award from Mrs. Pratibha Patil (President of India) for the best Dance Theme performance in 2009.

***Personal Details***

* Father’s Name : Dr. Dinesh Prasad Yadav
* Mother’s Name : Veena Roy
* Date of Birth : 25.02.1987
* Marital Status : Single
* Gender : Male
* Language : Hindi, English
* Permanent Address : Flat No. 101, Anand Heritage Apt., South Nehru Nagar, Patna-800013 (BIHAR)
* PAN No. : BDRPD6554K
* Passport No. : H2344400

***DECLARATION***

I consider myself familiar with **Computer Science and Engineering** aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

**Place: Noida Deepak Dinesh**