Manasa akavaram

Adharsh nagar,

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**Organization:** CTRLS Data Centers Ltd.

Working for CTRLS Data centers Ltd, since 2.6 years as a NOC Engineer Monitoring.



**Technical Skills:**

* Monitoring efficiency of systems, investigation and implementation of strategies to improve current systems.
* NOC Operations with ITIL process.
* Basic Concepts on Routing, Switching and Network Security.
* Basic Concepts of OSI Model, LAN/WAN, RIP, EIGRP, OSPF, NAT, Sub- netting,DHCP,DNS,IP protocols etc.
* Operating systems:windows and linux.
* Other packages : MS-Office, CCNA basics.



**Tools**

**Nagios:** It is software monitoring tool to identify the Alarms of all the servers and network devices.

**Manage Engine Netflow:** It is tool to check the high utilization of Network devices and performance.

**Manage Engine-App Manager:** It is Software monitoring tool to identify the Alarms of all the servers and network devices. It is more User Friendly.

**Zabbix:** It is a tool to monitor and track the status of various network services, servers, and other network hardware

**Arcos:** Had experience on ARCOS Monitoring tool which is used to capture video logs



**RolesandResponsibilities:**

1. Monitor the Network Alarms in the Nagios monitoring system, creating tickets as per the severity status by using ticketing tools.
2. Followed internal procedures for change management, incident management, problem management and escalation
3. Providing notifications to the Clients regarding the progress of the tickets.
4. Tracking down & monitoring all open service request ID's & ensuring earliest closing down of tickets with in SLA’s.
5. Bandwidth monitoring of ISP links 24/7 using MRTG monitors.
6. Monitoring and managing the Network Devices and Servers 24/7.
7. Communicate and interact with clients to perform troubleshooting on outages.
8. Putty: Putty use to take the telnet and SSH of network Devices.
9. Identifying the flooding issues and mitigating them avoiding the effecting on other servers.
10. Configuration of Servers under monitoring tools.
11. Checking the issues of Phishing sites, Infringing materials and spam content, coordinating with customers and third party organization to mitigate the problem.
12. Delisting the Black-listed IP’S by coordinating with client and clearing the spam existing on the servers.



**ProfessionalTraining**

Undergone training of CCNA(Cisco Certified Network Associate)



**AcademicQualifications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Courses** | **Institution** | **University/ Board** | **Year of Passing** | **Percentage of marks** |
| B.Tech. (ECE) | Sri sarada institute of science and technology | JNTU, Hyderabad | 2015 | 75% |
| Intermediate (M.P.C) | SR junior college | Board of Intermediate | 2011 | 88% |
| SSC | Sri ramakrishna vidyalayam | Board Of Secondary Education | 2009 | 89% |



**Professional traits**

* Effective planner and works under tight schedules
* Ability to quickly grasp new technology and concepts



**Interests and Hobbies**

* Cooking, listening to music and watching TV.



**Other skills**

* Willing to learn and improve constantly.
* Quick learner
* Excellent interpersonal skills



**PersonalProfile**

Full Name : Akavarm Manasa

Fathers Name : Akavaram Election reddy Mothers Name : Akavaram Sandhy Rani Date of Birth : 23-08-1994

Marital status : Married

Nationality : Indian

Linguistics : English, Hindi, Telugu



**Declaration**

I hereby solemnly acknowledge that the information given above is true to the best of my knowledge.

**Place:Hyderabad Signature:** (A.Manasa)

# Date: