AISHWARYA S

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CAREER OBJECTIVE:

Seeking quality environment where my knowledge, experience can be shared and enriched. Looking for an opportunity where I can improve my technical skills and to have a good scope for learning and implementing new technologies thus contributing to organizational growth.

EDUCATIONAL QUALIFICATION:

B.E in Electronics & Communication – 76.56% (2018), YDIT ,Bangalore.
12th: PCMB – 79% (2014) – Jain College , Bangalore
10th: State Board – 86.56% (2012) – Auden Institute of Education, Bangalore.

PROFESSIONAL EXPERIENCE:

Having 2.4 years of IT experience as a Cloud Operational Engineer. Currently working as an Associate Consultant at Capgemini Technology Solution.

TECHNICAL SKILLS:

- Skills: Windows Server Administration, Linux Administration, AWS, Microsoft Azure(IAAS)
- O.S: Windows server 2012/2016/2019, RHEL , SUSE
- Tools used: Configuration: Cloud Protection Manager (CPM).
  - Monitoring: Zabbix.
  - Ticketing: Service Now and Remedy.
  - Anti-Virus: Trend Micro Deep Security.
  - Patching: Spacewalk and Desktop central.
  - Communication and documentation: Slack and Confluence.
  - Log Analysis: Gray Log.
- Cloud Infrastructure: Amazon EC2, S3, IAM, VPC, SG, Azure VM's, Recovery Services vaults, backup policies (GRS, LRS), Server Provisioning and Restoration.

ACHIEVEMENTS:

- Awarded "Project Star" from management for getting customer satisfaction, client appraisals and dedication in work.

TECHNICAL RESPONSIBILITIES:

Project mainly focuses providing infra support to many clients under the same roof:

- Involved in day-to-day operations ranging from building, provisioning servers to troubleshooting the issues at the Infra level.
- Working on priority Incidents and timely resolution within the SLA time frame and effective in handling Incident Management (IM) and Change Management (CM) as per ITIL Process.
- Providing support for 24/7 in monitoring alerts and resolving them.
- Daily Health checks for the servers in the scope.
- Managing server performances from console.
- Joining P1 and P2 incidents related bridge calls and resolving the issues.
- Antivirus installation/Upgrading on both windows and Linux machines.
- Installing & configuring tools like zabbix, TrendMicro, Graylog & Desktop Central, spacewalk.
- Guiding Sysops team and VM build team with instructions.

AWS & AZURE:

- Spinning up new VMs manually through AWS console, Azure portal and through genie (automation tool).
- Restoring servers/Disks as per the request or in case of crash in both AWS and azure (knowledge of snapshots and disks).
- Provisioning Workspace to the users.
- Providing console level access for AWS users.
- Upsizing/downsizing of servers as per the request.
- Image Creations.
- Adding a server to backup rotation in Azure, configuring the recovery vaults and backup policies.
- Taking offline and online backups/snapshots, retriggering backup.
- Troubleshooting backup issues on the servers
- Decommission of servers in both AWS & Azure.
- Adding disks in both AWS and Azure on windows/Linux servers
- Additional components - private/public subnets, elastic-IP(s), load-balancers in
- AWS, Adding security groups, public IPs to the servers.
- Additional components-Resource groups, Availability sets, NSG, v-Nets, Recovery Service vaults, Load Balancer in Azure.
- Changing the disk state from Unmanaged to managed, changing performance tiers & changing the disks from standard to premium/ Vice versa in Azure.
- Redeployment of Servers based on maintenance events & issues on servers.
- Enabling boot diagnostic storage accounts on the servers in Azure.
- Checking Cloud trail logs for any alerts like ping, restart, and volume creation/deletion
- Checking Maintenance events of the servers from AWS & Azure console level.
- Creation & deletion of volumes in both AWS & Azure.
- Enabling cloud watch monitoring on the servers.

WINDOWS:

- User creation adding the users to particular groups like RDS, Administrators etc., and C-drive clean-up, Monitoring & troubleshooting CPU & memory related issues.
- Adding roles & features like telnet, DHCP etc.
- Initializing & expansion of disks
- Swap space/Page file settings
- Patching on the servers manually as well as using automated tool called Desktop Central
- File sharing from one server to other
- Adding the servers to domain.

LINUX:

- User creation in servers & giving permissions to the users like sudo, file, folder access.
- Mounting of file systems such as XFS, EFS and stripping.
- Patching the servers related to OS like SUSE, RHEL manually as well as using automated tool called spacewalk/Uyuni
- Increasing file system storage i.e. LVM and Removal of file systems
- Performing Root drive clean-up, Checking & troubleshooting CPU & Memory issues.
- OS up-gradations in RHEL/SUSE.
- Performing software installations, upgrade.

PERSONAL DETAILS:

- Full name: Aishwarya S
- Date of Birth: 12th Dec 1996
- Address: #42,'kalabairaweshwara nilaya', 5th main, kapila road, Dattatreyanagara, hosakerehalli.
- Languages Known: Kannada, English.
- Father's Name: Shankare Gowda S
- Location: Bangalore

DECLARATION:

I acknowledge that all the details provided by me are true to the best of my knowledge, hoping a favourable consideration.

Date:
Place: Bangalore   (AISHWARYA S)