**Maruthesh DM**

Mobile No: +91-8748879432 Email Id:marutheshdm30@gmail.com

**CARRER OBJECTIVE:**

To work in an organization where I am able to contribute to the organization's growth and profitability with my skills and in turn get an opportunity to gain exposure and expertise that would help me build ld a strong and successful career.

Academic Qualification

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Course | Institute Name | Board/University | Year of Passing | Percentage |
| B.E(Electrical & Electronics) | Shridevi Institute of Engg&Tech Tumkuru | Visvesvaraya Technological University Belagavi | 2016 | 63.42% |
| PUC | SSH Jain PU College Harapanahalli | Dept.of PUE,Karnataka | 2012 | 61% |
| SSLC | K C A High School Hadagali Road,Harapanah alli | Karnataka Secondary Education Examination Board | 2010 | 72.96% |

### Work Experience

## **Total Year's Experiences : 3.5 Year**

## Current Organization

Happiest Mind Technologies (Team-lease Payroll)

Project : Fluent Retail Support(L1 task monitoring infra and supporting I Infrs, IMSS - Business unit (BU)  
 Designation : System Administrator   
 Experience : From December 2020 of Till date

**Tools Worked on: JIRA Service Management**

**Roles and Responsibilities:**

\*Adding the user id to Organizations and Removing ( like General pants, Shevarshop, Farmer etc..).

\*Providing the access to the Jira service management for access the ticketing toll.

\*Providing the access to Lingo portal.

\*This is a Order management system if we received any pending payment or order stuck or work flow related issues etc.. we are assigning to our L2 team and Fluent SRE team.

\* Adding 2FA system( Production system) and Multifactoy Authentication.

\*Working on Severity Issue (SEV1, SEV2, SEV3, SEV4). Working on SOP( Standard operation Procedure ).

\* Slack for Chating process and Fluent mail for accessing updated mails.

## Previous Organization

## **Mercedes Benz Research and Development India Pvt Ltd(Payroll Of Nithyo infotech)**

### Project : ITI/GS Designation : System Engineer Experience : From September 2018- 9 of March 2020

### Past Experience

### Company Name : Evision technoserve pvt ltd

**Designation : Desktop Support Engineer L2**

**Experience : from September 2017 – August 2018**

**Roles and Responsibilities:**

**Current Organization**

* Knowledge of troubleshooting of all type of Laptop and desktop.
* Handling L1& L2 escalations with respect to Applications, Network and Domain.
* Providing Diagnosis, resolution and recovery for hardware/software problems.
* Knowledge of Windows installation troubleshooting and taking backup.
* Understand the upgradation of windows OS.
* Strong knowledge of OUTLOOK configuration and troubleshooting.
* Knowledge of taking backup of PST and OST in outlook.
* Can work on remote management like team viewer, RDC etc.
* Configuration and Troubleshooting of MS Outlook, Livemeeting, communicator2007R2/Lync 2010/2013 & Skype for business.
* Can manage disk partitions.
* Install, upgrade, support and troubleshoot Windows 7, 8 and windows 10 and Microsoft Office 2016, Microsoft office 2013, Microsoft Office 2010, Microsoft Office 2007 and any other authorized desktop applications.
* Installation and configuration of MS Office Applications.
* Installation of Anti-virus software has and lives updating virus definition.
* Remote Support for clients through MSTSC, Team Viewer.
* Managing remote location trough Remote Connection Tools like Remote Desktop, Team Viewer, and Microsoft Remote Assistance.
* Troubleshooting, installing and configuring Mail Clients like MS-Outlook.
* Installation & Configuration of McAfee Agent,McAfee DLP endpoint,McAfee Virus scan Enterprise.
* Solve internet related problem Configuration Basic TCP/IP Setting.
* Managing configuration part of all standard software as per the company policy.
* Networking Support (LAN), Like Cabling, NIC and Switch Management.
* Installation & troubleshooting of Citrix, ICA client, Network Connect, Juniper VPN, Java,SAP.Matlab, Eclipse, Engineer applications.
* Install the VMware-in (Linux machine centos) and Visual Studio , Visual Studio player.
* Active directory for reset the user password
* Managing DNS , DHCP and File servers
* Microsoft Patch deployment on all software in cosyma

Y

Technical support for patching window

**Tools Worked on:**

* **MobaXterm -** SSH client and several others network tools for remote computing and VMware installation in the Linux Machine.
* **Admin.Net -** Active Directory for Creating a User Profile in the Organization, Changing the Password, Adding the Hostname in the Virtual Network.
* **CoSyMa - (Corporate System Management) –** Creating the Hostname of the Computers Manually, Pushing the Image like Win 7 or Win 10 in the system from the servers and also for installing Applications from the Network (Backend) this tool been used.

***Skill Set***

**Technology:**

* **Operating System:**​Windows 7, Windows 10, Windows server 2008R2, 2012 R2.
* **Authentication:**​Active Directory Services, Group policy, Certificate services and DNS
* **Other Microsoft Technologies:**​DHCP, SCCM,
* **Other domains and Technology.**​CISM,

# Declaration

**Management:**

* **Team Management:** ​Conducting periodic performance reviews and assessments; Helping team in their work and ensuring effort reduction; Arranging Training sessions for team members
* **Customer Management**​: Arranging and attending customer weekly/monthly calls; Handling customer escalations; Delivery meeting customers quality expectations
* **Operations Management:** ​On-call support 24\*7​,​Shift roster preparation, Reviewing and Tracking daily Incident/Problem/Change Management calls.
* **Project Management**​:Preparation of project plan; Scheduled and accurate reporting
* **Vendor Management:** ​Call logging and coordination with vendor if required.
* **Governance:** ​Conducting periodic reviews and preparation of weekly/monthly reports; Service Level Management; managing internal audits and ensuring process compliance.

**Certifications Training Courses:** (**AWS Solution Architect Associate**)

* Working on Cloud Computing Technology on AWS (Amazon Web Services).
* Working on AWS services Like VPC, EC2, S3, Glacier, EBS, EFS, Cloud Watch, IAM,SNS, SES, Route 53, ELB, RDS.
* Working on High availability solutions in AWS Cloud Infrastructure using Route 53, ELBs service.
* **Server** related task like managed EC2 instances, creating AMI, snapshots, changing instance type, Key Pairs, creating new instance from AMI.
* **Storage** related task like disk addition, increase & decrease of existing disk using **EBS**, have worked on **S3 bucket** to store data.
* **Network** related task like setup of **VPC,** subnet, route table, Security Groups, Elastic IP.
* **Monitoring** related task like Creating alarms in **cloud watch** with the help of AWS GUI & CLI.

**Database** related task like changing instance type of RDS, monitoring and backup of RDS

**PERSONAL INFORMATION:**

Name : MARUTHESH D M

Father Name : JYOTHENDREPPA D M Date of Birth : 30/11/1993

Nationality : Indian

Languages knows : English, Kannada

**DECLARATION:**

I hereby declare that the above mentioned information is true to the Best of my knowledge and belief.

**Date: Maruthesh DM**

**Place:**  **Signature**