

# Arjunraj R R

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## SUMMARY

Entry-level System Administrator & Network Engineer with 5+ years of experience in insurance and inventory management domains. Skilled in Windows/Linux administration, networking, troubleshooting, and ITSM practices, with hands-on exposure to AWS, CI/CD pipelines, Terraform, Ansible, Docker, and Kubernetes. Proficient in LAN/WAN, VLANs, subnetting, routing protocols. Proficient in packet capture & analysis using Wireshark for troubleshooting. Strong in scripting, documentation, and automation, with the ability to adapt quickly and deliver efficient technical solutions.

## TECHNICAL SKILLS

### Networking & Security

- Understanding of OSI & TCP/IP models, IP addressing (IPv4/IPv6), subnetting
- DNS/DHCP, VPN concepts, firewall basics, and network monitoring tools (Wireshark, PRTG)
- LAN/WAN setup and troubleshooting
- Switching concepts: STP (Spanning Tree Protocol)
- Proficient in packet capture and analysis using Wireshark and PRTG for network diagnostics.

### System Administration

- Windows & Linux administration (user management, file systems, permissions, services)
- Remote access via RDP/SSH
- Basics of DHCP, DNS, and Group Policies

### Scripting & Automation

- Shell scripting (Bash) and basic Python for automation
- Automating routine tasks and deployments.

### Cloud & DevOps

- Hands-on experience with AWS services including EC2, S3, IAM, VPC, RDS, CloudWatch, and CloudFormation for cloud infrastructure management.
- Skilled in CI/CD pipeline setup using Jenkins, GitLab CI, and AWS CodePipeline with automation via Terraform and Ansible.
- Proficient in containerization using Docker, basic Kubernetes operations, and version control with Git and GitHub/GitLab.

## PROFESSIONAL EXPERIENCE

Genpact India Pvt. Ltd, Chennai, India

Jul 2023 – Sep 2024

*Process Developer*

- Provided technical and process support for US-based clients, ensuring application stability, system access, and issue resolution across Windows/Linux environments. Assisted teams with network connectivity, VPN setup, and cloud-based tools, gaining hands-on exposure to AWS fundamentals.

Solartis Technology Services Pvt. Ltd, Chennai, India

Dec 2019 – Jul 2023

*Senior Associate – Operations*

- Led a team of 15 members, managing daily operations, performance, and process improvements to ensure timely, high-quality deliverables within SLAs. Oversaw training, reporting, and quality checks while driving team productivity and client satisfaction.
- Processed electronic insurance policies by creating new submissions, renewals, and duplicates. Entered and verified customer, broker, and Line of Business (LOB) details in client systems. Communicated with carrier agents and underwriters to resolve queries and ensured timely submission within SLA.

WABCO India Ltd., Chennai, India

Mar 2019 – Sep 2019

*Assistant Inventory/Store Management*

- Managed inventory and procurement of motor spare parts for heavy vehicles, ensuring accurate stock levels and timely replenishment. Conducted regular stock counts and audits to identify variations and maintain optimal store value.

## ACADEMIC PROFILE

- **B.E Mechanical Engineering** at Jeppiaar Maamallan Engineering college (2018).

## CAREER ACHIEVEMENTS

- Promoted from **Operations Associate** to **Senior Process Associate** within 2 years, recognizing consistent performance, process knowledge, and leadership skills.

## SOFT SKILLS

- Problem-solving & troubleshooting
- Documentation & reporting
- Team collaboration & knowledge sharing
- Time management & adaptability