NIJAR GULABJOHN
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OBJECTIVE

As a self-motivated person, good team player and state learner, I am seeking a challenging assignment and responsibility that will enable me to use my skills and experience and define a comprehensive career for myself and contribute to the growth of the progressive organization.

PROFESSIONAL SUMMARY

- Offering 4 years of experience in Servers & URLs Monitoring (Windows & Linux) and Incident Management.
- Extensive experience in handling 911/411 issues as per the incident priority.
- Strong expertise in ticketing tools like Freshservice & Service-now.
- Having good knowledge and hands on experience in Servers/URLs Monitoring tools like SolarWinds, AppDynamics, Site 24*7, Database monitoring and Dynatrace.
- Good knowledge and experience in Network Configuration Management and Network Performance Monitoring using an application Orion (SolarWinds).
- An effective communicator with excellent and strong analytical, decision making, problem solving & organizational abilities and possesses interest in Listening to music.

WORK EXPERIENCE

- 2 years of experience in Cognizant Technology Solutions, Chennai as an Analyst. (2018 – 2020)
- Currently working as a Monitoring Engineer in Likewize Corp, Chennai. (2020 – present)

ACADEMIC HISTORY

B. Tech – Information Technology from Sri Eshwar College of Engineering, Coimbatore.

PROJECT

1. Project name: Information Technology Service
   Assurance (Cognizant)
   Client name: Aflac Insurance
   DESCRIPTION:
   ITSA provides a 24/5 support for the US based Aflac Insurance Company in monitoring all their Servers, Applications and related issues.

2. Project name: NOC Monitoring (Likewize)
   DESCRIPTION:
   Likewize Corp is a Product based company in which we use to provide a 24/5 monitoring support for all the applications and servers built in globally.

RESPONSIBILITIES:

- Handling the 911/411 issues by engaging the application teams to look into it and providing further information about the application or servers accordingly through emails.
- Monitoring all the servers and Network devices in a 24/5 support.
- Create, Delete and Modify the monitor setup as per the requirements from the application teams for supporting their applications.
- Notifying the application owners if any server or a service goes down.
- Creating a ticket for each and every alert during monitoring and also for issues while engaging the server teams.
- Respond or take necessary action for an alert or an email within a 15 minute of SLA (Service Level Agreement).
- Providing a support during monthly server patching (DEV/INT/SYST) and performing validations once after the completion of all the servers.

- Preparing a daily FLR (First Level Resolution) reports and perform monthly ticket audits.
- Creating a trouble ticket with an external vendor such as ATT, Level(3) and Verizon in order to troubleshoot if a Network device goes down or shows any errors.
- Providing a Remote Desktop Server support.
- Providing Computer Management Support.
- Performing a daily Open Ticket Analysis to keep track of the created tickets accordingly.

TECHNICAL EXPERTISE:
- Operating System   : Windows and Linux.
- Computer Skills   : Active Directory Management, Computer Management Services, Remote Desktop Services and Troubleshooting, MS Office.
- Networking Tool   : Orion (SolarWinds)
- Monitoring Tools   : SolarWinds, AppDynamics, Site 24*7 website monitoring, Dynatrace and DPA instance monitoring (Database).
- Ticketing Tool   : Freshservice & Service-now.

DECLARATION

I hereby declare that above mentioned details are true to the best of my knowledge.

Place: Coimbatore   Signature

Date: