CURRICULUM VITAE

# MAHENDER SINGH

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**CAREER/OBJECTIVE**

To secure System Admin position as well as cloud architect with a successful, well-established organization that will enable me to grow professionally while contributing to the company’s goals and objectives

**WORKING EXPERIENCE**

**Jan. 2014 onwards IBM India Pvt. Ltd**

DESIGNATION: Senior Operation Professional. (Linux Engineer)

CLIENT: **BSNL - Noida**

FROM: Jan. 2021onwards

DESIGNATION: Working as DCO coordinator (Linux Administrator) at BSNL Noida DCO center.

* Responsible for managing all Linux servers at DCO center for BSNL Noida
* Installation &Configuration of Centos/SLES12/RHEL 6.x/7.x on Dell, HP, Lenovo and on Virtual servers.
* Working 24\*7 supports for the environment with the help of monitoring and ticketing tools.
* Performing User Administration: add/delete/modify users & user groups and respective privilege and resource permissions using SUID, SGID and Sticky bit.
* Analyzing and troubleshooting backup failures, cron job failures and SSH login failures.
* Manging HP Superdome servers for HANA Database.
* Coordinating with HP for HP superdome servers and sharing logs with HP.
* Able to work on HP RMC during HP sessions.
* Fetching and uploding logs of FTP link (IDC, AHS, Appcollect etc.)
* Working with HP for SUSE upgrade on VR session.
* Configuring LVM With Extend & Resize. Taking file system Backup via advanced LVM commands.
* Performing Linux Server Patching with the help of Red Hat Satellite.
* Automate tasks with the help of Crontab.
* Having basic knowledge of Bash Scripting.
* Perform all duties relating to Linux system administration, hardware and software technical support, in a fast-paced, multiplatform, heterogeneous Linux environment.

CLIENT: **Glaxo SmithKline Consumer Healthcare. - Gurgaon**

FROM: Oct. 2018to Dec. 2020

**DESIGNATION**: Worked as Linux system Administrator – Gurgaon Head Office, R&D Centers, Manufacturing plants and Depots across PAN India.

* Responsible for managing 1500+ Linux servers for Glaxo Smith SmithKline Consumer Healthcare across PAN India.
* System performance monitoring and Server Hardening as per customer checklist.
* Ticketing Tools known: ServiceNow and Remedy
* Analyzing the performance of the Linux system to identify memory, disk I/O and network problems.
* Analyzing and troubleshooting backup failures, cron job failures and SSH login failures.
* Configuring LVM With Extend & Resize. Taking file system Backup via advanced LVM commands.
* Installing & Configuring NFS, NFS with Autofs and Interface Bonding.
* Knowledge of Symlinks and Hardlinks.
* Installation and Configuration of IDM (Identity Management) server for Identity and Access Management.
* Configuration of IDM client and rolling out in IDM server.
* Creating and Managing IDM users and Groups.

CLIENT: **Maruti Suzuki India Ltd. - Gurgaon**

FROM: August 2015to Sept. 2018

**DESIGNATION**: Worked as Asset coordinator for Maruti Suzuki India Ltd. for all location – Gurgaon Plant, Manesar Plant and all regional offices across PAN India.

* Responsible for managing overall IT Assets (Hardware and Software) for Maruti Suzuki India Limited across PAN India locations.
* Keeping record of IT Assets, documents, software licenses etc using symphony tool.
* Software License Compliance Report: Generate & consolidate a detailed picture about the license compliance status viz., In Compliance, Over Licensed, Under Licensed.
* Using SCCM 2007 and 2012 for managing software license usage throughout MSIL
* Avoid penalty for Non-Compliance of Software Licensing during Software License Audits
* Review and take appropriate actions (approve or reject) on IT Service Requests for software installations
* Periodically report and verify all software, versions & volumes installed on MSIL infrastructure
* Identify the software that is over-licensed/ under-licensed
* Maintaining an Inventory of installed software/Periodic inventory together the license repository status.

CLIENT**: Bharti Retail Ltd. - Gurgaon**

FROM : Jan 2014 to Jul2015

**DESIGNATION**: Worked as a Shift Lead for Service Desk support services “store support for 200+ sites” for all format stores (Small, Medium, Best Price & DC’s).

* Responsible for stores routine issues in respect to (Hardware, Application & Network) for all stores formats.
* Managing Service desk with a team of 20+ executives (L1 & L2 level)
* Regular Review meetings & discussion with supported vendors to provide better services.
* Regular meetings with business central team for region open issue and support feedback for the improvement of better services
* Follow-ups with Admin/facility team for Power/UPS breakdown downs along with Preventive Maintenance & electrical Audits for stores.
* Involvement in new stores openings with field vendors & team for Hardware/Application setup.
* Coordination with multiple vendors for hardware breakdowns calls and follow-ups till closer.
* Coordination with network vendors and centrals team for early restoration of down links.
* Maintaining MIS reports (Weekly, Monthly, Quarterly) of tickets & links outages.

## **TECHNICAL QUALIFICATION**

* Certificate Course in Computer Assembling & Maintenance from HARDICON-Delhi, Feb.-2001
* One Year Diploma in Computer System Maintenance from CEDTI (Centre for Electronics Design & Technology of India, Ministry of IT- Govt.of India), in 2001-2002
* Advance Diploma in Network-Management from CEDTI, in 2002-2003
* Diploma in Computer Applications from Sterlite Foundation of India – 2001

## **ACADEMIC QUALIFICATION**

* Matriculation From CBSE – Delhi
* 10+2 From CBSE- Delhi
* Graduation - B. Com from University of Delhi -2003

**Date:**

**Place:**  (MAHENDER SINGH)