



Curriculum Vitae

Santhosh Ramachandra
N0 92 Michaelpalyam, Indiranagar, CMH.
Bangalore.
Primary E-mail ID: santoshaar2006@gmail.com
Mobile – 9740657627

Website: <https://santoshaarblogs.wordpress.com/>
Facebook: <https://www.facebook.com/santhosh.rchand>
Linkedin: <https://www.linkedin.com/in/santhosh-rchand/>

Career objective: -

**To achieve excellent growth in organization through Efficiency and professionalism.
To work on projects which will help the organization grow or team grow to next level.**

Professional Profile

- 15 years+ working in IT industry.
- IT infrastructure event management and troubleshooting application and servers.
- IT infra-Projects, Application and server management, Major incidents operations.
- Thin client support and demonstrate thin clients to customers.
- Technical support to internal users, manage active directory.
- Application server monitoring using Moogsoft and AppDynamics.
- Manage internal applications, monitoring application urls and cloud monitoring.
- Documentation and training skills
- Amazon web services
- Hadoop Administration
- Project Management.

Certification and Rewards

- Completed White belt and Yellow belt certification at McAfee
- Achieved Million Dollar Rookie Rewards for best newly joined Engineer.
- Achieved Best CSAT Reward.
- Achieved Best employee of Quarter Rewards.
- Completed ITIL foundation certification
- Completed AWS foundation certification.
- Completed AWS sysops Certification
- Completed ITIL V4 certification.
- Completed Microsoft Azure Az 104 Certification
- Pursuing Cloud Master program from Simply Learn.

Professional Experience

Organization: McAfee Software India Pvt Ltd
Designation: IT specialist
Duration: March 2011 to till date

Current Job Roles and Responsibilities as IT support specialist.

- Monitor server, AWS, internal and external application, websites using Moogsoft and Appdynamics.
- URL monitoring, check and validate url failures
- Appdynamics synthetic checks, perform validations for synthetic transactions.
- Debug the failures and find the exact url failures in the transactions
- Database monitoring for hybrid infra, fix issues related to DB availability and DB connectivity.
- Use AppDynamics tool to validate health rule violations, API monitoring and troubleshoot using Application flow map.
- Basic Hadoop monitoring for hbase, MongoDB. Casandra,
- AWS infra monitoring using cloudwatch, Https request and response.
- Azure alerts monitoring email alerts and fix issue related to instances.
- Work with team to fix issues related to AWS cloud watch alerts.
- Azure email alerts for McAfee application infra, troubleshoot Azure alerts.
- VMware ESX host, storage, VM monitoring.
- Check Database connection, Listener service
- Create Documentation and maintain runbooks for applications.
- Work on Projects related to Application on-boarding, decommission, commission new servers infra, application.
- Coordinating with application owners for new applications onboarding and gather more information on servers, application flow, and create runbooks based on this information.
- Working on Service now ticketing tool on incident, task and request.

Event Management

Roles and Responsibilities in GOC (Global operations Center)

- Manage L1 Events using Moogsoft and AppDynamics
- Event validation of Network events create tickets for valid events.
- Event Validation of Server related events create tickets for valid events.
- Event Validation of Application related events create tickets for valid events.
- Add Annotations for false positive events
- Work on Incident for Events and escalate tickets to appropriate team

Promoted as Senior Servicedesk Engineer

Roles and Responsibilities as Senior Servicedesk Engineer

- New hire onboard training – Provide training to newly joined engineers.
- Shift management – Manage Shift and other Engineers
- Floor Support – Provide floor support walk-in to engineers and clear doubts based on the process and technology
- **Major incident management** – Start Major incident for high priority issues which affects McAfee revenue and business.
- Change request – Make sure all change management notification is sent to end users.
- Train a topic a day: Randomly pick up topic a day and discuss in the shift with other Engineers.
- Case Scrubbing: Check the old cases in the Engineers queue and make sure all the pending tickets are closed
- Ticket escalation to Sr Engineers: Work on Escalation tickets for which there is no document and create document that includes process and technology.
- DSAT Control: Review the DSAT received by Engineers and provide feedback to Engineers and come up with new plans to avoid.
- Knowledge base Management: Create new knowledge base articles for new Engineers which is not having Documents and upload the document on SharePoint.
- Ticket Technical review: Review the tickets for Engineers and provide feedback to engineers if there is something missing in technical information provided to users.
- Escalation management. Manage Escalation mail box and make sure issues are fixed on priority.

Roles and responsibilities as Service desk Engineer- McAfee

- Working on Incident management
- Work on BSM tool for incident, task, request, Change request and problem tickets
- Manage Active directory on Windows 2003 server and Windows server 2008. Manage User accounts.

- Create accounts, delete accounts, password reset.
- Manage User mailbox on Windows exchange server 2007
- Create Mailbox for users, based on approvals and business justification.
- Manage User Mailbox in Exchange 2007.
- Troubleshooting VPN issues related to RSA tokens.
- Creating VPN accounts, Manager RSA secure id tokens.
- Troubleshoot issues with Outlook and blackberry.
- Manage Web accounts for different internal websites.
- Send Business Maintenance communication to users notify about regular server Maintenance.

LINUX SUPPORT – (Ubuntu, Redhat, Cent OS)

- Provide basic Linux support to Users using Ubuntu.
- Provide support on accessing internal resources.
- Installing and configuring Citrix on Ubuntu.
- Installing and configuring VPN on Ubuntu.

Organization: **Devon IT (Medisol Pvt ltd)**

Designation: **Senior Technical support Engineer**

Duration: **17th Nov 2008 – 4th March 2011**

Worked for Devon IT as Senior Technical support Engineer for Devon IT Supporting Devon Thin clients.

Supporting TC2, TC5, and VDI blaster software. (Linux and windows based thin clients)
Based on RDP, Virtualization, Citrix, and VPN connections.

Roles and Responsibilities as Senior Technical support Engineer

- Handling both L1 and L2 calls.
- Creating Tickets in Salesforce for all incoming calls.
- Creating RMA cases (Return material Authorization)
- Follow-up Tickets by phone and email.
- Testing Linux based thin clients with RDP connection with Windows server 2003, Windows server 2008, and Windows server 2008R2.
- Perform basic troubleshooting for VMware issues and Citrix issues.
- Updating data base and Ticket notes.

Organization: HP
Designation: Technical Support Engineer
Duration: 3rd Sept 2007 – 07th Nov 2008

Roles and Responsibilities as technical support Engineer

Provide technical chat support for HP desktops and laptop end-users
Troubleshoot desktops, laptops, printers.

Organization: ISEVA
Designation: Technical Support Engineer
Duration: 10th April 2006 – August 15 2007

Roles and Responsibilities as Technical support Engineer

- Sales support in Virus removal team for Symantec
- Supporting Norton Antivirus and Norton internet security products.
- Provide Chat support for Symantec users.
- Troubleshoot Norton Antivirus, Norton internet security, Norton 360 products

Educational qualification

Kairalee Nikethan English high school, Bangalore

Date - 2000

SSLC completed from KNEHS. Bangalore.

Oxford Polytechnic, Bangalore

Date – 2000 - 2004

DIPLOMA in Electronics and Telecommunication Engineering from The Oxford Polytechnic.

Karnataka State Open University, Mysore.

Date – 2011

Bachelor of Science in Information Technology.

Alliance University

Date: 2019

Executive Post Graduation Diploma in Management(specialization: project management)
Bangalore.

Personal Details

Fathers name: C. Ramachandra

Mothers Name: Jayalakshmi

Date of Birth: - 17-08-1983

Marital status: Married

Languages known

- **TO Speak:** English, Hindi, Kannada, Telugu
- **TO Read:** - English.
- **TO WRITE:** English.

Hobbies -

- Listening to Music
- Cycling
- Long ride on cycles
- Read books
- Blogging and journaling

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

PLACE: - BANGALORE

DATE:

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