# DHANASEKAR V

**Microsoft Azure Devops certified**

Having 6 Years and 3 Months of experience in IT environment managing server infrastructure and effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.

## CONTACT ME

**Address**
1-185 Periya Street, Thadur Village and Post, Thiruttani TK, Thiruvallur DS, Pin - 631205

**Phone**
7448301712

**Email**
dhanasekarvill5@gmail.com

## PRO SKILLS

**WINDOW SERVER**

**Linux**

**Networking**

**AZURE**

**AWS**

## LANUAGE

Tamil (Read, Write, Speak)

English (Read, Write, Speak)

Telugu (Speak)

## EXPERIENCE

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|---|---|
| **June 2012 – till date** | I worked as System administrator in Sankara software services pvt ltd. Here we are working on .Net projects. As per the client requirements we are create the JIRA, Build servers, Deployment via Jenkins and monitoring Zabbix, watchdog |
| **Jan 2019 – Jan 2022** | I worked as Desktop support Engineer under Reliance Jio Infocomm Ltd on payroll of Aforeseve Ltd.On my Tenure I handled Asset Management, Vendor Management, SCCM, Network & Citrix provided support to users approx. 3000+ |
| **April 2016 – July2018** | I worked as Technical Support Engineer under Income Tax Department on payroll of Origin ITFS Pvt Ltd.On my Tenure I handled Laptop and desktop Hardware, Asset Management, Vendor Management, Application Remote support and Network provided support to users approx. 1500+ |

## EDUCATION

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|---|---|
| **2011 – 2014**<br>**ANNA UNIVERSITY** | 6.67 % (BE ECE)<br>Sri Venkateshwara college science and Technology (Tiruvallur) |
| **2009 – 2011**<br>**TODE** | 84.8 % (DECE)<br>Jaya Polytechnic college (Thiruniravur) |
| **2007 – 2009**<br>**STATE BOARD** | 55.7 %<br>St. Charlesh. Hr. Sec. School |
| **2007**<br>**STATE BOARD** | 77 %<br>St. Charlesh. Hr. Sec. School |

## CERTIFICATION

- Windows Server 2019 (Course completed)

- VMware ESXi 6.5 (Course completed)

- Azure Devops certified

**Working Experience:**

      **Employer**                  **: Sankara Software Services Pvt Ltd**

      **Designation**              **: Jun 22 - till date**

      **Duration**                   **: System Administrator**

**Job Responsibilities**

- Software Configuration management (Automate CI & CD pipe using Ansible, Maven, Jenkins & GIT).

- Perform Build activities using Maven and Jenkins tool.

- Coordinate/assist developers with establishing and applying appropriate branching, labelling/naming conventions using Git source control.

- Analyse and resolve conflicts related to merging of source code for GIT.

- Resolved merging issues during rebasing and re-integrating branches by conducting meetings with Development Team Leads.

- We work very closely with Developers and Build & Release team. We setup Jenkins server & nodes for build and release team as per request.

- We are recently working on Docker and have successfully setup a Dev & Test environment for Developers and testers by using Dockers build & compose.

- Supported and developed tools for integration, automated testing and release management.

      **Employer**                  **: Aforserve.com Limited**

      **Designation**              **: Jan 19- Jan 2022**

      **Duration**                   **: Desktop support engineer**

**Job Responsibilities**

- Primary responsibility Is to work on the existing or new incidents and service requests and tasks

- Escalation points for L1 and triage the unresolved incidents or Requests to L3

- Installation and configuration of Windows based operating systems (win 7 and win10)

- Software installations and troubleshooting of all types of customer-oriented field problems, network setting for TCP/IP and Internet setup.

- Trouble shooting of all types of Hardware and software applications problems.

- Configuring & troubleshooting of Desktop/Laptops for L1 backup and recovery.

- Configuring & troubleshooting of printer, scanner & LAN related issues reported by users

- Exposure in Active Directory user creation & deletion

- Maintenance and Troubleshooting of connectivity problems using Ping, Trace route.

- Trouble shooting hardware, software & networking problems.

- User group policies creation & modification

- Installation and troubleshooting of virus issues through Symantec Endpoint Protection antivirus.

- Password creation & resetting to end users through remote desktop
- Good experience in configuring & troubleshooting of MS Outlook 2007,2010,2013,2016 and O365.
- Remotely resolving application problems and network problems and mail configurations through net meeting, remote desktop sharing.
- Resolving tickets with in the SLA which is raised from End User side.
- Maintaining Assets through Asset Management Tools
- Design and integrate specifications for systems
- Participate in an on-call rotation
- Recommend new processes and procedures, equipment and software
- Act as a senior resource for other System Engineers and for the team

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|---|---|---|
| **Employer** | : | **Origin ITFS Pvt Ltd.** |
| **Designation** | : | **IT Technical Support Engineer.** |
| **Duration** | : | **April 2016 to July 2018.** |

**Job Responsibilities**

- Troubleshooting the hardware related problems (Like SMPS, RAM, HDD, Key board, Mouse, Mother Board and Processor)
- Install hardware and software applications.
- Outlook Configuration and Troubleshooting Outlook related problems.
- Creating and managing the shared folders to the users.
- Installing and troubleshooting printers, multi-function printers and scanners.
- Cabling & Crimping UTP cables (cat5&cat6).
- Well configuration knowledge in IP addressing.