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PROFESSIONAL SUMMARY

Technical Summary:

- ❖ **Around 2 Years of experience in Configuration Management and support.**
- ❖ Hands-on experience in **Git, GitHub, Windows, Linux, Helpdesk Ticketing tool (ServiceDesk).**
- ❖ Hands-on experience in managing repositories and giving access to the user as per the requirements. Resolving the access issue for GitHub users.
- ❖ Configuring and managing Windows server 2008r2, 2012, 2016, 2019.
- ❖ Configuring and managing roles such as **DNS**, **IAM, S3, Amazon Web Services** (**AWS**), Creating **EC2** Instances, Group policy.
- ❖ Hands-on experience on Installation of **Jenkins** custom Plugins and Integrated with other tools.
- ❖ Proficient in building and configuring VMs in Windows, Linux, and Ubuntu platforms.
- ❖ Managing user accounts and groups within the Domain Environment.
- ❖ Installation of requested software's in the servers as per the requirements.
- ❖ Resolving the tickets and managing the ticket queue.
- ❖ Adding the user to the role group as per the requirements.
- ❖ Generating SSl internal certificate for the application before expiring.
- ❖ Environment setup will be created as per the requirement and providing admin and RDP access to the role group.
- ❖ checking the issues related to application, we will check the services are up and running.
- ❖ Hands-on experience on windows 2012, 2016 2019 and Linux servers.
- ❖ Installing packages in Linux machine.
- ❖ Track, monitor and support all helpdesk tickets and provide the resolution on time.
- ❖ Installation and configuration of IIS, messaging queue and telnet client, enabling MSDTC as per the request.
- ❖ Logging, categorizing, prioritizing, and tracking incidents or alarms reported by user or monitoring tools.
- ❖ Pre-requisites installation in the requested servers as per the requirement.
- ❖ Collaborated with cross-functional teams to address recurring technical issues and improve product reliability.
- ❖ Installing and configuring Windows and Linux desktop and adding the users in Active Directory- (Maintenance, Group Policy, Permissions),

Domain	: eDiscovery Application
List of Major Technologies	: Windows, GitHub, Linux – CentOS, Ubuntu, AWS
	EC2, IAM, ServiceDesk

PROFESSIONAL EXPERIENCE

❖ Worked as **Phone Banking Officer** at **ADFC PVT.LTD. (INDIA)** from **Dec 2012** to **May 2015**

❖ Worked as **Customer Relationship Officer** at **bank bazaar** from **Nov 2016** to **Sep 2017**

❖ Completed **AWS and Devops** in **Greens Technology (March 2021 - July 2021) and Worked in Real Time Project.**

❖ Working As **Associate Configuration Management Engineer** in **Consilio India Private Limited** from **September 2021 - Till Date**

WORK SUMMARY:

- Installing and configuring GIT, Jenkins, Dotnet, Vc++, Lotus Notes, as per the user requirements.

- Creating the branches and providing branch protection rule as per the request.

- Creation of new virtual machines as per the requirements

- Performing User Administration - creation, deletion, quotas, permissions, and file system

- Installing packages on Linux servers using YUM and RPM utilities.

- Performing Mount and unmount operations on file systems.

- LVM - creating file systems, increasing the file system size as per the requirement.
- Knowledge in Linux.
- Launching Amazon EC2 Cloud Instances using Amazon Web Services (Linux/ Ubuntu).
- Installed application on AWS EC2 instances.
- Managing user accounts and groups within the Domain Environment.
- Installation of requested software's in the servers as per the requirements.
- Resolving the tickets and managing the ticket queue.
- Adding the user to the role group as per the requirements.

IT FORTE

▯	**Version Control Tools**	:	**GIT**
▯	**Operating Systems**	:	**Windows, Linux**
▯	**Cloud Environments**	:	**AWS**
▯	**Scripting language**	:	**Basic Python Language**

Declaration:

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

Place: Chennai   M.Sindhu