

**Name**: - Sarika Rajaram Pangul Mail [**ID**:- pangul.sarika@gmail.com](mailto:ID:-%20pangul.sarika@gmail.com) **Contact No.** : - 8356068098

**PAN No:** - CWSPP9121R



**Career Objective:**

To work with a company that provides a healthy work culture. This will help me to learn new skills and develop expertise. I want to contribute towards realizing organization’s vision and become its integral part.



**Profile:**

Experienced in Windows, ServiceNow, Jira, AWS Cloud Computing Technology, Linux System Administration (Redhat, CentOS), Application Web Servers(IIS, Apache-Tomcat, HAProxy), Database Servers(MySQL, PostgreSQL), Monitoring Tool(NagiosXI, ITRS Geneos, Network Analyzer), DevOps Automation Technology Tools(Ansible, Jenkins, Github,bitbucket) and ITIL Process.



**Professional Experience:**

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| **Organization : Destar Consulting Pvt. Ltd**.  **Duration : 4th July 2022 to 22nd Sep 2023**  **Designation : Support Analyst**  **Client : BNP Paribas India Solutions**  **Roles and Responsibility:**   * Handle all admins related tasks on different systems i.e. order and build servers, setup accounts, DNS aliases, configuration changes, scheduled jobs, weekend reboot, raise incidents and change for releases…etc. * Document all configuration and procedure related to systems. * Needs to work closely with different development teams to design and document a solution for their requirements. * Manage all enterprise systems (mostly JAVA and .NET based) and running healthy. * Work with project teams to complete new migration projects migration. * Provide Production Services with 3rd level support related to Application Environment, Infrastructure and Operational issues. * Determine root cause and defining action plans to prevent future application outages. * Renewal of Global Certificates (SSL,PGP,GPG).   **Technical Tools and Product:**   * + CyberArk Account management   + Jira, ServiceNow, Marketplace Tool   + Jenkins , Bitbucket, MQ   + ITRS Geneos,Dynatrace and Monitoring Tool and Altiris Custom Tool   + RSAT,BMC Tool and Kibana   + Autosys,CFT,SFTP ,SMTP,Firewall Managemet |

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| **Organization : Capgemini Technology Services India Limited.**  **Duration : 6th May 2020 to 20th June 2022.**  **Designation : Consultant (Infrastructure Engineer).**  **Client : American Family Insurance Company.**  **AMFAM Project Tasks :**   * Install Maintain, Upgrade and Improve Organizations Hosted production systems. * Working on Source Code Management, Configuration Management and Deployment. * Building and Maintaining production environments with scalability, reliability, monitoring, security, and high performance. * Installation, Configuration and Troubleshooting of NagiosXI Server for Network devices monitoring like Routers, Switches, Firewalls and APs. * Work with project teams to complete new client implementation or existing client’s upgrade of Organizations products. * Play an integral role in providing monitoring and diagnosis of technical issues with Organizations hosted production systems. * Provide Production Services with 3rd level support related to Application Environment, Infrastructure and Operational issues. * Create Documentation and adhere to Organizations Change Control process. * Hardening and Closing the all Application security points of Linux Servers, Web Application Servers as per the security team guidelines.   **Technical Tools and Product:**   * ServiceNow, Network Analyzer, AWS Cloud , MySql DB, NagiosXI. |

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| **Organization : UST Global.**  **Duration : 13th Oct 2017 to 3rd April 2020.**  **Designation : System Engineer.**  **Client : MAHA-IT Government Project.**  **MAHA-IT Project Tasks :**   * Installation, configuration and troubleshoot of Apache, Tomcat webservers. * Write a bash scripts for log rotation and schedule the scripts in Cron job as per the requirement. * Installation and configuration of Linux servers. * Scheduling jobs using Crontabs and at. Linux User management. * Linux File system management using LVM and Booting Process. * Software package installation using YUM and REPO. * Use of soft links and hard links in Linux. * Network monitoring using Tcpdump, ncat, nmap, netstat and SAR. * Worked On Linux Run levels. * Kernel Tuning, Logs management in Linux * Postgresql Database, configuration of replication and query making.   **Technical Tools and Product:**   * CentOS-7,Linux,PostgresSQL,Ansible, Apache, Tomcat ,WinSCP, FTP, NFS.   **Organization : Allied Digital Services Limited.**  **Duration : 21st March 2016 to 9th Oct 2017.**  **Designation : IT Helpdesk Executive.**  **Client : The Mobile Stores-ESSAR.**  **ESSAR Project Tasks :**   * Logging, categorizing, and prioritizing all calls * Providing first-line investigation and problem diagnosis. * Resolving incidents or service requests when first contacted or whenever possible. * Escalating incidents and service requests that cannot be resolved within agreed-on time limits. * Diagnose and rectify any issues in computer hardware, software, services and applications.   **Technical Tools and Product:**   * ServiceNow, Windows Configuration, Remote Desktop Tool. |



**Educational Qualification:**

Completed Bachelor degree in Information Technology from Pune Vidyarthi Griha’s College of Science and Technology, Mumbai in 2015.

* AWS Architect Associate Training



**Training and Course:**

* Devops From Logiclabs Technologies
* RHCE and RHCSA Training
* ITIL 4 and ServiceNow Administration Internally Completed



**Personal Details:**

**Spouse Name :** Sarika Shankar Bandal.

**Present Address :** 42/1st Floor,Triveni Sadan -2,Mahadev Palav Marg,Curry Raod Station,

Mumbai **–** 400012.

**Date of birth :** 19th June 1995.

**Marital status :** Married.

**Languages Known :** English, Hindi and Marathi.

**Hobbies :** Organizing Events, Playing Badminton, Trekking, Watching movies**.**



**Declaration:**

The above information is true to the best of my knowledge and belief.

**Date: Yours Faithfully,**

**Place: Mumbai (Sarika Rajaram Pangul)**