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**IT Operation Engineer**

**Address**

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**Phone**

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evan\_ks@yahoo.com

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Evaneswaran Kalliappen

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Skills and Characteristics

Personal Info

Experience

**2018-06**

**Present**

**Level 3 IT Operation Engineer**

*At DXC Technology, Cyberjaya Malaysia*

*Work Scope and Responsibility Involves Mainly*

*Virtualization (Team Lead):*

* Strong experience in managing **Microsoft Hyper-V and VMware** vSphere farm.
* Provide deep level assistance or troubleshooting if L2 engineer unable to solve the issue.
* Fully responsible for Change, Incident and Problem Management (**ITIL Certified**).
* Lead the team during the escalation period.
* Liaise with vendor for deep level troubleshooting (ex. **Microsoft, HPE, RedHat and application vendor**)
* Responsible for maintaining a good capacity on the environment.
* Accept project works, such as hypervisor patching, firmware upgrade and tool installation.
* Work together with the onsite engineer (datacenter)
* Experience in handling both **standalone blades and blades in enclosures.**
* Exposed to both **HPE and DELL hardware**.

*Cloud:*

* Managed **HP Helion – HP Private Cloud**
* Responsible to for both physical server and virtual server provision.
* Make sure the provision achieved the agreed SLA.
* Troubleshoot the failed flow.
* Experienced in handling **CSA, HPOO, SPM (HP Private Cloud Component)**
* Manage the capacity in environment so that the provision doesn’t get failed when user order for the new server.

*Backup:*

* Experienced in handling backup using **Microfocus’s Data Protector**.
* Task involves, creating backup schedules, check and rerun the failed jobs.
* Work with server operation team to identify the root cause for the failed jobs.
* Perform server restores whenever upon request.
* Make sure the servers have backup configured and have a health copy of backup.

Committed

Team player

Critical thinking

Actively contributes ideas on daily work and project

Proactive and self-motivated

Friendly colleague



Language

English

Malay

Tamil

*Fluent*

*Intermediate*

*Basic*

*Fluent*

*Basic*

*Fluent*

Hobbies

* Football & Futsal
* Music
* Hiking
* Movies



*Scripting:*

* Have a fair knowledge on PowerShell and Ansible scripting.
* Use simple PowerShell scripts to automate daily operation (for Windows).
* Experienced in creating multiple playbooks using Ansible

for operation use.

**Junior Programmer – Banking Industry**

*At Finexus Sdn Bhd*

*Roles and Responsibilities:*

* Involved in project planning, design, development and testing. Participate the SIT and UAT.
* Provide support for users (IT support team in banks) whenever needed. Support also includes adding new features or hot fixes.
* Prepare documentation as manual for the users.

*Language and Tools:*

* Fair knowledge in Javascript, CSS, Java, PHP and MySQL.
* Used struts framework.
* IDE: Visual Basic, Netbeans, Squirrel SQL Client, MySQL Workbench

**2016-10**

**2018-01**



**Bachelor of Computer Science with Honours (Software Engineering) - 2016**

*University Malaysia Sabah (UMS), KK, Malaysia.*

**Malaysian Higher School Certificate (STPM- Science Stream, Biology) - 2011**

*Sekolah Menengah Kebangsaan Methodist (ACS)*

**Malaysian Certificate of Education (SPM) - 2009**

*Sekolah Menengah Kebangsaan Buntong, Ipoh*

**2015-02**

**2015-07**

**Internship – IT Infra Team**

*At AUO Sunpower Sdn Bhd, Melaka, Malaysia*

*Responsibilities and achievements:*

* Assist the senior engineers in daily operation
* Built a simple meal allowance checker system using PHP.

Education

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*Former General Manager Biopep Malaysia SDN. BHD*

*013 – 9200636*

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REFERENCES