

HARIPRASAD SINGUPURAM

Technical Support Engineer / Production Support Engineer

+91 6305236100 — LinkedIn — Portfolio

EDUCATION

SIDDARTHA DEGREE College

BSc Computers

03/2024

Professional Summary

A system Engineer, NOC Operations & ITIL expert of 2+ years' experience with technical Support as the primary tasks. Subject matter expertise in Information Systems, Administration, and support Projects with ITIL.

SKILLS

- NOC operations
- Monitoring and alerting
- Splunk
- Zabbix
- PagerDuty
- Service Now
- SolarWinds
- Dynatrace
- Windows
- Linux
- ACTIVE DIRECTORY
- AWS
- Alert site

WORK HISTORY

IT OPERATIONS ENGINEER

03/2023 to Current

Wipro, Hyderabad, India

- Responsible for managing the shift, Schedule and running Daily/Weekly Client meetings, critical incidents and regular health checks of servers and applications during shifts
- Responsible for maintaining Servers and applications, perform regular and proactive monitoring to maintain stability of production and non-production environments 24x7
- Take ownership of incidents and requests, working directly with user/support team to investigate, troubleshoot and resolve technical issues
- Currently handling the role: Head of KB articles, responsible for Streamline process, create, and update process & knowledgebase articles for action support consistency
- Front line support for Management of Infrastructure monitoring metrics using Shared dashboards, NOC platform (PagerDuty, Zabbix)
- Coordinate/escalate with internal teams to ensure practical and efficient incident investigation and resolution
- Working experience on Windows based infrastructure
- Troubleshooting Windows server down/service down, disk/CPU issues
- Performing Operations of IT Service Management including Incident, Change, Service Request, and Problem Management on Service Now

- Respond, troubleshoot, resolve production alerts & analyze trends to proactively prevent incidents
- Manage day-to-day operations including ticketing, incident management, scheduling, and time management
- Co-ordinate with multiple teams to get the issue resolved within SLA

Professional Summary Skills

- Responding to a reported service incident, identifying the cause and initiating the incident management process
- Prioritizing incidents according to their urgency and influence on the business
- Owned incident communication with global clients led P1/P2/MI bridge calls, prepared incident reports, and ensured SLA compliance
- Performing Operations of IT Service Management including Incident, Change, Service Request, and Problem Management on ServiceNow
- Configured, maintained, and optimized enterprise firewalls to ensure secure network operations.
- Handling MI (Major Incident) calls with the client-side team involved
- Basic Knowledge of Amazon Web Services (AWS) services
- Resolve cases per productivity, performance and SLA standards
- Responsible for Monitoring and dealing Incidents, alerts, and events
- Provide day-to-day network monitoring and support, network troubleshooting, issue tracking and escalation
- Designed and implemented firewall rule sets, NAT, and VPN configurations to meet security and business requirements.
- Respond to server, internet, node, UPS and temperature related alerts
- Establishing bridge calls based on severity of the issue, creating Incident Report and Change management Report for the issues
- Prepare the required reports to shift handover, daily /Weekly Calls & Team meetings
- Executed many roles such as Windows System Administrator/Engineer, Active directory, and exchange administrator & Operations Analyst
- Ensured SLAs are achieved, and client expectations are met
- Hands-on experience with tools like Alert site, Splunk, ZABBIX, PAGERDUTY

AWARDS

- ITIL foundation
- AWS Cloud practitioner
- Invaluable award received for excellent contribution to the project.

PERSONAL INFORMATION

Title: IT Operation Engineer / NOC Engineer

LANGUAGES

English – Bilingual or Proficient (C2)
Telugu – Bilingual or Proficient (C2)