**Name :- Rajeshwari Ravi Naik**
**Mobile :- 8105568339**
**E-Mail :- rajinaik7@gmail.com**

## OBJECTIVE :

To associate with an organization which progress dynamically and gives me a chance to update my knowledge, enhance my skills and be a part of the team that excels in work towards the growth of the organization

## EXPERIENCE :

- 6.8 years of experience in IT industry.
- Experienced in Installing, Troubleshooting, Configuring, Recovery, Maintenance and Support of Linux.
- Experienced in Creation and managing user accounts, security rights, disk space and process monitoring in Linux.
- Hands on experience in Linux commands and services.
- Experience in Linux Trouble shooting and resolving network connectivity issues.
- Good Team spirit and good leadership qualities.

## EDUCATION :

| EXAM | UNIVERSITY | YEAR | PERCENTAGE |
|------|------------|------|------------|
| B.E in CSE | VTU | 2015 | 62% |
| DIPLAMA in CSE | Karnataka Board | 2012 | 68% |
| S.SL.C | Karnataka Board | 2008 | 77% |

## CERTIFICATION : AWS Cloud Practitioner

## WORK EXPERIENCE :

1. **HCLTech : (June 14th 2021- Till date)**
   Location         :   Bangalore
   Designation   :   Linux Administrator

- Configuring centralized repository for all redhat enterprise linux versions.

- Worked on Web Hosting and name-based virtual servers.

- File system management using fdisk mkfs, fsck & mount etc.

- Configuring and maintenance LVMs, Setting up NFS server for network shares.

- Adding, creating new users groups and setup home directories.

- Working on Rsync and Scp command to backup data.

- Worked extensively on tar command and find command.

- Providing password less connections through SSH resolving issues.

- Providing sudo access to the users & groups.

- Monitoring performance issues using PS and top command.

- Working on ticketing tools like service now and Working within SLA to take ownership, escalate to resolve.
- Maintaining first point and central communication of IT through emails and ticketing tool.
- Configuring ACLs (Access Control Lists) for users.
- Configuring LVM (Logical Volume Manager) and managing the volumes.
- Backup & Restoration by using scp, rsync and dump.

- Package management with RPMs & YUM management in Redhat Linux Maintaining SLAs and Handling Critical Issues and Troubleshooting for Incidents
- Working based on tickets and Creating change request using Change Management tool (Remedy)
- Having knowledge in Blade logic tool to automate package activity.

- Working on Autosys tool to enable/disable scheduled jobs.

## 2. Accenture Solutions Pvt Ltd- (Oct 5th 2017 to May 26th 2021)

Location     :  Bangalore
Designation  :  Software application tech support analyst

### Roles & Responsibilities:

- System Administration and day-to-day maintenance and monitoring of Linux Servers

- Managing users & groups and their access permissions, expiries, locking. Limiting and granting access to users and groups based on their profiles through sudo.

- Crontab schedule recurring events.

- Setting up FTP server, uploading & download data on to the FTP server & Configuration and administration of Samba
- Maintaining first point and central communication of IT through emails and ticketing tool.
- Resolving user queries by taking remote.

- Managing incidents and requests as per customer requirement.
- Provide level 1/2 support though emails & support for logging, tracking, Resolution and reporting of help desk incidents and service requests.
- Troubleshooting issues related to windows remotely using windows remote desktop connection
- Working on Active Directory, creating, enabling, resetting domain Password and apply policy based on project dependencies.
- Maintaining SLAs and Handling Critical Issues and Troubleshooting for Incidents
- Understanding Customer Requirements &Providing Service Improvements Plans
- Working based on tickets and Creating change request using Change Management tool (Service Now).
- Good knowledge in Incident Management.

3. **DXC – (March 21ˢᵗ 2016 to September 30ᵗʰ 2017)**

   **Payroll : PRIMUS (21ˢᵗ March 2016- 30ᵗʰ April 2017)**
   **Paroll : FEDELIS(1ˢᵗ May 2017 – 29ᵗʰ September 2017)**

Location        :   Bangalore
Designation    :   System Administrator

**Roles & Responsibilities:**

- Raising Tickets for the issue.
- Incident Management – Managing and providing support and solution by coordinating with the off – shore support teams for Critical, Major & Minor Incidents that occur and affect the entire process.
- Working on Microsoft Outlook 2003 2007 and 2010.
- Strong understanding of Windows system administration, installation, security, user management, networking, disk configuration
- Installing & upgrading latest software through management console.
- Creating Auto reply and auto response in outlook.
- Working on incidents and requests as per the priority
- Provide level 1 remote desktop support and perform other activities based on SOPs.

## PERSONNEL DETAILS :

| Name | Rajeshwari Ravi Naik |
|---|---|
| Father's Name | Ravi Naik |
| DOB | 17-03-1992 |
| Marital Status | Single |
| Languages | English, Kannada, Telugu, Hindi |

## DECLARATION:-

I hear by declare that the information formation furnished above is true and correct to the best of my knowledge and belief.


**Date    :**
**Place   : Bangalore**                                                    **Rajeshwari Ravi Naik**