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## **CAREER OBJECTIVE**

Hard working, dependable Linux System Administrator seeking position within a growing or strong organization today.

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## **EDUCATION**

- B.Sc. MECS from Aditya Degree College [Andhra University]
- Trained for MCSE & MCITP in Silicon Info Systems.

## **TECHNICAL SKILL SETS**

**Operating Systems:** Red hat Linux, Windows Server 2003, 2008R2, 2012R2, Windows XP, Windows 7, Windows 8/8.1 and Windows 10,

**Monitoring Tools:** Netcool, HPOM, BPPM, ITM.

**Ticketing Tools:** BMC Remedy, ServiceNow and Maximo.

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## **Professional Experience**

**IBM India Private Limited (June2015 to Till Date)** (server monitoring and incident management from 2015 to 2018 (3 years))

**Role: Red hat Linux Admin. (5 years of experience).**

**Job Responsibilities:**

- Working knowledge on Windows and Red hat Linux platforms
- Redhat Linux patching.
- Working on Linux file system issues, permissions, server reboots, Process consuming issues, swap issues, Recreating Logical drives if failed, Working on Server down issues, NAS File system mounts, working on network settings, LVM, expanding the FS size and partially working on log4j issues.
- Upgrading the BIOS firmware and ILO Firmware in Servers.
- Coordinating with Site Engineer for Hardware replacements.
- Performing daily health checks for patching.
- Mounting and unmounting the NAS and SAN file systems.
- Configuring static routes in CommVault servers.
- Working with LVM (extending the filesystems and creating new mounts).
- Working with server down issues.
- Working with file permissions.

- Performing health checks.
- Performing UAM upgrades.
- Upgrading Dell EMC Powerpath.
- Updating the kernel.
- SAN to NAS Migrations.
- Working with ILO (HP Proliant)
- Working with Linux VM s
- Incident, change and Problem management.
- Major Incident support during priority 1 by initiating bridge calls and group chats with stake holders and resolver team to get and update the status.
- Manage incident management bridge calls with support teams, on-call support application teams and management.
- Assignment of change tasks based on resource availability.
- Creating and implementing Standard, Normal and emergency changes.
- Daily and Weekly interlock calls with the service lines to review and implement continuous improvement
- Working knowledge of ITIL v3 best practices/methodologies

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#### **Resource Square Solutions (Accenture as a Client), Bangalore, (June-2014 to June 2015)**

Desktop Management: - In Accenture as a Desktop/Server L1 Tech Support Engineer.

#### **Job Responsibilities:**

- Expertise in assembling and Troubleshooting for all kinds of **Desktop PC**.
- Installation of all kinds of **Software Applications**.
- Installations of all kinds of **Operating System** (Win XP, win 7, Win 8, Win 2003, Win 2008, Win 2012)
- Knowledge in **LAN, MAN, WANS**.
- Installing, maintaining and updating the Linux operating system.
- Managing & Maintaining a **WIN-2003, 2008 and Linux** Server Environment.
- Installing, Managing & Maintaining a **DNS Server, DHCP Server**.
- Implementing, managing and maintaining **Active directory** Infrastructure.
- Troubleshooting problems pertaining to File Server, Mail Server, System Performance, Network Administration, Application Conflicts and System Bugs.
- Handling troubleshooting of File & Print Servers, hardware and network problems.
- Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of hardware / software support.

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#### **Symmetrix computer systems (JULY-2013 and June - 2014)**

Desktop and Server support (IT helpdesk)

- Provide help desk support, desktop support and basic network administration in the campus IT department during a three-hour weekly lab. Worked with Windows Server 2003/2008, Vista and Windows 7 operating systems.
- Assist users in a service desk setting by troubleshooting and resolving issues
- Respond to requests and problems including installing, monitoring, diagnosing, repairing, maintaining and upgrading all PC/Thin Client hardware, software and equipment to ensure optimal workstation performance
- Interact with application software and operating systems to diagnose and resolve unique, non-recurring problems
- Assist with the installation, configuration, and ongoing usability of desktop, laptops, peripheral equipment and software within established standards and guidelines
- Troubleshoot trouble tickets to resolve basic technical problems with desktop computing equipment
- Provide customer assistance using Active Directory services and remote access tools  
Ensure systems are configured according to college policy and protected from viruses

Declaration: I hereby declare that all the details furnished above are true to the best of my knowledge and belief.