



KANALARASAN KRISHNAN

SENIOR TECHNICAL SUPPORT

MSc (SE) with 9 years of experience in handling IT infra and deliverables. Redhat CE/CSA. Expertise in handling Unix servers, SRE / Devops and automation tools.

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📍 Tamilnadu, 600005 chennai, India

WORK EXPERIENCE

01/2022 - present

Genesys
Telecommunications
Laboratories, Inc.,
Chennai

SENIOR TECHNICAL SUPPORT ENGINEER

Project: Customer Success (R&A) | Key Skills: Docker, K8s & Product Support

- Genesys CX Insights - Product deployment, support and maintenance.
- Installation of docker, Kube utilities, flannel / ingress networks and K8s cluster.
- Deploy and optimize the product on both premises & cloud environments.
- Troubleshooting OS, docker, Kubernetes, DB and product issues.
- Creating KB article for different type of deployments and issues.

07/2018 - 12/2021

Virtusa Consulting
Services, Bangalore

CONSULTANT

Project: British Telecom | Key skills: Linux, Cloud services, Devops & ASG tools

- Responsible for infra / Application Support Group tasks.
- Creation of Ansible playbook, inventory and scripts to automate admin tasks along with Rundeck support.
- Hunter – Setting up traps for the application & OS failure / errors.
- GIT and SVN tools administration- Merging codes during deployment, cleaning up repositories, creating branches, user privileges, repository and branch protection.
- Apache / Apache tomcat administration – Deploying Artifacts & web applications using tomcat manager.
- Jenkins – Creating maven jobs for webapp and service layer deployments.
- ZXTM load Balancer Administrations- Creating Virtual servers & pools for http and https services, Add/Removal of nodes, certificate renewal for https service.
- GCP- Deploying infrastructure and migrating the on-premises into cloud.

07/2015 - 07/2018

Virtusa Software Services,
Chennai

ASSOCIATE CONSULTANT

Project: First Data Corporation | Key Skills: Linux & Automation tools

- Installing/configuring and hardening Unix servers.
- OS, Kernel, ad-hoc and vulnerability patching of Unix servers.
- Installation of application, monitoring agents and third-party packages.
- Administration of NIM, RHEL Satellite and repo servers.
- Administration of Patch automation tools - HP server automation and salt stack.
- Basic administration of ESXi 5.5.
- Creating projects, jobs, automating the admin tasks using Ansible+Rundeck.

Project : Kick start of EMEA server Patching | onsite Germany

- Revised the asset details of EMEA servers.
- Installation of patching tools and connecting the nodes with master server.
- Deploying the patching scripts(pre / patch & post installation) into master node.
- Testing the patching performance of client servers.
- Trouble shooting the patching tool (Rundeck, HPSA & Ansible) issues.

02/2014 - 06/2015

Tata Communications
Limited, Chennai

LI SUPPORT

- Worked as a LI Monitoring Support for Global Service Management Centre.
- Monitoring the health status of customer servers & network devices using various monitoring tools.

06/2013 - 02/2014

RDP Computing, Chennai

SUPPORT ENGINEER

- Support engineer for thin RDP thin client products.
- AMC, license renewal and asset maintenance.
- Trouble shooting H/w and S/w issues, both in server as well as thin clients.
- Installing the embedded OS into thin clients using ghost installer.
- Connecting thin clients with windows/Linux servers using remote protocols.
- Documenting the release & technical notes on company website.

EDUCATION

2012

Anna University, Chennai,
Software Engineering

MASTER'S DEGREE

Master of Science in Software Engineering - 5 years integrated Programme, Graduation covered major topics of IT, Networking, OS, Programming languages and Software Development Life Cycle with Mathematics and English.

SKILLS

Linux server administration Kubernetes
Docker Ansible GitHub Jenkins
Tomcat HPSA ZXTM Load Balancer
Infra Monitoring Tools Cloud Services

LANGUAGES

Tamil: Native

English: Expert

ACHIEVEMENTS

- RDP Computing, performer of the year 2013-2014.
- Silver medal in All India sports carnival -Tata Communications, Pune-2015.
- FDC Outstanding performer of the year 2018.
- Virtusa PIRL winner of Q4 2020