



Mahesh Mallikarjuna

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L3 Support Engineer / Architect/Consultant : IT

Snapshot: Senior IT professional worked as Dev ops and Full stack developer over 14 years of experience in rendering IT support for diverse MNC clients. Rated high for consistently enhancing client satisfaction by rendering customized solutions based on specific business requirements of clients; exploring challenging managerial assignments with a professionally managed organization. Led Consultant visit to Various regions in United States.

Core Competencies include...

- ▶ Hybrid Cloud Infrastructure Management
- ▶ AWS, Azure, & Google cloud
- ▶ Front End development with React Js, Next Js
- ▶ Back End development with Python , Node Js, Php
- ▶ Mysql, Oracle , PostgreSQL Schema design
- ▶ Windows Redhat SUSE Ubuntu Vmware Server web server
- ▶ Technical Troubleshooting
- ▶ Hardware & Software Support
- ▶ Security Parameters
- ▶ Proactive & Reactive Maintenance
- ▶ Solution Customization
- ▶ Web Portal Development
- ▶ SOX / ITIL Compliance
- ▶ Testing & Debugging
- ▶ Project Implementation
- ▶ Requirement Analysis
- ▶ SLA Compliance
- ▶ Client Interaction
- ▶ Team Leadership

Executive Summary

- ✓ **IT Management:** Adept at maintaining organizational effectiveness & efficiency by defining, delivering and supporting strategic plans for implementing information technologies. Proficient in preservation of assets by implementing disaster recovery, back-up procedures, information security and control structures
- ✓ **Project Implementation:** Industry expert having keen understanding of Project / Client Requirements coupled with hands-on exposure in handling all phases of Project / Program Life Cycle
- ✓ **Service Delivery:** Proficient in review of deliverables prior to passage to clients and implementation of methodologies for enforcement of organizational standards
- ✓ **IT Security Management:** Significant exposure in various aspects of Network Operations, L1/ L2 troubleshooting including Online Data Privacy Standards, Cybercrime protection. Well versed in IT Governance & Framework, IT Policy, Rule & Regulation
- ✓ **Others:** Adroit in identifying & mitigating risks, measuring metrics, tracking progress and submitting status reports. Efficient Team Leader & Player, combining communication, interpersonal

& problem solving skills with analytical, decision making and leadership capabilities to enhance organizational objectives

Notable Career Accomplishments

Hybrid Cloud datacenter Management

- ✓ Managed multi region and multi site public and private cloud datacenter infrastructure hosted on Windows ,Linux and Vmware platform hosted on Amazon , Azure and Akamai cloud services.

Easy to use script for resolving repeated problems:

- ✓ Developed power shall, Python scripts and php based web application for accurate implementation and instant solutions for service desk automating asset management and compliance monitoring

Business code of conduct

- ✓ Rendered support to around 75,000 users to be compliant with BCC (Business code of conduct)

Antivirus testing and Patch management:

- ✓ Collaborated with Symantec research and development team for setting up various lab environment for testing and debugging on virus and SSL certificate encryption

Automatic Access Management:

- ✓ Developed self service web portal to enable access to various SOX compliant servers based on ITIL regulation – which includes access for Windows, Unix, F5 Load Balancers Machines along with Oracle and other company self designed products

Innova Solutions | March 2021 –Jan 2022

Advisor Application Designer

Responsibilities:

- ▶ Support Azure & AWS infrastructure
- ▶ Problem Management , Release Change Management.
- ▶ Interact with Client and Transition support to offshores team
- ▶ Understand Client Expectation and Align all there business needs.

DXC technology | Jun 2018 –March 2020

Advisor Application Designer

Responsibilities:

- ▶ Support Azure & AWS infrastructure
- ▶ Problem Management , Release Change Management.
- ▶ Interact with Client and Transition support to offshores team
- ▶ Understand Client Expectation and Align all there business needs.

CSS Corp pvt Ltd | Nov 2017 –March 2018 Date

IT Consultant

Responsibilities:

- ▶ Datacenter Operation –Build Road Map for support structure
- ▶ Problem Management , Release Change Management.
- ▶ Interact with Client and Transition support to offshores team
- ▶ Understand Client Expectation and Align all there business needs.
- ▶ Web Application Architect
- ▶ Implementation of Layer 7, Dynatrace Application level Monitoring Solution
- ▶ Redesign Applications architecture for migrating to Cloud on Demand services

Intuit India Pvt Ltd | Nov 2013 –Sep 2016

Sr. Support Engineer

Responsibilities:

- ▶ Collaborate with various support teams in enhancing client satisfaction through prompt resolution of technical issues related to applications, hardware and software
- ▶ Focus on setting up new systems, equipment & maintain existing systems based on changing organizational requirements
- ▶ Render technical support to inquiries, issues related to software, hardware and network operations aimed at maintaining seamless operations
- ▶ Maintain updated knowledge on existing technology as well as viability of applications to enable uninterrupted connectivity and accessibility
- ▶ Evaluate operational as well as network status through rectification of technical breakdowns. Assess & implement effective remedial measures for resolving potential performance bottlenecks
- ▶ Guide the IT support team members on installation, configuration and troubleshooting of solutions as well as highlighting critical technical issues to the senior management
- ▶ Generate and update various status reports for the senior management team as well as other stakeholders to enable effective decision making

Estuate India Pvt Ltd | Apr 2010 – Oct 2013

Sr. Support Engineer

Responsibilities:

- ▶ Involved in development, evaluation and implementation of IT solutions, policies and initiatives leading to enhanced operational efficiency
- ▶ Maintained updated back-ups of data, prepared disaster management plans, troubleshoot and debugged applications based on operational requirements
- ▶ Ensured compliance to standard networking protocols by setting up, configuration and maintenance of various network servers
- ▶ Focused on testing and evaluation of network systems; enhanced system performance through installation of patches and upgrades
- ▶ Highlighted unresolved issues to the senior management for effective resolution aimed at maintaining seamless operations
- ▶ Optimized resource utilization through enhancement of system performance parameters and implementation of streamlined processes
- ▶ Maintained updated knowledge of latest technological advancements, monitored software use licenses based on business as well as operational requirements

Helious and Matheson | Oct 2009 – Mar 2010

Support Engineer

Responsibilities:

- ▶ Rendered onsite support to customers encompassing hardware requirements and technical assistance to failing hardware modules
- ▶ Managed projects related to installation of devices, servers, storage devices based on customer requirements
- ▶ Assisted customers with server and storage requirements in compliance to organizational policies and procedures
- ▶ Involved in setting up of new systems, products as well as maintenance of existing systems to align with specific business requirements of customers
- ▶ Liaised with IT groups for escalation and effective resolution of reported customer issues aimed at enhancing customer satisfaction
- ▶ Involved in maintenance of hardware inventory records, updating anti-virus systems and maintaining data back up in compliance to organizational policies

Previous Assignments

- Network Solution ~ L2 Engineer ~ Mar 2007 – Nov 2009
- Teck Pool ~ Backup Engineer ~ May 2005 – Feb 2007

Educational Credentials

Education

- **MCA (Computer)**, SunRise University (2017)

Professional Enhancement

Certifications

- Azure Certified Solution Architect
- AWS Certified Solutions Architect
- Information Technology Infrastructure Library
- Certificate in Entry Level Computer Basic Course -TMC
- Certificate in Computer Hardware & Basic Networking Course
- Certificate in Communication & Entrepreneurship Skills

Trainings

- Design of device driver for Linux
- Advanced Linux Administration
- Corporate Training on CCNA, CCNP
- Wireless networking & Security

IT Forte

- **Windows 2008 - 2018** : Planning & implementing TCP/IP Network that involves DHCP, DNS, Domain Controller for Domain Users, Group policy designing and implement, Maintaining Regular Backups & Restoring. Microsoft system center management. Server performance tuning. Cluster deployment and management on Microsoft azure infrastructure and Windows Hyper-V Virtualization.
- **Unix/Linux:** Installations & Configuring FTP (using VSFTPD Package), DHCP, DNS, APACHE, IPTABLES services. creating & assigning User access Rights based on their roles, Monitoring Server Performance using SNMP,AWSTAT,CPU usage
- **VMWARE:** Installations & Configuring ESX Server 6.0, Installing configuring VMWARE workstation on both windows & Linux operating system, Virtual Machine Administration that involves configuring & trouble shooting general issues, system performing tuning. Migration, Cloning, Template usage, Virtual Center Management.
- **Windows 10:** Installations & troubleshooting Basic operating system problem like startup errors, Blue Dumps, File missing, IRQ errors, Drivers installations, adding to Domain, installing & configuring Local & network printers. Troubleshooting

- ▶ **SUSE/Fedora:** with group policy & security policy, and other file sharing & network issues
Instillations & troubleshooting Basic client operating system, troubleshooting problem like Grub loader, hardware mounting, startup scripts & services, installing basic rpm packages, shell scripting, rebuilding kernel, configure NIC card, installing & trouble shooting samba & other network issues.
- ▶ **Applications:** Microsoft office, Outlook express, Lotus notes 6.0, 7.0, 8.0, Open office, Adobe Photo-Shop, FX-DX Genie & FX Creator
- ▶ **Proxy:** Cisco iron port. F5 Load balancer
- ▶ **Encryption:** Windows CA , Symantec SSL Certificate, Safenet Encryption
- ▶ **Tools:** Venafi directory services, Men and mice, Dell Change auditor, DynaTrace, Octopus, Panda, Splunk. Docker, Jenkins, Ansible
- ▶ **Programming:** Core python, React Js, Next Js, Solana Building dynamic web page's using HTML 5, PHP, PowerShell, Python, Search Engine optimization,
- ▶ **AWS** EC2 Instance, Cloud Front, Accelerated DNS,AWS FPGA
- ▶ **Azure** Virtual VM, identity manager, Virtual Network, implement oms monitoring and management infrastructure for both availability and performance management

Personal Details

- ▶ **Date of Birth** : 02nd February 1984
- ▶ **Languages Known** : English, Hindi and Kannada
- ▶ **Nationality** : Indian
- ▶ **Passport Details** : L3559987 valid till 2023