

# Arjun Shrinivas

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## Career Objective

To be a part of an organization where continuous learning & growth is assured and fulfilling the expectations out of my knowledge, skills and experience, aspiring to have a good career path in with my interest and ability to learn and deliver the results.

## Profile Overview

- A dynamic IT professional with 2.11 years of experience in **Linux Administration** along with **Change and Incident Management**
- Good exposure on **Linux Server Configurations** and **Troubleshooting**
- Experience in maintaining code in a Distributed Version Control System environment using **GitHub** and **Git**
- Hands on experience in maintaining Continuous Integration and Continuous Delivery life cycle using **Jenkins**
- Hands on Experience in **Shell Programming, SQL, Git** and **Jenkins**
- Hands on Experience in alert configuration and dashboard setups using monitoring tools **LogicMonitor, CatchPoint, Sumologic**
- Experience in handling full project life cycle
- Experience in handling shifts as a Shift Lead
- Good exposure on Tomcat and Nginx.

## Core Competencies

- |                           |                       |
|---------------------------|-----------------------|
| ♦ Linux Administration    | ♦ Amazon Web Services |
| ♦ Change Management       | ♦ Git                 |
| ♦ Incident Management     | ♦ Shell Programming   |
| ♦ Technical Documentation | ♦ Python              |
| ♦ Task Automation         | ♦ Jenkins             |

## Technical Skills

### System Administration:

- ♦ Hands on experience in writing Bash and Python scripts to automate routine tasks.
- ♦ Hands on experience in running automated scheduled runs through Jenkins
- ♦ Expertise in Installing and troubleshooting several Linux flavors like RedHat, Cent OS, Ubuntu
- ♦ Expertise in Administrating users and groups, Enhancing user security
- ♦ Managing file systems, logical volumes, access control, and package management
- ♦ Expertise in Managing and securing files, controlling user and file access
- ♦ Expertise in Installing and managing services and processes, Disk management

## **Monitoring:**

- Hands on experience in configuration of Infrastructure Monitoring using **Logic Monitor**
- Expertise in configuration of dashboards for application specific metrics and stack specific metrics in Logic Monitor
- Expertise in setting up multi level checks for web page availability using **Catchpoint**
- Expertise in analyzing logs using **Sumologic** centralized logging environment
- Configuring dashboards in Sumologic to log transaction metrics, errors and issues
- Configuring alerts for issues and managing escalations chains in Logic Monitor and Sumologic

## **Academic Qualification**

- M.Sc (Electronics) from Andhra University, Visakhapatnam.

## **Certifications**

- Redhat Certified Engineer (RHCE), Certificate Number: 120-137-674
- Diploma in PC Maintenance and Troubleshooting form A. P. State Board of Technical Education and Training (APSBTET).

## **Professional Experience**

- ✧ INDMAX IT SERVICES (Hyderabad) CloudOps Engineer (L2), August 2016 to Till Date

### **Achievements:**

- Automated daily errored transaction metrics into Zoho for reporting
- Automated some errored transaction tickets handling process
- Automated FTP account creation

### **Roles and Responsibilities:**

- Automating daily routine tasks through writing **Shell Scripts**
- Continuous Integration using Jenkins to run automated and scheduled builds
- Monitoring Dashboard setups in Logic Monitor, Sumologic and CatchPoint
- Working on Sprint tasks to accomplish monitoring and basic automation needs in the project
- Assign unresolved Incidents and investigating
- Working on the Incidents based on priority and informing the users
- Associate Incidents with Knowledge Articles, Known Errors, Changes, etc.
- Escalating Major Incidents to the respective Managers and manage communication up with the chain with the other departments
- Documenting SOPs to troubleshooting issues

- ✧ INDMAX IT SERVICES (Hyderabad) System Engineer (L1), May 2014 to August 2016

### **Roles and Responsibilities:**

- Working with the Client tools in 24\*7 basis in 3-tier Architecture Environment
- Troubleshooting the issues raised by customers
- Handle Customer requests
- Providing support to the users with the help of internal ticketing system

- Technical document writing
  - Work experience on Warning and Critical alerts for Disk usage and CPU load alerts
  - FTP account management
  - Monitoring the health and stability of Linux System environments
  - Advanced file system management through LVM
  - Hands-on experience in NOC Process
  - Hands-on experience in using monitoring tools like LogicMonitor, SiteScope, CatchPoint, Sumologic
  - Hands-on experience in fetching the stale data from database using SQL
- ✧ Worked as a Senior Network Engineer with Raj Services, Visakhapatnam from July 2011 to May 2014

#### **Roles and Responsibilities:**

- Installation & configuration of the network devices
  - Supporting the Network infrastructure and trouble shooting network connectivity
  - Responsible for setting up user accounts, permissions and passwords
  - Assists with installing, supporting and maintaining new hardware and software Infrastructure
  - Supported in-house computers and LAN, running Windows
  - Primary for Network Troubleshooting, Support & recommendations
- ✧ Worked as a Computer Hardware Service Engineer for New Generation Computer Services, Visakhapatnam from January 2009 to July 2011

#### **Roles and Responsibilities:**

- Hardware and Software Installation, Configuration and Up-gradation, Computer Assembling, Maintenance and Troubleshooting of PCs & peripherals.
- Managing, Monitoring and optimizing System Performance, Reliability and availability.
- Supporting Windows XP, 2000 and 2003 based Computers and Networks.
- Hardware Maintenance & Servicing.
- Installed and configured computer laboratories.

### **Volunteer Experience**

#### ✧ **Linux-Library**

**Blog:** <http://linux-library.blogspot.in>

**Website:** <http://www.linux-library.in>

**GitHub Org:** <https://github.com/LinuxLibrary>

- Hosting a google blog since October 2012 sharing my views on difference OpenSource technologies, programming languages and troubleshooting
- Hosting a template based website since July 2015 for organizing the blog contents also to have basic introduction notes of different technologies

- Technical documentation about installation and configuration process of different tools and applications.
- Maintaining notes, configurations, programs and wiki in GitHub

### Strengths

- ✓ Analytical Problem Solving and Planning
- ✓ Ability to learn new things
- ✓ Good interpersonal relations
- ✓ Practical approach

### Personnel Profile

Full Name : V. M. S. Rao Besetti  
Date of Birth : 07-03-1985  
Father Name : Trinadha Rao  
Gender : Male  
Nationality : Indian  
Languages : Telugu, Hindi, English  
Passport No. : J1285205  
Valid Through : 16 August 2020

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Website : [www.linux-library.in](http://www.linux-library.in)

### Declaration:

I do here by declare that all the information mentioned above is true to the best of my knowledge.

Place: Hyderabad

Date:

(Arjun Shrinivas)