

Arjun Shrinivas

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Career Profile:

Linux Administrator with a background in system support and solution-based IT services for Linux Systems including monitoring, configuring and troubleshooting.

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 2.6 years of experience in Red Hat Linux and 5+ years of experience in Networking and Desktop Support
- Expertise in Linux System Administration, Maintenance and Troubleshooting Linux machines using RHEL, OEL, CentOS and Ubuntu
- Experience in maintaining code in a Distributed Version Control 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 Incident Management
- Experience in handling shifts as a Shift Lead

Professional Experience:

- ✧ Working as a CloudOps Engineer (L2) with Indmax IT Services, Hyderabad since August 2016.

Project:

SPS Commerce

Minneapolis, MN, United States

Roles and Responsibilities:

- Automating day-to-day tasks using shell scripts.
- Monitoring Dashboard setups in Logic Monitor and CatchPoint
- Working on Sprint tasks to accomplish monitoring and basic automation needs in the project
- Assign unresolved Incidents and investigating those
- 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
- Documenting SOPs to troubleshooting issues
- Continuous Integration using Jenkins to run automated and scheduled builds

- ✧ Worked as a System Engineer (L1) with Indmax IT Services, Hyderabad from May 2014 to August 2016

Project:

SPS Commerce

Minneapolis, MN, United States

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, Pingdom, 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

Academic Qualification:

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

Certifications:

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

Technical Skills:

- **Linux OS:**
RHEL, OEL, CentOS, Ubuntu
- **Programming:**
Shell, Python, SQL
- **Source Code Management:**
Github, Git
- **Continuous Integration / Continuous Delivery:**
Jenkins
- **Monitoring:**
Logic Monitor, Sitescope, Pingdom, CatchPoint
- **Alerting:**
PagerDuty
- **Logging:**
Sumologic
- **Ticketing:**
JIRA

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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Declaration:

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

Place: Vijayawada

Date:

(Arjun Shrinivas)