Resume

Nanda Krishna B.R
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Objective:

To pursue a rewarding career and gain valuable experience, seeking for a job in challenging and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

Professional Experience

− **Technical Support Engineer** (January 2013 – Present)
- Working at **Novell Inc.** under the payroll of Hofincons.
  Highlights
  Linux Support and Helpdesk Management:

- Managing User and Group Administration.
- Performing password reset, unlock account of employees who are facing issues with log in and for new employees.
- Troubleshooting issues related to Linux /Windows, Novell GroupWise, Novell Client Novell applications, NSL, Cisco VPN Client, VMware and Network issues etc.
- Creating file systems, disk partitioning and troubleshooting
- Installation and Configuration of VMware Esxi servers, SUSE / Redhat Linux server and Windows Servers.
- Testing new software's and Novell Applications
- Providing support on installing software updates and RPM and binary packages in Linux by resolving dependencies and required libraries, User and group management, configuring software Repositories creating NFS and Samba share as specified.
- Resolving problems related to mail client, caching (pst), Archive etc.
- Installation, configuration SUSE Linux Servers, Applications on SUSE Linux Desktop/Server.
- Patches updating and configuring from SUSE Subscription.
- Installing and configuring DNS, DHCP, FTP, NFS, SAMBA servers.
- Monitoring the servers using Nagios tool, Performance and capacity management using monitoring etc.
- Planning and implementing system upgrades including hardware, operating system and periodical patch upgrades.

- Troubleshooting Network-Internet/Intranet connectivity.
- Performed diagnostics and troubleshooting of software related issues, escalating the call to next level if required, maintained equipment inventory lists.
- Documenting repeated issues and its resolution, Updating Hardware and Software standards, updating network usage policies etc., handling employee exit process and joining process, preparing and maintaining gate pass for laptops etc.
- Create and Deploy images of systems using Novell Zenworks / Ghost, R Drive image.
- Troubleshooting problems related to Blue Screen in windows by analyzing the dump file and performing necessary updates.
- Training setups such as IDM, Access Manager and SUSE Linux etc. for Customer training and internal training

IT Tools used:
- Track IT, Bomgar, Nagios, Novell Zenworks, VNC, SSH Secure shell, Filezilla, rdesktop, gwcheck, Team viewer, profwiz etc.

Academic Record

Course	Institution	Board/ University	Year of Completion
B.E (Telecommunication)	KS Institute of Technology, Bangalore.	Visvesvaraya Technological University	2012
Diploma (E&C)	K.S Polytechnic Bangalore.	DTE	2007

Technical Skills:

– **SUSE Linux Server and other Linux Flavors**
> Installing and configuring and troubleshooting of SUSE Linux Enterprise Servers and other Linux OS
> Installing and Configuring services DHCP, DNS, FTP, SAMBA, NFS, Apache etc.
> Installing Novell applications and other software's by resolving dependencies
> Manage Users and Group Accounts, Network configuration with YaST and command line, installing RPM software packages and bundles, manage YUM and DEB packages, manage GRUB, and Linux processes, SSH, SCP, file permissions, ACL, quota management etc.
> Used commands such as rsync and dd to take data backup
> Creating LVM Physical volume, volume groups.
> Configuring CUPS to add printers directly, configuring remote access,
> Install and configure webserver and virtual hosts, providing authentication to webserver
> Configuring Samba and LDAP server

> Managing remote access, processes and run levels
> Performing health checks and performance tuning.
> Managing Hardware by installing drivers required, managing firewall etc.
> Basic knowledge of Shell scripting.

– **Operating Systems**
> Linux – **SUSE Linux Server / Desktop**, **Open SUSE**, Red hat, Ubuntu, Cent OS.
> Windows – 2008 Server.
> MAC – Mac OS X.

– **Virtualization**
> Installing, Configuring VMware ESXi Servers
> Installing, Configuring and VMware Workstation, VSphere Client and VCentre.

– **Systems Administration and others**
> Installed and Configured Novell eDirectory server for configuring and testing Novell Service desk.
> Configured Novell GroupWise mail server and synchronized users with database server and accessed it through NSD.
> Configured a PXE boot Server in SUSE Linux to create a pre boot environment of various Linux flavors.
> Configured a DHCP, ftp / tftp server for data sharing and Pxe boot using SUSE server.
> Configured NFS share and Samba share for data sharing, Knowledge of LDAP.
> Configured Samba as Domain controller.
> Configured LDAP server and configured samba to have LDAP Authentication.
> Installed and Configured a Novell Zenworks imaging server for imaging purpose.

Trainings and Certifications

- Completed training on "Linux Administration" in Novell and completed **SUSE Certified Linux Administrator (CLA 11)**.
- Completed training on "Linux Administration" in Novell and completed **SUSE Certified Linux Professional (CLP 11)**.
- Completed MCITP / Windows Server Administration training in Jetking, Jayanagar, Bangalore

Personal Details:

Date of Birth   :   11th September, 1988

Permanent Address :   #1-187, Bettu house,
                                Kulai/Hosabettu post
                                Via Surathkal,
                                Mangalore -D.K, 575019

Languages Known :   English, Hindi, Tulu and Kannada.

Hobbies   :   Watching Movies, Driving

I, Nanda Krishna B.R, do hereby confirm that the information given above is true to the best of my knowledge.

Place: Bangalore   **Signature:**
                                                                (Nanda Krishna B.R)