# LAKSHMI NARASIMHA AGNIHOTHRA

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OBJECTIVE:

To attain a challenging position where I can work best of my capabilities, exploring my knowledge by employing new methodologies, making friendly environment around me and serving the organization in achieving excellence.

# **SUMMARY:**

##### Red Hat Certified Engineer, over 2.5 years of experience as a Platform Engineer, having Linux and VMware as major, and hands-on experience on various other platforms like Oracle Solaris, hp-ux servers, and Windows-2008, Windows-2012 servers.

Professional Experience:

###### Company Name : **AT&T Global Business Services India Pvt Ltd, Hyderabad** as NPW (Glow Networks Pvt Ltd, a CSS Corp Company, Bangalore)

Designation : System Administrator

Tenure : 26th Nov 2012 - till date

Certification & Training Details:

* **Red Hat Certified System Administration (RHCSA), Red Hat Certified System Engineering (RHCE) Certification Number: 130-125-776**
* **VMware Datacenter Virtualization & Cloud Infrastructure: 3 day training at AT&T Hyderabad.**
* **HP blade System C7000 Architecture: 3 day training at AT&T Hyderabad.**

Responsibilities:

* As a Platform Engineer, the key responsibility is to ensure that the entire servers are up and running which will be monitored and checked through various internal tools like AOTS, PeopleSoft CRM, Vizgems, Oasis, Netcool Monitoring, iJump, DSview.
* Schedule and execute regular system management activities (iChanges), including system reboot, backup, recovery, Patching (OS & Firmware level), drive or file system extension, cloning, and upgrades etc.,
* Working on console management in case of server-reboots/maintenances/boot-issues
* Join emergency bridge calls in severity cases to work with Incident Manager and resolve the problem at the earliest.
* Monitoring of (Linux, Windows, Solaris, and hp-ux) servers continuously through internal ticketing tools like AOTS and Vizgems, and resolving the system related issues if any occurred as 24/7 production support.
* Managing User / Group Administration.
* Troubleshoot and resolve complex systems hardware and software issues.
* Communicate with Data Center Operator to replace the defective server parts with new ones.
* Communicate with vendors on any sort of un-resolved issues such as hardware failures, related to newly released updates.
* Monitor system availability, load, and system capacity.
* Co-ordinate with team to work on critical issues, and engaging relevant teams to resolve issues which are not related to OS.
* To Investigate cause of unexpected server crash, service crash and provide RCA as and when required.
* Providing support in process and specialized or complex systems for newly joined team members. Ensure operational excellence by following process / key metrics and ensuring team goals and contractual commitments are met.
* Working with BMC automated ticketing system.

Areas of Expertise:

**Linux/Unix:**

* Installing software packages and patches using YUM and Bladelogic.
* Creating volumes and managing file system using Logical Volume Manager (LVM).
* File System administration (creating and resizing file systems).
* Process management.
* User administration.
* Creating file systems, disk partitioning and troubleshooting.
* Configuring & trouble shooting NFS, SAN, NAS and DAS services.
* Managing hardware related issues, replacing parts whenever required.
* Veritas Volume Management.
* Veritas cluster server administration.
* Cloning the file systems of different storage types like Netapp, EMC.
* Knowledge in Shell scripting.

**VMware:**

* Administer Virtual Infrastructures (VMware) including reporting, monitoring and maintenance of virtual machines and ESX server management.
* Monitoring and troubleshooting the Virtual Machines through VCenter and VMware VSphere client.
* Performance tune virtual machine implementations across Linux and Microsoft deployments - on ESX Updating VMtools on the VM’s.
* CPU and Memory resource allocation.
* Manage VMware connectivity with shared storage (SAN) solutions.
* Manage resource pools and VMware Distributed Resources Scheduler (DRS) cluster.
* Set-up of a VMware High Availability (HA) cluster.
* Storage/LUN scanning and add Storage to VM’s at ESX level.
* Analyze and resolve issues related to storage, virtual switches, network connections and port groups.
* VirtualCenter installation and configuration and Installation of its components.
* Creating new VM and OS installation on that VM.
* To set affinity rules among guests & hosts.
* To perform clone/template/snapshot.
* Troubleshooting ESXi host servers in command line.
* Good understanding of virtualization technologies VMware ESX 4.x/5.x, Virtual Center, VCB, Virtual Server.

**Windows:**

* MS Patches Management.
* Managing hardware issues -- Vendor co-ordination.
* Monitor and reviews system logs to detect and troubleshoot problems
* Reducing disk used space when it reaches threshold.
* Adding users and giving limited permissions on servers.

Key Contributions:

* Act quickly and effectively, maintaining the highest customer satisfaction levels.
* Responding to complex and varied customer requirements, implementing innovative solutions and identify causes of service failure.
* Proactively monitor Alarms and work on the solution with minimum down time as per customer SLA.
* Understanding AT&T standard process for handling internal and external customers.
* Work with the Incident Manager to ensure the operational consistency.
* Coordinate and work with vendors for particular solutions.
* Clearly document defects and enhancements with customers (internal and external).

Highlights:

* Got appreciations from client support teams.
* Participated in installing and configuring blade system device in internal laboratory.
* Presented a seminar on “Introduction to Big Data, and its role in future software industry”.
* Attended VMware Technical Symposium in 2014 & 2015 consecutively.

Educational Background:

* B.Tech (Computer Science) from Nishitha College of Engineering & Technology (JNTU-H) with 65%. (2012 passed out)
* Intermediate from Narayana Junior College with 80% (2008 passed out)
* SSC from Sri Saraswathi Shishu Mandir with 90% (2006 passed out)

Personal Profile:

Name : Agnihothra Lakshmi Narasimha Rao

Father’s name : Agnihothra Chidambar Rao

Mother’s name : Agnihothra Sharada

Nationality : Indian

Date of birth : 11th May 1991

Languages known : English, Hindi, Telugu, Kannada

Passport number : J7855804

Declaration:

I hereby declare that all the above furnished information is true to the best of my knowledge and belief.

LAKSHMI NARASIMHA RAO AGNIHOTHRA