**CURRICULUM VITAE**

**SAI SRAVANTH DEVANNAGARI**

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Career Objective

An experienced Information Technology professional with over 2+ years of hands-on experience with an Industry leading organization (**AT&T Global Business India Pvt. Ltd**), actively seeking for a full time opportunity where I can utilize my technical skills and leadership qualities to the upliftment of the company and personal growth and to work as a key player in challenging and creative environment.

Educational Profile

* Secured **68.65%** in **B.TECH** (**IT** **2008-2012**) from Vijaya Krishna Institute of Technology and Sciences, J.N.T.U.H, Hyderabad, Andhra Pradesh.
* Secured **70.6%** in Board Of Intermediate Education (**2006-2008**) from Vikas Junior College, Hyderabad, Andhra Pradesh.
* Secured **68.3%** in Secondary School Certificate (**2005-2006**) from Vignan Vidyalayam High School, Hyderabad, Andhra Pradesh.

Professional Profile

Working as “System Administrator” in **AT&T Global Business India Pvt. Ltd** since April 2013 under the payroll of Glow Networks Private Limited.

Key Skills

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| --- | --- |
| **Operating Systems** | Linux Server : Red Hat 6.0 ,Solaris 9,10 |
|  | Windows Client: XP family,Win7 Windows Server: 2003,2008,R2 |
| **Virtual Technologies** | VMware VSphere 4.0 , ESXi-5 |
| **Server Hardware** | HP ProLiant, HP Blade chassis |

Areas of Interest

* Web designing
* Java

Areas of Expertise:

Windows:

* MS Patches Management.
* Creating, configuring and troubleshooting scheduled task
* Adding users and giving limited permissions on servers.
* Software vendor coordination with MS.
* Managing services, high loads and memory.

Linux/Unix:

* Creating volumes and managing file system using Logical Volume Manager (LVM).
* Checking status of the linux servers from console.
* Linux Patches Management.
* UNIX OS level command-line administration (editing files, viewing logs, recycling processes)
* Implementing and managing the user accounts and groups.

VMWare:

* Migration of VM’s
* VMware flavors – VCenter 4.1, ESX4.0, ESX-5.1 workstation 8
* Knowledge on Installing vCenter server and Vsphere client
* Troubleshooting VM ESX hosts and guest servers.

Project Experience

Organization : AT and T Global Services India Private Ltd

Designation : System Administrator

Clients : Many Clients across the globe

Platform  **:** Linux & Windows Administration

Period **:** March – 2013 to Present

Certifications:

MCP – Microsoft Certified Professional

Version – Windows 2008 Active Directory

Certificate Number - E554-5668

Roles and Responsibilities at AT&T

**Responsibilities:**

* Responsible to provide operating system troubleshooting, consultation, Software / Hardware installations and upgrades for worldwide AT&T Hosting infrastructure. Providing support on both Windows and Unix environments.
* Provide quality technical services to internal and external clients. Responsible for installation, administration and troubleshooting and Solve support cases.
* Providing 24/7 remote technical support.
* 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.

**Key Contributions:**

**Troubleshooting/ Problem Solving:**

* 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.
* Responsible for troubleshooting VMware virtual environment, SQL cluster environment, Blade logic, DNS issues.
* Responsible for tight prevailing SLO and SLA.

Good exposure in analyzing hardware related errors and troubleshooting

**Services Support Policies & Procedures:**

* Understanding of AT&T Hosting solutions and functions to support internal and external customer requests
* Understanding AT&T standard process for handling internal and external customer customers
* Work with the Ops Manager / TAM to ensure the operational consistency
* Coordinate and work with vendors for particular solutions
* Clearly document defects and enhancements with customers (internal and external)

**Tools and TECHNOLOGIES:**

Better understanding AT&T standardizes tools like AOTS, Blade logic servers technology, Visualizer, client / Vendor management.

Good in managing Windows and Unix servers, SQL server and SQL cluster, WEB servers, Virtual center, Storage, VMWARE ESX, DNS tools (Dragon , Logger etc.), Enterprise level Antivirus support, VERITAS backup tools, analyzing problem with HP management tool.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particularly

(Sai Sravanth Devannagari)