Silpi Kondala | Emp ID : 00371790          Email Id : silpi.kondala1@wipro.com

Location : CDC5 SHLNG SEZ, CHENNAI, Tamil Nadu,India

## ⌛ EXPERIENCE SUMMARY

**To keep learning new technologies in software and network field that will provide the necessary edge to compete in the global market place. Seeking assignments in Linux administration, networking maintenance, application support, troubleshooting in IT**

## ⚙ SKILL SET

| | | | | | |
|---|---|---|---|---|---|
| Jul-2018 ▶ | Unix Shell Scripting - Business Apps | 3Month(s) | Mar-2018 ▶ | Unix Shell Scripting | 2Year(s) 1Month(s) |
| Jan-2018 ▶ | PHP | 1Month(s) | Nov-2017 ▶ | Linux Admin | 11Month(s) |
| Nov-2017 ▶ | MYSQL | 11Month(s) | Dec-2015 ▶ | Cloud AWS Admin | 1Year(s) 1Month(s) |
| Apr-2014 ▶ | OSS - Operations Support System | 1Year(s) 3Month(s) | May-2008 ▶ | Upstream Application Support | 2Year(s) |

## ⚙ TRAINED SKILLS

| | | | |
|---|---|---|---|
| Jan-2018 ▶ | PL-SQL | ▶ L1 | |

## 🎡 DOMAIN

| | | | | | |
|---|---|---|---|---|---|
| Jul-2018 ▶ | BANKING - PAYMENTS AND CARDS | 3Month(s) | Mar-2018 ▶ | MOBILE APPLICATION / PLATFORM | 3Month(s) |
| Nov-2017 ▶ | TELECOM SERVICE PROVIDER - CABLE AND SAT | 11Month(s) | Dec-2015 ▶ | CLOUD COMPUTING | 1Year(s) 1Month(s) |
| Nov-2012 ▶ | INSURANCE | 1Year(s) | May-2008 ▶ | TELECOM SERVICE PROVIDER | 4Year(s) 9Month(s) |

## 🎓 CERTIFICATION

⋯ 20150226 ▶     REDHAT CERTIFIED ENGINEER

## 📋 WORK EXPERIENCE

Total Experience - 07 years and 00 months

**07-05-2018 - 31-07-2018 (MC-ADMM-DWH-AUTH)**

**Role:** ADMINISTRATOR-L3        **Domain:** BANKING - PAYMENTS AND CARDS

**Team Size:** 8

| Skills | Duration |
|--------|----------|
| Unix Shell Scripting - Business Apps | 3Month(s) |

**Description:**

As a Senior Administrator, you should be able to handle first point escalation for all technical and process issues.

Provide technical subject matter expertise wherever required. Ensure proper communication and quick resolution as a crisis manager.

Plan and schedule Changes, Coordinating with different stakeholders. Perform RCA for Major Incidents related to his / her tower. Follow quality / security

process defined for the engagement. Perform Trend analysis, identify top few incidents and work with respective teams/individual to minimize the incidents,

Hardware troubleshooting Vendor coordination. Prepare Weekly and monthly status report.

**Responsibility:**

Played crucial technical role in ETL/Data warehousing in Mastercard.

Strong Unix/Linux Operating System fundamentals with experience on different flavors like Redhat Linux, AIX, Solaris

Capacity Management and Prioritization

### 23-01-2018 - 31-03-2018 (NEP-NSN-PJ-HWE APP)

**Role:** ADMINISTRATOR-L3        **Domain:** MOBILE APPLICATION / PLATFORM

**Team Size:** 27

| Skills | Duration |
|--------|----------|
| Unix Shell Scripting | 2Month(s) |

**Description:**

"As a Senior Administrator, you should be able to handle first point escalation for all technical and process issues. Provide technical subject matter expertise wherever required. Ensure proper communication and quick resolution as a crisis manager. Plan and schedule Changes, Coordinating with different stakeholders. Perform RCA for Major Incidents related to his / her tower Follow quality / security process defined for the engagement. Perform Trend analysis, identify top few incidents and work with respective teams/individual to minimize the incidents, Hardware troubleshooting & Vendor coordination Prepare Weekly and monthly status reports. Participate in business meetings with various stake holders on a need basis. Take corrective actions based on the customer satisfaction surveys. Work on the service improvement programs. Effort estimation/reviews on need basis for new projects. Training of new team members. Able to work on Knowledge acquisition and updates to related documents"

**Responsibility:**

Provided infrastructure support to Nokia R & D users.

The infrastructure support mostly covers platform support.

### 08-01-2018 - 22-01-2018 (NEP-NSN-PJ-HWEE LIC CONS)

**Role:** ADMINISTRATOR-L3        **Domain:** MOBILE APPLICATION / PLATFORM

**Team Size:** 27

| Skills | Duration |
|--------|----------|
| PHP | 1Month(s) |

**Description:**

"As a Senior Administrator, you should be able to handle first point escalation for all technical and process issues. Provide technical subject matter expertise wherever required. Ensure proper communication and quick resolution as a crisis manager. Plan and schedule Changes, Coordinating with different stakeholders. Perform RCA for Major Incidents related to his / her towerFollow quality / security process defined for the engagement. Perform Trend analysis, identify

top few incidents and work with respective teams/individual to minimize the incidents, Hardware troubleshooting & Vendor coordinationPrepare Weekly and monthly status reports. Participate in business meetings with various stake holders on a need basis. Take corrective actions based on the customer satisfaction surveys. Work on the service improvement programs. Effort estimation/reviews on need basis for new projects. Training of new team members. Able to work on Knowledge acquisition and updates to related documents"

**Responsibility:**

Provided infrastructure support to Nokia R & D users.

The infrastructure support mostly covers platform support

### 02-01-2017 - 26-11-2017 (CSP-COM-PJ-VIPER-SUPPORT)

| | | | |
|---|---|---|---|
| **Role:** | ADMINISTRATOR-L3 | **Domain:** | TELECOM SERVICE PROVIDER - CABLE AND SAT |
| **Team Size:** | 8 | **Onsite Duration:** | 19 month(s) |

| Skills | Duration |
|---|---|
| Linux Admin | 11Month(s) |
| MYSQL | 11Month(s) |
| Unix Shell Scripting | 11Month(s) |

**Description:**

"As a Senior Administrator, you should be able to handle first point escalation for all technical and process issues. Provide technical subject matter expertise wherever required. Ensure proper communication and quick resolution as a crisis manager. Plan and schedule Changes, Coordinating with different stakeholders. Perform RCA for Major Incidents related to his / her tower Follow quality / security process defined for the engagement. Perform Trend analysis, identify top few incidents and work with respective teams/individual to minimize the incidents, Hardware troubleshooting & Vendor coordination Prepare Weekly and monthly status reports. Participate in business meetings with various stake holders on a need basis. Take corrective actions based on the customer satisfaction surveys. Work on the service improvement programs. Effort estimation/reviews on need basis for new projects. Training of new team members. Able to work on Knowledge acquisition and updates to related documents"

**Responsibility:**

Provided daily service and support to Comcast customer base. Assisted IT support personnel in the chassis rebuild, configuration and troubleshooting of Comcast environments. Reviewed customer submitted system logs to identify issues and provide solutions. Guided customers in service resumption efforts for mission critical and business critical outages. Interface with customer via web, email and telephone to gain a detailed understanding of their issue, research various Knowledge resources to reachatechnical solution.

### 17-11-2014 - 31-12-2015 (NOR1)

| | | | |
|---|---|---|---|
| **Role:** | ADMINISTRATOR - L3 | **Domain:** | CLOUD COMPUTING |
| **Team Size:** | 8 | | |

| Skills | Duration |
|---|---|
| Cloud AWS Admin | 1Year(s) 1Month(s) |

**Description:**

Nor1's hospitality merchandising platform increases revenue throughout the full reservation lifecycle while boosting guest satisfaction.Nor1 delivers data-driven merchandising solutions that maximize revenue for hotels, resorts and casinos worldwide suchas Hilton, Accor, IHG, Caesars Entertainment, Wyndham, and Carlson Rezidor. We take a personalizedapproach to upselling; it's about knowing the guest, anticipating their needs and surpassing their expectations. At Nor1, we're creating the fusion of technology and guest experience.

**Responsibility:**

Infrastructure maintenance for cloud based Linux servers, both for staging as well as production. Configuring and maintaining the properties files of various python applications in accordance with the site requirements. Development

of AWS snapshot scripts. Cleaning up the linux servers regarding the disk space, swap usage, load monitoring etc. Understanding the git repository, modifying the various configuration files and make sure all the configuration files are placed in staging and production servers when deployed. DBAN process. Configuring monitoring tools like Nagios, Shinken Executing mysql database queries based upon the client requirement. The Nor1 websites are load balanced by softlayer IBM tool. Creating of sftp accounts for customers in-order to transfer the files to our linux servers Backing up the servers and mysql databases. Enabling the cronjobs and setting a monitoring alert to Nagios.

## 05-12-2012 - 04-04-2014 (TELFORT)

| **Role:** | ADMINISTRATOR - L3 | **Domain:** | TELECOM SERVICE PROVIDER |
|---|---|---|---|
| **Team Size:** | 6 | **Onsite Duration:** | 3 month(s) |

| Skills | Duration |
|---|---|
| OSS - Operations Support System | 1Year(s) 3Month(s) |

**Description:**

Telfort B.V. is a Dutch mobile telecommunication company, and a subsidiary of KPN. It operates GSM mobile telecommunications service in the Netherlands

**Responsibility:**

Configuring and maintaining the tomcat properties files of various applications present in the server.

The website internet.telfort.nl is load balanced with Linux virtual servers, after which passes through web server (apache), application server (tomcat) and then connects to databases (oracle) to retrieve the information.

Lvs à web server (apache) à applicationserver (tomcat) à databases (oracle)

Suggested and involved in the activity of splitting ofweb server and application server.The protocol used for communication between web server and application serveris ajp13.

Engaged in monitoring usage reports like disk space,memory usage, load etc.

Involved in implementing multiple tomcat instances running in single Linux machine.

Prepared documents for the activities performed and later reviewed and revised by the peers.

Maintaining and improving the deploy scripts and other shell scripts present in the server for deploying the various java applications.

Involved in performing the checks for the applications deployed. Used Nagios monitoring toolfor further checks.

## 30-11-2011 - 21-11-2012 (STATE FARM INSURANCE)

| **Role:** | DEVELOPER - L1 | **Domain:** | INSURANCE |
|---|---|---|---|
| **Team Size:** | 4 | | |

| Skills | Duration |
|---|---|
| Unix Shell Scripting | 1Year(s) |

**Description:**

State Farm is a group of insurance and financial services companies in the United States.The group's main business is State Farm Mutual Automobile Insurance Company, a mutual insurance firm that also owns the other State Farm companies.

**Responsibility:**

Builds new and/or modifies existing data movement solutions to meet business and systems requirements through software component designing, coding, testing, and quality review

Provides support for data movement solutions, including extraction, transformation, and load (ETL) processes, query, and data validation

Creates, maintains, follows, and/or implements data movement processes, strategies, guidelines, standards, and training

Provides consultation on analytic capabilities and enterprise integrated data assets to business partners to mature the Enterprise Data Movement vision and direction

Performs analysis and problem resolution related to data movement work

Promotes standards for data movement execution and delivery approaches

### 09-06-2010 - 09-11-2011 (NOKIA MESSAGING GATEWAY)

**Role:** ADMINISTRATOR - L3  **Domain:** TELECOM SERVICE PROVIDER

**Team Size:** 12

**Description:**

Enterprise Messaging Gateway (EMG) is a messaging platform that can act as a SMS/MMS gateway, protocol converter or some other kind of mediation gateway. Usually the job of EMG is to relay messages, performing message conversion and translation depending on the connectors used to receive and send the message

**Responsibility:**

Development of health-check shell scripts.

Understanding/checking the flow of sms traffic through the servers.

Preparing statistics for daily, weekly and monthly for the number of mobiles activated.

### 08-05-2006 - 08-05-2008 (CPANEL, PLESK)

**Role:** ADMINISTRATOR - L3  **Domain:** TELECOM SERVICE PROVIDER

**Team Size:** 20

**Description:**

Application-based support includes Apache, PHP, MySQL, PostgreSQL, Perl, and BIND (DNS). Email based support includesPOP3, IMAP, and SMTP services.

Cpanel

cPanel is a Linux-based web hosting control panel that provides a graphical interface and automation tools designed to simplify the process of hosting aweb site. cPanel utilizes a 3 tier structure that provides capabilities for administrators, resellers, and end-user website owners to control the various aspects of website and server administration through astandard web browser.

Plesk

Plesk's control panel allows a server administrator to set up new websites, reseller accounts, e-mail accounts, and DNS entries through a web-based interface. The administrator can createclient and site templates, which predetermine resource-allocation parameters for the domains and/or clients.

**Responsibility:**

Led a 2-member dedicated team as team admin, during which we worked with a major client, including Network Operation Center and completed all tasks with a response time 1 hour and 6 hours resolution,keeping up with the quality standards maintained by the company.

Performed Vulnerability Assessment and server hardening for Linux web servers for Dedicated Web hosting Companies and Resellers.

Undertaken major software installations, server security audit/check, performed software builds, identified major server issues and created scalable solutions from an operations perspective. Provided Quality Technical Support and Customer Care for shared, dedicated, virtual private servers Web hosting Companies and Resellers

## EDUCATION DETAILS

| Education | Specialization | Year of Graduation | Institution |
|-----------|----------------|--------------------|-------------|
| M.S. | Networking | 2010 | IIIT |