



Red Hat Certified Engineer (RHCE)

**HARI OM**

**Standard Chartered GBS – May'19 to till date**

**Accenture – Sep'15 to Apr'19**

**Amdocs – Sep'13 to Sep'15**

**IBM - June'11 to Aug'13**



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## OBJECTIVE:

Integrate the knowledge I have with my ability to work hard for professional growth and challenging work opportunities at the same time learning continuously to keep pace in this ever-changing IT industry.

## PROFESSIONAL SUMMARY:

- **8+ Years' Experience** in Banking/Telecom/Airline Domain using **LINUX / UNIX Admin, AWS Cloud, DevOps** Tools, Shell-PERL scripting, Oracle SQL, Agile-SDLC, Web Application Support.
- **AWS Certified solution architect - Associate** (VPC, EC2, S3, RDS, Route 53, ELB, EBS, Glacier etc.)
- **RHCE Certified (Red Hat Certified Engineer).**
- **ITIL V3 Certified** (Foundation Certificate in IT Service Management)
- Installation, configuration and maintenance of OS/Apps on **Linux/AWS Services**.
- Admin and implementing of **DevOps tools**, Supported the code builds by integrating with tools.
- Installation and configuration of HA environment using Linux cluster or **VERITAS** Cluster.
- Configuration and administration of **LVM** and **VERITAS** logical volume manager.
- Packages/patch installation and vulnerability remediation.
- Troubleshooting Hardware and Operating system related issue
- Capacity planning and fine tune system for optimal performance
- Understanding of SAN & NAS storage and Administration of LDAP environment.
- Highly skilled in Bash / Shell scripting in Linux/Unix
- Configuring Unix Security baseline and **TCP/IP, DNS, HTTP, Routing**

## TECHNICAL SKILLS:

Operating System	:	Windows, LINUX, UNIX, AIX
DevOps Tools	:	GIT, GitHub, Jenkins, Docker, AWS, Ansible, Jira, Jfrog, WebSphere
Scripting Languages	:	Shell/Bash Script, PERL
Database	:	SQL Server, PL/SQL
Programming Languages	:	Basic Knowledge of C, C++, Core Java

## WORK EXPERIENCE:

### ❖ Standard Chartered GBS

Work Location	:	<b>Bangalore</b>
Designation	:	<b>Software Configuration Management Analyst</b>
Period	:	<b>May 2019 to till date.</b>

### JOB RESPONSIBILITIES

- Installation, configuration and maintenance of Banking (MTS) App on **Linux/AWS -EC2**
- Performance, Jobs monitoring & troubleshooting of OS and apps related issue on **AWS Services**.
- Design and build platforms in **AWS cloud Services** for the Migration, execution & monitoring.
- Admin, implementing and onboarding of **DevOps** for App in Development, Test & Production env, supported the code builds by integrating with tools.
- Responsible for interacting with the Testing Team and Vendor/Partners on change management & implementation of projects to ensure site readiness before implementation.
- Responsible and coordinating of planning, execution, monitoring and documentation of project activities. Liaison with business team and stack holder.
- Working on functional BAU activities including system monitoring, verifying the integrity and availability of all services of app, reviewing system and application logs

- Evaluate and resolve Application/OS-identified alarms, WebLogic Host migrations, Host management, Business continuity plan, Failover test and Disaster recovery test.
- Creating Scripts, Cron Job to automate Day to Day and ad-hoc Tasks.
- Providing support to offshore/end users using ticketing tool S-NOW & ITSM BMC Remedy/call.
- Packages/patch installation for Application & OS and vulnerability remediation.

## ❖ ACCENTURE

Work Location : **Bangalore**  
 Designation : **Software Engineering Sr. Analyst**  
 Period : **Sep 2015 to Apr 2019**

## JOB RESPONSIBILITIES

- Installation, configuration and maintenance of Banking, Airline, Telecom App on **Linux/AWS -EC2**
- Performance, Jobs monitoring & troubleshooting of OS and apps related issue on **AWS Services**.
- Design and build platforms in **AWS cloud Services** for the Migration, execution & monitoring.
- Admin and implementing of **DevOps tools**, Supported the code builds by integrating with tools.
- Responsible for interfacing with the customer and partners on change management & implementation of projects to ensure site readiness before implementation.
- Responsible and coordinating of planning, execution, monitoring and documentation of project activities. Liaison with business team and stack holder.
- Working on BAU activities including system monitoring, verifying the integrity and availability of all services, reviewing system and application logs
- Evaluate and resolve Application/OS-identified alarms, Weblogic Host migrations, host management, Business continuity plan, Failover test and Disaster recovery test.
- Creating Scripts, Cron Job to automate Day to Day and ad-hoc Tasks.
- Providing support to offshore/end users using ticketing tool S-NOW & ITSM BMC Remedy/call.
- Packages/patch installation for Application & OS and vulnerability remediation.

## PROJECT DETAILS:

**SUS-Infra** - Working on shared services (Navitaire) which includes Mass-Mutual (Banking), SHELL (EMVP -Payment Card) and US-CELLULAR (Telecom) on Private/Public cloud having different module and function like App server configuration, batch processing, Load balancing, network configuration, Packages/patch installation, Performance, Jobs monitoring & troubleshooting of Operating system and application related issue, Evaluate and resolve Application/OS-identified alarms, WebLogic Host migrations, host management, Business continuity plan, Failover test and Disaster recovery test. Creating Scripts, Cron Job to automate Day to Day and ad-hoc Tasks, Responsible for interfacing with the customer and partners on change management & implementation of projects to ensure site readiness before implementation, providing support to offshore/end users using ticketing tool S-NOW & ITSM BMC Remedy/call.

**Client's Description: - Navitaire, Mass-Mutual, SHELL, US-Cellular**

**Platform / Skills** : Shell Script, Unix Admin, F5-Load Balancer, SQL, AWS, DevOps, WebSphere  
**Team Size** : 8

**GWBT**: - Banking Application (PAID, Claims, PAY-Plus) Designed for Payment processing, claims for unsuccessful transaction refund and Foreign Exchange transaction having different function and module. From application server support side, we co-ordinate/help other team like DBA, NETWORK, CD, STORAGE to smoothly migrate the application server from 5CS DC (5 Canada Square, London) to WGC DC (WGC, London). Working on functional BAU activities including system monitoring, verifying the integrity and availability of all services of app, reviewing system and application logs. Responsible for interfacing with the customer and partners on change management & implementation of projects to ensure site readiness before implementation, providing support to offshore/end users using ticketing tool S-NOW & ITSM BMC Remedy/call.

**Client's Description: - Bank of America, Synchrony financial**

**Platform / Skills** : - UNIX Shell Script, Linux/Unix Admin, DevOps, SQL, AWS-EC2, WebLogic  
**Team Size** : - 5

❖ **AMDOCS Development Center India Pvt Ltd.**

Work Location : **GURGAON**  
Designation : **Sr. Subject Matter Expert**  
Period : **Sep 2013 to Sep 2015.**

**JOB RESPONSIBILITIES**

- Configuration, maintenance and support of Telecom App (ASMM, Wholesale billing) on Linux.
- Work closely with Level 1 or Level 2 support teams and customers to understand issues, perform detailed debugging, and suggest work around to get the server/Apps up and running.
- Creating Scripts, Cron Job to automate Day to Day and ad-hoc Tasks.
- Performance, Jobs monitoring & troubleshooting Operating system related issue
- Providing support to offshore/end users using ticketing tool ITSM BMC Remedy/call.
- Packages/patch installation for Application & OS and vulnerability remediation.
- Responsible and coordinating of planning, execution, monitoring and documentation of project activities. Liaison with business team and stack holder.
- Evaluate and resolve Application/OS-identified alarms, WebLogic Host migrations, host management, Business continuity plan, Failover test and Disaster recovery test.
- Responsible for interfacing with the customer and partners on change management & implementation of projects to ensure site readiness before implementation.

**PROJECT DETAILS:**

**SUB-ADMIN/WHOLESALE:** - Wholesale billing system design for the Vodafone UK. Its use Amdocs Service Mediation Manager for validated Call Details Records received from the Mediation and charge accordingly. Its Main functionality are: - Auto barring, Call Rating, Call Validation, pricing Adjustments, call file production, report generation, invoicing, Reconcile legacy file & Revenue Assurance through various module of system.

**Client's Description: - VODAFONE (UK)**

**Platform / Skills :-** UNIX Admin, Shell Script, Amdocs Mediation Manager, JavaScript, WebLogic  
**Role :-** Sr. Subject Matter Expert  
**Team Size :-** 15

**DDP:** Disperse Data Process project design for provide Software solution service based on Order Processing for broadband video service and high-speed internet service with different module.

**Client's Description: COMCAST / CABLEVISION (US)**

**Platform / Skills :-** Linux/Unix Admin, Shell Script, SQL, JBoss, Java Script  
**Role :-** Subject Matter Expert  
**Team Size :-** 18

❖ **IBM India Pvt. Ltd.** (Client of **SDIL**, June'11 to Apr'12 & **Emittance Sol.** , May'12 to Aug'13)

Work Location : **NOIDA**  
Designation : **Software Engineer**  
Period : **June 2011 to Aug 2013**

**JOB RESPONSIBILITIES**

- Installation, configuration and troubleshooting of Red Hat Enterprise Linux.
- System Administration of Linux and performing activities as per schedules and IBM policies e.g.: Security Health Check (SHC), User ID validation, Access rights validation, APAR (Patch management), System Activation & Deactivation etc.
- Managing network services like FTP, NFS, YUM, Cluster & GFS etc.
- Managing File, Application and Databases Server (OS: Linux).
- Installation of Application/3rd party Application on Linux, creating Scripts to automate certain Tasks.
- User management: Creation, Deletion, Assigning rights/privileges to users as per ticket/approval.
- Managing File System, LVM, VGs, Storage: creation/extend as per Change Management Policy.

- Initiate, executing Change management process/request related to IT infrastructure as & when required.
- Coordinating/troubleshooting with different teams for smooth functioning of application and database.
- Maintenance and administration of Linux/Unix, providing support via Ticketing System.

#### PROJECT DETAILS:

**Adagium PACS (Provisioning and Customer Care System) :-** Adagium PACS is a leading edge Provisioning and Customer Care Services solution that integrates critical business processes and workflows of prepaid operations. Its Main functionality are: - Call Rating, call file production, report generation, invoicing, Reconcile legacy file & Revenue Assurance.

**Client's Description:** **Bharti-Airtel** (India, Sri Lanka & Jersey)

**Platform / Skills :** C++, UNIX Shell Script, Oracle PL/SQL

**Role :** Software Engineer

**Team Size :** 15

#### EDUCATION & CERTIFICATE:

- Master of Computer Application (**MCA**- 63.17 %) – G.G.S.I.P.University, Delhi
- Bachelor of Computer Application (**BCA**- 75.91%) – B.N.Mandal University, Madhepura
- 10th – 61.71% & 12th – 60.23%
- **AWS Certified solution architect - Associate**
- **RHCE Certified** (Red Hat Certified Engineer) Certification from New Horizon, Delhi
- **ITIL V3 Certified** (Foundation Certificate in IT Service Management)
- Got Excellent Job Award at AMDOCS

#### ACADEMIC PROJECT & EXTRA CURRICULUM ACTIVITY

- Done a project work on “Airline Reservation System”, using Java and MS Access in MCA.
- Done a project work on “Banking System” using VB and Back-End MS Access in MCA.
- Done a project work on “Bank management System” using C++ in 3<sup>rd</sup> year in BCA.
- Worked as a VOLUNTEER in **CWG DELHI 2010**, and got “**Excellent Job**” Award.
- Got 2<sup>nd</sup> prize in C++ Programming in Technotronics 2011, at DKES-SCS, Delhi.

#### KEY SKILLS:

- Good communication skill.
- High level of persuasiveness.
- Can work effectively in team as well as individually.
- Have good interpersonal skill.

#### PERSONAL INFORMATION:

Date of Birth : **09-Oct-1987**  
 Father's name : **Mr. Surendra Sah**  
 Gender : **Male**  
 Marital Status : **Married**  
 Address : **House #4, Library Street, AET Junction, Sarjapur, Bangalore -35**  
 Hobbies : **Net Surfing, Making New Friends**

#### DECLARATION:

I hereby declare that the above information is genuine to the best of my knowledge.

**Place:** Bangalore

**Date:**

**Hari Om**