# **Hemamalini bandaru**

Email: hema.aquaries89@gmail.com

Role: LINUX System Administrator

Mobile: +91-9677096475

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Professional Summary:***

* 12 + years of IT Experience into Linux Operating System and Desktop & Monitoring support lead.

***Professional Experience:***

* Working as a LINUX System Administrator since Jul 2015.

***Education and Certifications:***

* BSC from SVU 2009.

***Project Experience***

Organization : Tech Mahindra

Environment : RHEL, Ubuntu and Centos

Role : Sr.System Administrator

Duration : July 2015 – Nov 2023

**LINUX Responsibilities: -**

* LEVEL 2 administration and disk management on RedHat Linux servers.
* Monitoring and troubleshooting the hardware and software errors.
* Server patching and the rpm installations using the Red Hat Satellite servers.
* Fixing the vulnerability gaps based on the patches released periodically.
* User administration and filesystem management.
* Hardening the New servers based on the Clients security hardening checklist.
* Health check and the administration of Redhat-Linux servers.
* Worked on Unix Shell scripting to develop automation tools to automate the admin activity and server security checks.
* Trouble shooting and Configuration of Hardware, CPU Utilization and disk space utilization, User & Group administration.
* Worked on Linux monthly Patching and remediated vulnerabilities
* User and Group administrations like create and remove, give temporary root access for client requirement for project implementation.
* Disk Management – Partitioning through fdisk.
* LVM Configuration – Creation of physical, logical volumes, volume groups etc.,
* Process monitoring – Commands like top, vmstat, iostat, free etc.,
* To manage ftp Server and administrating user logins.
* To manage NFS for file sharing and administrating user access.
* To resolve the incidents file system alerts and issues.
* Resolved more than 90% of incidents and service requests without escalation.
* Patching – To manage patching pre work and Security patching within change time schedule.
* Change management – To manage prod and pre-prod and test/dev server’s change.
  + Production server – Is CAB approvals - major change.
  + Pre-production server – preapproved change – Standard change.
  + Test/Dev server – Minor change or medium change.

**Desktop and Monitoring Support:**

**Project Name: Super Retail Group (SRG)**

**Organization**  : Tech Mahindra, Chennai

**Project Scope** : L1 Support Engineer

**Job Role**  : Team Lead

**Client**  : SRG

**Duration :** July 2010 – Jun 2015

**Technologies Handled:**

**Ticketing** Ivanti Ticketing tool

**Monitoring**  Solarwinds, Nagios & Sitescope

**Services** Alert Monitoring, Report generating, Ticket creation

**Domin**  Windows, Unix, Database, Network, Backup, Storage

**Support Analyst**

* Working as a Team lead in Initial Response Team which consists of a team of 16 members.
* The primary task of an IRT team associate is to answer Datacenter Incidents/requests for assistance either in by email/chat or over the phone.
* Handling NOC operations.
* Monitor all ‘Urgent”, ‘High’ and ‘Major’ priority alerts to ensure the technical teams are alerted for Prompt resolution.
* Create Incidents/Service requests in the ticketing tool based on the requests received either from the Customer/Technical Track Members.
* Supporting iTERM (IMS technical Escalation Resolution Management) operations.
* Convey the Technical updates received from the Technical Track members to the Customers and inversely.
* 24/7 IRT Mailbox monitoring for Alerts/Requests.
* Preparing shift rosters in monthly basis.
* Reports generation for all customers based on the customer requirement (Daily/Weekly/Monthly).
* Monitor all incoming Alerts to notify the On-call support Engineer for the Prompt resolution.
* Conducting weekly review meeting.
* Preparing Team performance tracker.
* Co-ordinate with Tools team when performance/tool outage observed
* Co-ordinate with Admin/Maintenance Teams for any internal issues related to Admin/Maintenance
* Send Shift Handover to the next available shift person to notify the important updates during the shift coverage
* Follow up and make scheduled call backs to customers wherever necessary.
* Stay current with system information, changes and updates
* Performs other related duties as assigned by management.
* Initiative to take any ticket raised by the customers under our portfolio.
* Worked on report pulling of the incident/request tickets raised by customers on weekly and monthly basis and analysis to improve the customer service
* Gave many presentations on Domain knowledge and other interested topics
* Attending daily & weekly calls from service specialists to understand their requirements of service improvements
* Planning team meetings to share the knowledge among team
* Preparing KT plan and give KT to new members about the project functionality
* Preparing the Technical Installation Plans for the applications
* Preparing the documents for the validated applications for future purpose and giving shared access to team.

***Personal Details:***

Sex : Female.

Marital Status : Married

Nationality : Indian.

Languages Known : English, Telugu, and Tamil.