

Mahalakshmi M

System Engineer

Contact

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Objective

To effort my full potential for enlightening the organization and to place myself in highly challenging work environment through which I can enhance my knowledge.

Education

Holy Child Matric School
Redhills, Chennai
65%
Soka Ikeda College of Arts &
Science for Women
Redhills Chennai
67%
Madras University
Msc- IT
(Pursing)

Experience

July 2017 -July 2018

Senior Client Partner • DQA, DCA, SLIP • Access Health Care

Feb 2019- Till Now

System Engineer • Windows, Backup, VMware • Infosys

- ❖ Worked as Cross skilled SME in Windows admin, Backup admin, SCOM admin, ServiceNow admin, VMware & AD admin.
- ❖ Working quickly and effectively to take action request and incidents of escalated issues.
- ❖ Working with vendors to resolve complex issues.
- ❖ Detecting reporting and fixing of poorly performing systems using agreed monitoring tools and process.
- ❖ Creating and managing users, groups, OU and group policies.
- ❖ Managing standard request like issuing access of admin RDP access as per the request
- ❖ Monitored daily backup status, tape drive contention, troubleshooting of libraries and drives
- ❖ Managed and administered Commvault by overseeing backup policy, monitoring drive capacity, services, patches, daily check report, and maintaining the backup infrastructure to ensure all Service Level Agreements are met.
- ❖ Experienced in managing the COMM Serve Software Cache and Remote Caches

Tools

Ticketing Tools:

Service now, IIMS

Monitoring Tools:

SCOM, WUG
LPAR, Xymon
Commvault

Key Skills

- Windows Admin
- VMware
- Service Now
- PowerShell Scripting
- Commvault

Personal Profile

Father Name: Muthu K

DOB: 22-03-1997

Marital Status: Single

Language Known: Telugu,
English, Tamil

Special Achievements

Access health care:

Maverick Award

Best Employee Award

Infosys:

RISE 3 Insta Award

RISE Gracias Award

Rock Start Award

Personal Strengths:

Ability to work in teams
dynamic environment.

Ability to ramp up quickly with
new technologies.

Technical Skills

Windows Server:

- Installation, Configuration, Administration and Troubleshooting of windows 2003, 2008, &2012.
- Installation, Configuration and Troubleshooting of Domain Controller and additional domain controllers.
- Familiarity with active directory domain services concepts and other server's roles (DNS, DHCP, Cluster)
- Administer efficient work of servers and system and provide support to everyday operations
- Maintaining server architecture security and creating system backups
- Sound knowledge in windows security patches deployment.

VMware:

- Install, Configure and Manage VMware vSphere 6.7 Environment.
- Creating and Managing Virtual Machines and Template.
- Providing end to end windows server support for both server builds and decommission.
- Creating Clusters for high availability (HA) & distributive resource scheduling (DRS).
- Migrating of VM using Vmotion, Managing Snapshots, cloning, Cold Migrations and Hot Migrations.

Commvault:

- Very strong working knowledge Installation, Configuration and Administration of Commvault.
- Installing and Configuring client servers, SQL & File system Agents, disk and tape libraries.
- Experienced in Windows and Unix/Linux server administration including routine patching in a Commvault environment.
- resolving file and VM level restore requests.
- Configured COMM server, Media agent's, Client & database idata agent's and Library's
- Managing and creating different types of the policies for the backup jobs.
- Working on Schedules to take periodic backups of Production Servers
- Performing upgradation activity for COMM serve, Media Agent & Clients as part of Commvault Vulnerability
- Competent in installation and configuration of non-de-duplicated and Deduplication Media Agents
- Configured Correct retention periods and cycles and performed proper data pruning to reduce the license capacity and got appreciated by the client.

Place: Chennai
Date:

Service Now:

- Created Dashboard with
- Work with development team to migrate updates into the production environment
- Developing, testing, deploying and updating workflows and approval flows and rules
- Work closely with ServiceNow functional team to build requested items and tasks using workflows to manage processes from the customer to the fulfillment teams

Declaration

I do here by declare thus the particulars of information and facts stated here in above of prove, correct and complete to the best of my knowledge and belief.

(Mahalakshmi M)