**Name** : Sindhu L

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**MOBILE NO:**  9731227832

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**CAREER OBJECTIVE**

A Passion for learning new concepts and willing to pursue a career in the concern, seeking a position to utilize my skills and abilities that offers professional growth while being resourceful, innovative and flexible.

**ACADEMIA**

* BCA from BMS Women College **,** Bangalore university - 2013
* 2nd PUC from Vijay Junior college, Bangalore university - 2010
* SSLC from SSM School, Bangalore university - 2008

**PROFESSIONAL EXPERIENCE**

**Organization** : NTT DATA GDS Pvt Ltd, Bangalore. July 2013 - Present

**Designation** : Technical Executive

**Team** : Web Operations

**Role** : Backup Team Lead

**Environment** : Web Operations, F5 Load Balancers and Apache - Tomcat

**JOB RESPONSIBILITIES**

# Infrastructure & Production Support to our client.

* Working as a Backup Team Lead with good knowledge of functional and technical areas which also plays main role as Web Operations Level 2 Production Support Project.
* Linux Web servers (Apache/Tomcat) Administration
* Creation, updating and troubleshooting of F5 Load Balancer Virtuals, Siteminder Administration
* Using Middleware’s like E3,CPS
* Working on Change Requests, Incidents, Outages and Ticket Assignment (ITIL Process).
* Working on Troubleshooting, Enhancements, Handling Bridge calls for outages with different stake holders and Participation in analysis of incoming cases/tickets, assign tickets to team members, track fixing of tickets and verification of the fixes, tracking of SLAs, Pending User Audits, resolving production issues and improve application performance.
* Perform health and performance monitoring of Application servers.
* Handling web application related issues like URL, Process Down and Disk Usage etc.
* Applications Deployment/ Decommission & Deco of Server Groups.
* Host building
* Zapplet Creation,Updation and Decommission
* Tracking incident Through Monitoring tool like Netcool, and Request Ticket
* Defining Service Level Agreements (SLAs). Implementation & Improvise the processes.
* Identifying issues create tickets; follow escalation procedures as per the document and end the loop with problem resolution.
* Performing Ready for Business checks.
* Handling Stream Delays.
* Keep a track of the issues, tickets and providing the best resolution
* Monitoring and performing servers activities (process monitoring, System Performance, File system usage, CPU and memory utilization)
* Provide expert and creative solutions to user requests to ensure user satisfaction and productivity.
* Incident/Problem/Change management Tracking tickets through Monitoring tool like Netcool and Mainframe.
* Handling Escalations, Outages and Bridge calls with Incident/Problem Management for servers within SLA
* Providing the support over the Mail, telephone and MOC for customers Resolving typical issues of servers through Incident Management and Problem Management like Incident Outage Tickets by Service Now tools effectively
* Working on user tickets via (Exchange tickets – Providing mail access),
* LNMA requests – Changing name of e-mail id’s to user request.
* Internet approvers –Providing access to receive outside domain e-mails.
* Creating new TWIKI sites.
* Basics Knowledge about NetBackup.
* Providing Knowledge Transfer for the new analyst.

**PROFESSIONAL SKILL SUMARRY**

**Operating Systems :** Linux/Unix, Windows/ XP/ Windows7

**Monitoring Tool :** IBM Netcool

**Management Tool :** Service Now / BMC Remedy

**MY STRENGTH**

* Ability to work in a challenging environment where I can explore my skills.
* Intention to learn latest technologies.
* Good communication skills.

**PERSONAL DETAILS**

**Name :** Sindhu. L

**Date of Birth** : 03/08/1992

**Gender :** Female

**Nationality :** Indian

**Languages known :** English and Kannada

**DECLARATION**

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

**Date:   
Place:**