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| **Rajesh** | raje4345@gmail.com |
|  | Mob: +91 8105574926 |

**Carrier Objective**

I am an IT Professional with over 7+ years of experience in Production support project.

To work in an organization that would enhance my skills and utilize my knowledge in challenging environment to the growth of organization.

**Education Details**

* Secured **BE** in **Computer Science** from **SIET** College of **VTU** University in 2013.

**Technical Skills**

* Experienced with Troubleshooting Linux, User and Group management.
* Windows Troubleshooting, Deployment, Remote Monitoring, Windows Monitoring. Windows 8.X, Windows 7, windows8, windows 10, Windows XP.
* Remote administration using Remote Desktop, VNC, WebEx.
* User administration and password policy management.

**Tools:**

**Software’s**: MS Office 365, Active Directory, LDAP, Wipro Cloud

**Remote tools**: Remote Desktop, Cisco WebEx

**Ticketing tool**: WCCC, One Force (Wipro), JINA(JFL), Service now

**Training:**

* Completed Laptop, Desktop assembling L2.
* WCCC and One force
* Basics on server hardware
* Windows migration from Win 7 to Win 10

**Work Experience:**

**Company 2: TATA Consultancy (Jan 10th 2022 – Till today’s date)**

**Direct payroll from TCS**

**Designation: IT Analyst (Linux Administrator)**

**Job Responsibilities:**

* Creating, Managing and Configuration of Linux account for users.
* working experience on LDAP and Centrify access Manager .
* Working experience on Blades and installing RHEL 7.9 OS on Blade
* Installing of window 10 and Linux RHEL 6 or 7 on servers
* Experienced the ticketing tool and SLA management.
* Ensure to provide resolution for the issue based on SLA provided on the Particular Products
* Managing Incidents and Requests based on the priority.
* Assign, unassign, reboot and reset VM Ware Session for Users
* Creating Linux home directory for different Location
* Linux User Account creation
* Reactivate Linux accounts and add user to Linux group.
* Kill the process in Linux blades.
* Having knowledge of Applications like Mobaxterm and putty Xrai engines.
* Managing the users Linux folder/path access permission, ownership via requests.
* Creation of knowledge articles about the process and SOP for the Linux Desk

**Company 1: Wipro Limited (**4th **May 2015 – 7th Jan 2022, 6 years 8 Months)**

1. **Under Payroll of APEX services**

**(From 4th May 2015 – 19th Sep 2017, 2 year 4 Months)**

1. **Under Payroll of Skypro Technologies**

**(From 20th Sep 2015 -30 Mar 2018, 7 Months)**

1. **Direct Payroll from Wipro**

**(From 2nd April 2018 – 7th Jan 2022, 3 year 9 Months)**

**Designation: Technical Lead**

**Job Responsibilities:**

* Installing and Upgrading Operating System for Unix and Linux Server
* Install new Software, System Updates, Evaluate and install Patches and Resolve Linux Machine.
* Installing and Configuring Antivirus Applications as per the Customer requirement
* Installation Operating systems win XP, 7 and windows 8 as well windows 10.
* Installation of Linux operating system, virtual machines and basic Troubleshooting
* Linux account Creation, Deletion and Managing Through Predefined shell script.
* Work Experience on LDAP for Linux account management
* Password Management for Linux accounts
* Handling Server & windows OS, Hardware Related Issues Raised through Service Ticketing tools.
* Resolving customer complaints on technical issues on time.
* Installation, Configuration and Administration of Remote Desktops
* Troubleshooting desktop issues by taking remote supporting the incident calls.
* Resolve technical questions and inquiries from Customers, Partners, and Field representatives by answering technical questions and creating appropriate workarounds or solutions On-Call (24x7)
* Configuring and troubleshooting client application.
* Following standard procedures for proper escalation of issues to the appropriate internal teams
* Handling L1 and L2 escalation.
* Knowledge in SAP,
* Handling Singapore Airlines customer system installations and configuration.
* Installation of Appliance server and machine for SIA customer with online support.
* Worked on Kotak Mahindra Bank OTB project for system installation and Migration.
* Worked on KMBL banking remote support Domain joining and compliance.

**Strengths**

* Effective interpersonal skills with abilities to meet deadlines & work under pressure
* Ability to work with accuracy and pay attention to details
* Efficient planning, management and effective team player
* Effective communication with excellent relationship building
* Quick learner and able to take increasing responsibilities and diverse challenges.

I hereby declare that above-mentioned details are true and best to behalf of my knowledge.

**Signature:** **Rajesh**