VISHNU. R

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**Objective**

To seek the challenging position in IT industry that needs innovation, creativity, dedication and enable me to continue to work in a challenging and fast paced environment, leveraging my current knowledge and fostering creativity with many learning opportunities.

**Professional Experience**

* A growth oriented professional total experience of **6.5 years** in **IT** industryincluding **1.5 year** inthe **AWS Cloud.**
* Having exposure in the system administration and monitoring.
* Ability to perform and deliver under pressure and deadlines, and to work with a team.
* Exposure in handling client queries, providing them feasible solutions & building healthy relationships thereby achieving high client satisfaction.
* Capable to delve into the new leading Technologies.

**Skills**

* Cloud**:** AWS- (IAM, EC2, S3, ELB, EBS, SNS, VPC, RDS, Route 53, Cloud Watch, Auto Scaling, Load Balancer, Lambda)
* Operating System **:** Linux, Windows.
* Networking : TCP/IP, UDP, IP Address, DNS.
* DevOps tools **:** Git, Docker, Kubernetes, Jenkins, Ansible.
* Scripting : Basic knowledge of Python
* Database : Basic of MySQL.
* IT Tools : Kibana, BMC Remedy.

**Certification**

* AWS Certified SysOps Administrator – Associate.

ID: YLJ00N72LJE1153Y

**Roles & Responsibilities**

1. **Cerner HealthCare Solution**: May 2015 to Till Date.

* Worked as **System Engineer** in **IRC EM** from May 2015 to Jan 2019.  
    
  **Roles and Responsibilities:**
* Monitoring of Linux servers on various issues related to disk issues, CPU, memory,

process, etc.

* Experience in managing LVMs for disk management on CRQ request.
* Troubleshooting issues on IBM WebSphere server and instance.
* Resolving issue in Database by checking the ORA Errors in DB nodes and table space

issue by adding data files to the table space.

* Maintaining SLA to close the incident as per company process
* Extract reports and providing RCA for problem related tickets.
* Joining bridge calls in incident issues to fix the problem.
* Troubleshooting Swap space management & CPU issue.
* Escalate issue on timely manner and engage required on-call resource.
* Communicating with other team members for efficient workflow.
* Assist team members on technical issue and provide training to new hires.
* Working as **Senior Technical Support Engineer** in **Cerner Connect** form -Feb 2019 to till date.

Client : Direct Care ( iCommand)

Skills : Linux, AWS.

**Description:**

iCommand is one of the online healthcare related project. The containers/services provide a

longitudinal, electronic version of a patient's health history. Information commonly served

includes a patient’s progress, problems, medications, vital signs, past health history,

immunizations, laboratory data, location.

**Roles and Responsibilities:**

* Resolving the issues related to iBus servers and services.
* Installation of iBus services
* Involved in setting up and managing backup and recovery using snapshots.
* Creating AMI images of EC2 instances as backup.
* Proficient with knowledge of EBS, in setting up and attaching EBS volumes to EC2instances.
* Possess good and handy knowledge on VPC and its components.
* Configuration of Auto Scaling and Load Balancers.
* Possess knowledge and hands on S3 creation and lifecycle management.
* Used CloudWatch to create alarms and CloudWatch Logs.
* Integrated CW with EC2 instances for monitoring log files and track metrics.
* Analysing logs on Kibana and troubleshooting was a part of day to day activity

1. **NewWave Computing Pvt Ltd:** Dec 2013 to April 2015

* Worked as System Engineer by providing functional and technical support for hardware and software problems.
* Visit client site for installation, troubleshooting and configuration of Desktop and Laptops queries.
* Escalate hardware issue with Vendor and follow up the same

**Awards**

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| --- |
| 1. Honor/Award**: Knight Of The Town** (Quaterly Award)   Awarded 8 times in last 5 years for meeting SLA on time, technical assistance and  for successfully execution without any flaws.   1. Received **Engineer of the Year Award for 2019-2020**. |

**Education**

1. Diploma in E&CE form RJS Polytechnic Bangalore-2009.
2. B.E Telecommunication Engineering form Dayanand Sagar College of Engineering – 2012

**Personnel Details**

1. Date of Birth :- 15-08-1990

1. Marital Status :- Married
2. Languages Known :- English, kannada, Telugu, Tamil.
3. Residential Address: - #978 4th M Block

Rajajinagar Bangalore.

Yours Sincerely,  
 VISHNU. R