**Vishnu R**

**E-Mail:** rvishnu.06@gmail.com **Contact:** +91 9538606762 (M)

**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.

***Academia Dossier***

**SOA-C01  
AWS Certified Sysops Administrator – Associate**,   
ID: YLJ00N72LJE1153Y, 2019.

**BE** (Bachelor of Engineering)  
Dayanand College of Engineering-VTU, 2012

***Personal Dossier***

**Address:**  #978 4th M Block 59th C Cross Rajajinagar,

Bangalore – 560010.

**Date of Birth:** 15 Aug 1990.

**Languages Known:**

English, Kannada, Telugu &Tamil.

**Marital Status:** Married.

**Professional Synopsis**

* 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.

**Company Silhouette**

1. **Cerner Health Care Solutions:** May 2015 to Till Date.

* Worked as **System Engineer** in CWx Team, May 2015 to June 2018.
* Working as **Senior Technical Support Engineer** in Cerner Connect Team -July 2018 to till date.

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.

**Technical Skills**

1. Cloud Technology**:** AWS- (IAM, EC2, S3, ELB, EBS, SNS,VPC, RDS, Route 53, Cloud Watch, Auto Scaling,Lambda)
2. Operating System**:** Linux (Red hat)
3. DevOps tools **:**  Good exposure to Git, Docker, Kubernetes.
4. Scripting : Basic knowledge of Python
5. DBMS : Basics of SQL.

**Project exposure in Cerner**

* **CWx Team:**Client : Event & Problem Management.

Skills : Linux, Networking, IBM WebSphere, DB.

Team size : 5

Role : System Engineer.

**Description:**

Working with Internal Team (IRC) for Troubleshooting, Monitoring, Data Extraction and Reporting. this include troubleshooting of Linux, Windows, IBM WebSphere, oracle issue & reporting with data extraction from source like Remedy.

The incoming data from remedy is specifically related to the issues handled by each associate/parameter. The data we are getting in the farm of CSV, apply some business rules on this data and filtered against data quality checks to find RCA and Problem Management purpose.

Roles & Responsibility:

* Troubleshoot disk space related issues on Linux servers.
* Monitor System Performance issues like Memory, CPU and Disk utilization.
* Responding issue in a timely manner to fix the issues and escalate on the priority basis.
* Process needs to raise SR/tickets to the respective teams and follow up the tickets for faster resolution.
* Troubleshooting issues on IBM WebSphere server and instance.
* Resolving issue in Database by checking the ORA Errors in DB nodes.
* Troubleshooting database issue on ORA error for production DB nodes likes 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.
* Cooperating and communicating with other team members for efficient workflow.
* Assist team members on technical issue and provide training to new hires.
* **Cerner Connect:**

Client : Direct Care ( iCommand)

Skills : Linux, Networking, AWS.

Team size : 13

Role : Sr Technical Support Engineer..

**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.
* Analysing logs of iBus servers and fixing the issues based on priority.
* Creation of EC2 instance for iBus servers.
* Create snapshot for the EC2 instance.
* Working on SR/tickets to the respective teams and follow up the tickets for faster resolution.
* Create and configure S3 bucket.
* Create alarms and notifications for EC2 hosts using CloudWatch.
* Monitoring EC2 Instances using Cloud Watch, CEM tool.
* Maintaining SLA to close the incident as per company process.
* Extract reports and providing RCA for problem related tickets.
* Communicate with other team member to fix the issue.
* Provide technical assist to team members.
* Communicate with Client on calls and PO for the issues logged.
* Join bridge calls in incident issues to fix the problem.

**Proclamation:**

Here by I declared the above reveal data is true and correct the supportive information and document can be provided on demand.

**Yours Sincerely,**  
 **VISHNU. R**