Parthasarathi R

Sarathy23chennai@gmail.com

**Resume** Mobile: 96592 92648

Objective

To be associated in an organization where I could utilize & enhance my skills to the best of my ability which promotes professional and personal development. To constantly add value to myself and to attain new levels of excellence.

Work Experience

Working in PRODAPT SOLUTIONS from SEP 2014 – till date as Senior Operations Engineer

PROJECT: HOSTING

● Manage network monitoring system configuration.

● Handling Server Related issues across global data centers namely Denver, Dallas, Newark, Louisville, Irvine and San Francisco in which contains almost 3500

● Configuration of SNMP services on devices to allow Network Management

● Analyze options, risks, and benefits of change implementation, and suggest ideas

● Provide technical support for physical and virtual systems

● Handle daily server operations and backup process monitoring

● Monitored various tools/ alerts and responded with defined SLA for Service Support like: Incident Management, Problem Management, and Change Management

● Remotely Monitored Server via Terminal SSH using Putty

● Configuration of Firewall rules as per the Client Request and hands on experience in Troubleshooting Alert Logic and Firewall issues

● Troubleshooting for Panopta and Hyperic alerts for the Legacy server

● Handling on the Memory and CPU issues on the VM wares of the server

● Providing with Defined SLA for Service Support: Incident Management, Problem Management and Change Management

PROJECT: CWC

● Monitoring their billing system, Provisioning system, Recharge applications, core system, and Mediation system via different monitoring tools.

● Monitoring the recharge graphs and transactions graph which compares with previous week or months data to understand and monitor their flow.

● Creating tickets for each system and assigning to respective teams.

● Triaging the tickets within defined SLA.

● Creating bridge calls if the issue needs to be resolve immediately when the Business units get affected. Circulating the updated notification to respective teams. Following up with customer until the issues gets resolve. Finally getting RCA for the issue from the appropriate team.

● Automating some manual work process, which takes our time on daily basis.

● Automated an hourly report, which has to be sent to team and track all the alerts from monitoring tools.

● Automated multiple websites to be checked whether it’s live or down, if it is down triggers mail to respective team for their awareness.

● Scripted multiple health checks in server for reporting purpose.

● Scripted multiple process checks, queries check and error message is passed as text file to ticketing tool to create a ticket and assigned it respective team to trouble shoot and resolve it.

Tools Experience

Zenoss, Nagios, Arcsight, ScienceLogic (EM7), Right now, sccd, Netcool and Splunk

Windows

Windows Server Administration

VM ware file system problem

Accessing a logs and Analyzing the issues

Linux

Linux Administrator

Linux Package installation

File system managing, Archiving and permissions

NFS and creating mount point.

User and group management

Controlling services and daemons

Scheduling linux tasks

Regular Expressions with grep

Process Automation

Selenium

Java

Shell scripting

courses & Certification

ITIL V3 Certified

Professional Qualification

Master of computer Application--- 78%

Anna University of Technology, Coimbatore

Graduation year: 2014

Declaration

I hereby declare that the above particulars are correct and true to the best of my knowledge

Place: Chennai (Parthasarathi R)

Date: