

# Arun Kumar

To contribute as a team member in a lively work environment, focused on achieving organizational goals and personnel development.

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## EXPERIENCE

### VMware, Inc. , Bangalore — *Senior Server support Engineer*

May 2020 - Present

- ☐ Vcenter Management and troubleshooting Vcenter.
- ☐ Configuring Vcenter 6.5 , 6.7 and 7.0
- ☐ Troubleshooting issues related to Vcenter Database and root account
- ☐ Configuring users and permission for the user.
- ☐ Resolving issues with vcenter Certificates.
- ☐ Resolving storage issues with Vcenter.
- ☐ Configuring Vsphere HA , VCHA, DRS, SDRS and resolving issues with the same.
- ☐ Configuring and troubleshooting Vcenter Alarms.
- ☐ Troubleshooting Vmotion and, Snapshot, Vsan related issues.
- ☐ Content library, cloning and creating template
- ☐ Troubleshooting Web Client and HTML5 client related issues.
- ☐ Vcenter email Configuration
- ☐ EVC configuration and resolving problems with Vcenter services, crashes, hangs and slowness.
- ☐ Installing or Enabling a vCenter Server plugin for the Web Client or HTML5 Client
- ☐ Resolving technical licensing issues with Vcenter and SNMP issues.
- ☐ OVF/OVA import and export and resolving issues related to the same.
- ☐ Vcenter log analysis with help of putty.

### Hewlett Packard Enterprise, Bangalore — *Server support Engineer*

November 2017 – May 2020

- ☐ Troubleshooting on ProLiant and Blade servers of HPE.
- ☐ Resolving issues related to firmware, Network, storage, and other hardware components
- ☐ Resolving issues in server with Microsoft, Linux and VMware OS
- ☐ Configuring Windows server, Adding Domain Controller, Configuring DHCP server role.

## Technical Skills

- ☐ C++
- ☐ Microsoft Server
  - Domain Controller
  - Active directory
  - Configuring DHCP role
  - Windows Backup services
  - Windows server update services
- ☐ VMware – vsphere
  - Configuring v-center server appliance
  - Configuring and accessing ISCSI storage
  - User, groups and permission
  - V-sphere update manager
  - Cloning and template
  - V-switches
  - Migration / V-motion.
  - Vcenter Database
- ☐ ProLiant and Blade Server

## Executive Skills

- ☐ Time Management
- ☐ Task Initiator
- ☐ Flexible and adaptable

## Languages

- ☐ English (Proficient)
- ☐ Hindi (Proficient)
- ☐ Malayalam (intermediate)

- ☐ Engage with vendors to provide effective solution to Clients.
- ☐ Working Windows Backup services and scheduling backup.
- ☐ Work on CRM tool - salesforce tool to log case and dispatch
- ☐ Maintained a working knowledge of RAID configuration to ensure optimal performance and combat redundancy.

## **Dell International Pvt Ltd, Bangalore — Senior Client Technical Support executive**

July 2016 - November 2017

- ☐ Troubleshooting on Windows Operating System, MS Office, Network connectivity, Printer, Print services and E-mail Clients.
- ☐ Identify problems and root causes, taking a consultative approach to assist the client with resolution.
- ☐ Setting up User accounts, UAC permissions.
- ☐ Configuring different E-mail Clients like Outlook, live mail, Thunderbird.
- ☐ Resolve business queries & provide new ideas relating to business and tools used

## **Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)**

April 2015 - May 2016

- ☐ Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately
- ☐ Troubleshooting issues related to Microsoft products in Windows and Mac.
- ☐ Installing and Configuring Windows OS in DOS and Mac.
- ☐ Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).
- ☐ Configuring different E-mail Clients in Outlook (Windows and Mac).
- ☐ Effectively involving in the implementation of new strategies.
- ☐ Monitoring and supporting the team members.

## **EDUCATION**

### **Sathyabama University, Chennai — B.E**

May 2010 - April 2014

- ☐ B.E in Mechanical and Production Engineering
- ☐ 8.3 CGPA

### **St. Anthony Sr. Sec. School, Udaipur — Class XII**

July 2009 - April 2010

- ☐ Science (PCM + Computer)
- ☐ 68%

**St. Anthony Sr. Sec. School, Udaipur — Class X**

July 2007 - April 2008

☐ Science (PCMB + Computer)

☐ 82.3%

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Name:** Arun Kumar R

**Date:** 17th January 2021