

Professional Synopsis

- B.Tec (CCC) In Electrical And Electronics Engineering with **8+ years** of rich and insightful work experiences in **IT Industry**, with hands-on experience on branded Servers like IBM, HCL, HP. Cross-functional IT experience in the areas of **Server administration** and **Technical support**.
- Linux and server Admin expert over all 8 years of experience with continuous delivery of quality oriented work and **leading the new Process** to steady state.
- Strong **client relationship** with strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach.
- Experienced in **Red Hat System** Administration
- Expertise in People and Process/project Management.
- Working as a Linux and **server Admin** expert on tactical processes including Maintaining servers, Real-Time Systems, Desktop, color laser jet printers, Work Stations And network Peripherals at client site along with Maintaining **SLA's**.

Professional Experience

Presently working with **HCL Service Ltd** since April 2006 till date as a Linux and Server Admin and leading the **ISRO** project Team. Major responsibilities: people management, Transactional support, network Peripherals at client site. Training and team development, resolving issues, weekly Governance call with clients. Currently working for **MCF, SCF, APSRTC, ANDHRA BANK AND ISRO** clients.

Current employer:**Linux and Server Admin (SA)****HCL Services Ltd****APRIL 2006 – Till****Responsible as Linux and Server Admin:**

- o Windows based desktops and Servers maintained at client sites.
- o LaserJet, Dot Matrix Printers and Line printers maintained.
- o Switches, Modems and Routers configured and maintained at customer site.
- o Installation and configuration of ROUTERS (HP and CISCO)
- o Installation and configuration of RHEL 5 & 6 on HCL and HP servers and workstation
- o Full understandings of Linux file systems, boot processes
- o **Package Management** using YUM and RPM
- o **Automation** of jobs using AT & CRON scheduler
- o User Account management Users and Group creation and Customization
- o Memory and Swap Space management
- o Taking backup and restoring by using tar and dump utilities
- o Setting up file, folder permission using by ACL, SUID, GUID and Sticky bit
- o Limiting disk usage for users and groups by implementing DISK QUOTA
- o Disk administration using LVM and Performing system recovery during system failures
- o Performance Monitoring & Kernel up gradations
- o Remote Installing RHEL through NFS, FTP, HTTP
- o Installing and configuring Network
- o Configuring NIC Bonding & Virtual Interfaces
- o Configuring and administering **NFS Servers**
- o Configuring and **administering** SAMBA, Send mail, DNS & DHCP Servers
- o Handling File system, performance and **Network** related tickets
- o Working on package and **User management**
- o Configuring network with Bonding for both redundancy and performance
- o Discovering LUN from external storage and configuring it
- o Managing LVM and Configuring managing Send mail and samba servers

- o Handling NFS mounts and Disk Quota
- o Adding Virtual interface and routing based on requirement
- o Configuring YUM Repository and **tuning** kernel parameters based on application requirement
- o Replacing Faulty Hardware
- o **First level of escalation** for all process related issues both internal and external
- o Handling weekly operations review with clients including top management.
- o Training & Mentor the team members and guide them towards effective discharge of functions
- o Individual one on ones with team members on monthly basis
- o **Assisting subordinates** to develop their skills by monitoring/ giving constructive feedback, enhance their satisfaction level and attrition management
- o Tracking and take actions on any IT/system outage issues
- o **Scheduling and Managing Team's Daily Activities**
- o Training the new team members and working methodologies
- o Daily calls with clients on the team metrics updates
- o **Tracking SLA** and monitoring on Quality in the process by using various Tools.
- o Creating Quality checklist for new process, and conducting Audit calibrations with Process owners.

Responsible as Customer and Field Engineer

- o **Handling Escalations, Analyzing team's and individual's performance.**
- o Ensure all resources have required knowledge to take on service and handover knowledge transfer environment to Unit Operations.
- o Responsible for **Desktop Support Engineer**, addressing all the field service calls for govt. and non-govt sectors, **financial institutions** etc.
- o Worked as Team Lead for Projects in **ISRO**.
- o **Maintaining servers**, Real-Time Systems, Desktop, color laser jet printers, Work Stations and **network Peripherals at client site.**

Achievements-

- o Received **highest revenue generator** award for creating highest revenue for 2014.
- o Awarded as **The Best customer Engineer** for **closing the calls and improving the SLA's** and Queue time.
- o Awarded as **Best Team Lead** for leading the team with high volume closers with high quality.

Trainings and certifications in Infosys Ltd

- o Certified with **Windows administration** and network essentials in HCL Services Ltd
- o Certified Level1 **Linux administration** in HCL Services Ltd.
- o Trained in windows 2003 **server, routers** and switches (SRS) training in HCL Services Ltd.
- o Presentation /Analytical /People management Skills
- o Certified in **Red Hat System Administration** at HCL Career Development Center

Educational Qualification

2007 - 2011

- B.Tec (ccc) In Electrical And Electronics Engineering - JNTU Anatapur;

2003 - 2006

- Diploma In Electrical And Electronics Engineering - Sri Venkateswara Government Polytechnic College, Tirupati;

2001-2003

- Completed Intermediate Inter Vocational Course (EW&SEA) - Govt. Junior College, Penumur;

Strengths

- o Good communication skills
- o Positive attitude
- o A quick Learner, Highly motivated & Result Oriented
- o Hard Working, multi tasking & ability to work in multi cultural environment.

Language known

o English, Telugu, Tamil & Hindi

Personal Details

Date of Birth : August 30th 1986
Sex : Male
Marital Status : Single
Born and brought-up : Andhra Pradesh, Chittoor (District);

Reference can be provided on request. I have a valid passport.

I hereby confirm that the above-furnished details/information is true to the best of my knowledge.

DATE : _____
PLACE : _____

