**A.V.D.Naga Malleshwar rao**

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Experience of 4+ years, seeking an assignment as **Linux Administrator**.

**Career Objective:**

To be in a position in a result oriented company that seeks an ambitious and career conscious person where acquired skills will be utilized towards continuous growth and advancement.

**Experience Summary:**

* Having 4+years of work experience in Remote Infrastructure management services.
* Having around 3+years of experience in Linux administration.
* Excellent experience in handling customers issues over voice /chat.
* Handling the customer issues efficiently and quickly.
* Good knowledge in Linux (Red hat, Centos, Ubuntu) OS and its applications.
* Building the servers through kick start and configure the servers as per customer’s requirements.
* User administration, Software management, NFS, Auto mounting and patches.
* Configuring SNMP on the servers and adding the servers to monitoring system.
* Handling hardware related issues and resolve the issues with the help of remote hands team.
* Configuring hardware RAIDs on the servers as per customer requirement.
* Having good knowledge on DELL hardware management.
* Creation, Cloning and installation of VMs as per customer requirement.
* Interacts with the customer and explain when critical issues happened.
* Handling of scheduled maintenances and unexpected outages in an appropriate manner.
* Preparing SOPs (Standard Operating Procedures) for known issues and update the existing SOPs as per the client requirements.

**Experience Details:**

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| **Comapany: Netenrich Technologies Pvt Ltd**  Duration: June2009 – Till date.  Function: Internap  Designation: Associate Linux Administrator |

Internap is one of the famous datacenters in US and provides services to the customers across the globe.

**Roles and Responsibilities:**

* Building the servers through kick start and configure the servers as per customer’s requirements.
* Make sure all the services and the OS related services/processes properly running.
* Solving OS and Hardware related issues in day to day manner.
* SUU / Firmware upgrade on servers.
* Creation, Cloning and installation of VMs as per customer requirement.
* Basic troubleshooting of NetApp storage.
* Trouble ticket follow ups and closure based on SLA.
* Providing Knowledge transfer to the employees and creating SOPs.
* Interact with the clients to talk about the problems and request regarding the complex system issues.
* Proactive checks on servers by advance monitoring and alerting on servers.
* Analyze Faults and provide recommendations for Prevention and Reduction
* Plan and execute production changes under stringent change control mechanisms.
* Maintenance of WIKI and technical documentation (for NOC) of processes and procedures used throughout normal operations.

**Comapany: NetEnrich Technologies**

Duration: June 2008 – May 2009

Designation: **NOC Engineer**

**Roles and Responsibilities:**

* Managing, monitoring and troubleshooting of the customer devices through various tools.
* Creating tickets, Analyzing and trouble-shooting the issues.
* Engaged and tracked Priority issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets Installation of software on Servers & Clients.
* Monitoring hardware and systems performance.
* Patch Installations on the servers and desktops.
* Evaluated policies and technical procedures and updated processes whenever required.
* Coordinated with senior level engineering group and site contacts for resolving issues.
* Trained team members in all technical issues of process.
* Coordinated with 3rd party vendors such as MICROSOFT, DELL, Alertlogic ,Netapp and more in escalating the issues that requires assistance. Also worked with DELL in RMA of faulty parts.
* Effective remote troubleshooting skills in handling issues over remote sessions as well as working with remote teams in resolving the problem tickets.
* Provided technical support over phone as well as over emails in troubleshooting the issue.
* Warm hand-off to Level2 teams based on the criticality.
* Working on Multiple Platforms (Windows, Linux, Networks).

### Tools:

* Kayako Ticketing system.
* Remedy Ticketing system.
* VPMG, NEMON
* Solar Winds
* Citrix GoTo-Meet and WebEx

**Educational Qualification:**

* Bachelor of Technology of E.C.E from Mother Theresa Engineering College and Technology, Jawaharlal Nehru Technological University, 2004-2009 with an aggregate of 60%.
* Intermediate from Vivekananda Junior college, Board of Intermediate Education, Tenali, 2002-2004 with an aggregate of 74%.
* S.S.C from Vivekananda Residential School, C.B.S.E, Karimnagar, 2001-2002 with an aggregate of 54%.

### Selected Contributions:

* Researched and developed knowledge-based articles for issues as well as procedures that helped the team in the process.
* Handling mission-critical issues and consistently meeting the service standards, and escalating to the next level when appropriate.
* Working with different teams in Automating the tasks, saving the manpower and time.
* Providing technical and procedural training to the team members.

### Extra-Curricular Activities:

* Awarded Outstanding Performer of 2009 and 2010 in NetEnrich Technologies.
* Member of the Technical Fest Committee at college.
* Captain of College Cricket Team and won District level Cricket Tournament

### Personal Information:

Father’s name : MadhavaRao

Mother’s name : Rajasri

Date of Birth : 11th March 1987

Nationality : Indian

Languages known : English, Telugu and Hindi

Permanent address : A. Naga MalleshwarRao,

A.P.S.R.T.C Quaters,

C-3 block, Vidyanagar

Karimnagar.

[ **NagaMalleshwarrao** ]