

REVELLI SURESH KUMAR

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Career Objective:

To work in an innovative and challenging environment equipped with the state-of-art technology that enhances my skills and knowledge my desire and drive to succeed will be an asset, which I will contribute to the organization's growth and profitability.

Technical:

- ✓ Responsible for installation, configuration, managemnet amd maintenance over the linux.
- ✓ Remote Administrator of Linux server using SSH, vnc viewer.
- ✓ Configuration of NFS clients for file sharing.
- ✓ Configuration of FTP and remote applications like ssh, scp, telnet.
- ✓ Daignosing, monitoring performance and network related issues using top and netstat.
- ✓ Responsible for adding, creating new users, groups and setup home directories and appropriate access restrictions to software and directories & files using acces modes.
- ✓ Installation of printer, scanner drivers in windows & Linux.
- ✓ Installation and Configuration of Monitoring Tools like Nagios
- ✓ Knowledge in configuration of LAMP stack, Nginx, DNS, DHCP, SSH, Router.
- ✓ Knowledge of Web servers (Apache).
- ✓ Knowledge in Package Installation RPM, YUM.
- ✓ Creation of OpenVZ containers & KVM in linux environment.
- ✓ Setting up the samba server in linux envinorment.
- ✓ Diagnosis network issues related to switches.
- ✓ Troubleshooting and maintaining LAN and Wireless Networking.
- ✓ Handling wifi connecting issues in laptops and mobiles.
- ✓ Handling Software & hardware related calls.

- ✓ Knowledge in Folder, File Permissions & Ownership.
- ✓ Ensure all systems compliant as per the hardening process.

Experience:

- ✓ Presently Working in **Choice Solutions Limited** as a **Technical Support Engineer** from October 14th 2015 to till date.
- ✓ Working in the client location **IIIT-Hyderabad**.

Job Profile:

Process:

- ✓ Study of all emails related to day-to-day operations
- ✓ Receiving incident/service requests over telephone/email/REDMINE(Ticketing Portal).
- ✓ Acknowledge various incident and service requests with the updated status.
- ✓ Response and resolve all tickets within SLA timelines which are assigned.
- ✓ Generating reports from Redmine portal and sending to clients on weekly.
- ✓ Attending various internal & external meetings and update the ongoing issues.
- ✓ Documentation of technical issues and sharing to team as a knowledge transfer.
- ✓ Logging calls with various hardware vendors about component failures
- ✓ Follow-up with vendors and ensure the logging case was resolved.

Education:

Sphoorthy College of Engineering and Technology,(JNTU-H)	2010-2014
B.Tech in Computer Science & Engineering	
Sri Chaitanya junior college, Hyderabad	2008-2010
(M.P.C), Board of Intermediate	
Naagarjuna High School , Vanasthalipuram ,Hyderabad	2007-2008
Secondary School Certificate	

Personal Details:

Nationality : Indian
Gender : Male
DOB : 1993-07-17(YYYY-MM-DD)
Residence Address : H.No # 8-6-614, Plot: 88,
Sairam Colony, B.N Reddy Nagar,
Vanasthali Puram, Hyd – 500 070

Declaration:

I hereby declare that above information is correct to the best of my knowledge and belief.

Place: Hyderabad

R. SURESH KUMAR