#### **REVELLI SURESH KUMAR**

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**Mobile:** 9866 500 582

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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 Intermidate

**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**