Syed Asadulla

Email id: asadulla1012@gmail.com

Contact Number: +91 9160601629



**CAREER OBJECTIVE:**

Seeking a challenging and rewarding opportunity with an organization of repute which recognizes and utilizes my true potential while nurturing analytical and technical skills



**PROFESSIONAL** **SUMMARY:**

* Experienced and innovative **Devops support Engineer** with 1.5 **years** expertise in Communicate directly with end customers and partners taking care of the administration tasks like projects and user creation.
* Effective communication of information relating to Customers and operational delivery between shift teams.
* Experience with incident management tracking systems (case or issue/ticket management)
* Working knowledge of network configuration and troubleshooting
* Good understanding of Windows or Linux based operating systems/administration
* Understanding of scripting languages such as Python, Shell.
* Good understanding of logging and data formats like XML, JSON & Syslog, web servers like IIS, Apache & NGINX
* Experience in working in automation tool such as Puppet.

**PROFESSIONAL EXPERIENCE:**

* Worked as **Devops support Engineer** at British Telecom (BT) 2020 to till now.



**Academic Details:**

* **B. Tech (Electrical and Electronics Engineering)** from **JNT University Anantapur** – **2020**

**Software proficiency:**

* Incident Management : Service Now
* Operating System : Unix/Linux, Windows
* Auromation : puppet Enterprise
* Cloud Services : AWS
* Scripting Languages : Python
* CICD : Jenkins

**Project PCI MAST:**

* Client **: British Telecom (BT)**
* Environment **: ServiceNow, bolt, Puppet**
* Operating System **: Linux/windows**

**Project description**

Payment Card Industry (PCI) and Management and Security Tools (MAST) is to **secure consumer information and to help prevent fraud**. Any company using credit card numbers from any of the major payment card providers (American Express, Visa, MasterCard, and others) is required to adhere to this standard.

**Responsibilities**

* As a Technical support engineer maintains and troubleshoots the existing computers, laptops, security, and servers within their organization's network
* install, configure, and troubleshoot the computers, as well as all other applications and printers, to keep them at optimum performance.
* Raise service request and incident Requests to support end users with applications, hardware, software, and networking.
* Automating the deployment and configuration management of Linux and/or Windows systems using Infrastructure-as-Code tool Puppet.
* Tracking and analyzing health metrics, upgrade/patch activity, organizational activity, capacity and security information in a cloud environment
* Monitor backups and maintenance logs.
* Performing analysis and design tasks for allocated tasks from a Sprint Plan.
* Engaged in continuously fixing the CRs raised by HPSM tool.



**Personal information:**

* Father’s Name: Syed Areef
* Date of Birth: 28-08-1997
* Marital Status: Unmarried
* Nationality: Indian
* Contact No: +91 9160601629
* Mail id: asadulla1012@gmail.com



**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.

**Place:** Bangalore  **Regards**

(Syed Asadulla)