

RESUME

TADUKU DHANAPAL

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Career Objective:-

Aspire to secure a challenging job in a competitive and innovative, to utilize my skills and abilities towards the growth of organization and thereby enhance my professional growth.

Professional Summary:-

- Total 2.5+ years of experience in IT Industry as an Application Support Engineer .
- Creating tickets and escalating to the concern team.
- Configuring and maintaining **Active Directory Services** on **2012R2, and 2016**.
- Creating and managing **Active Directory (AD) Organizational Units (OU), Group Policy Objects (GPO)**. Creating the users providing the **Users Permissions, Configuring GPO'S and DNS**.
- Managing User and Group Administration in Linux.
- Processes administration and Management like monitoring, start/stop/kill various processes.
- Perform common system administration tasks including but not limited to: adding users, configuring volumes, creating file systems (**LVM**), configuring various system services, installing packages using **YUM** and **RPM**, configuring firewall, monitor system health.
- Experience in Installing and configuring **Linux Servers**.
- Monitoring the servers 24/7 and working on the disk space alerts, system resources, and logs.
- Worked on AWS Services like, **EC2, VPC, EBS, SNAPSHOTS, IAM, LOAD BALANCER, and AUTO SCALING**.
- **Security Patching, Minor OS version** of servers, **CVE, and Advisory patching** update.
- Administration and configuration of **NFS, and FTP** Servers.
- **Kubernetes** and **Docker** cluster setup for deploying application pods on the cluster. Running the scripts for restarting the application to resolve the application pod hung state issues of Database and load balancing issues on cluster.
- Working on **Incident, Service Request, and Change Management** issues
- Planning & Resolving the Issues within the specified down time.
- Resolving the customer related issues within the **SLA** target
- Good knowledge on **Git, Jenkins, Ansible, Docker, and Kubernetes**.
- Having good knowledge about networking concepts like **TCP, UDP** and **NIC Bonding** configuration.

Technical Skills:

Operating Systems	Windows Server 2012R2/2016, and Linux
Windows Servers	Active Directory, DNS, and DHCP
Linux Servers	SAMBA, NFS, LDAP, HTTP AND MAIL SERVER
Cloud Technology	Amazon Web Services
Containerized Virtualization	Docker, and Kubernetes
Version Control Tools	GIT
Scripting	Bash
Continuous Integration Tools	Jenkins
Configuration Management Tool	Ansible
Ticketing Tools	Smax, Service now

Work Experience:

Working as an Application Support Engineer in Accenture, At Bangalore from June 2019 to Till Date.

#Project: Zee Entertainment Enterprises

Duration: May 2020 to till present

Roles and Responsibilities:

- Run the production environment by monitoring availability and taking a holistic view of system health
- Expertise in Linux Administration, troubleshooting timely issues and patching the servers to close vulnerabilities.
- Involved in **AWS** cloud infrastructure services like **EC2, Snapshots, ELB, Autoscaling, RDS, IAM, and Route 53.**
- Implementing **BAU** activities using ITIL process like **Incident Management, Change Management, Service Request, Support Request** and **Problem Management** to create a robust environment.
- **Kubernetes** and **Docker** cluster setup for deploying application pods on the cluster. Running the scripts for restarting the application to resolve the application pod hung state issues Database and load balancing issues on cluster.
- Troubleshooting the application issues on **Docker container** to delete the pods and resolve the issues by analysis the logs.
- Configuring File sharing services like **NFS**, and **FTP**.
- Patching of servers to close vulnerabilities as per vendor recommendation.
- Handled day to day operation of Linux servers like NFS issues, disk space issues, memory utilization issues, Crontab related issues, File system creation and extending, User management and performance monitoring.
- Working closely with concerned operating system and hardware vendors for resolving hardware and software related issues.
- Installing **Firmware Upgrades, kernel patches, systems configuration** on Linux systems.

Environment: Physical, Virtual and Cloud servers, Smax Ticketing tools, AWS.

#Project: Ebex SAP

Duration: June 2019 to April 2020

Roles and Responsibilities:

- Creating and managing Active **Directory (AD) Organizational Units (OU), Group Policy Objects (GPO)**. Creating users giving permission as per requirement.
- Experience in Creation and managing user accounts, disk space and process monitoring in **Redhat Linux**.
- Installation and configuration of operating system Linux and window servers.
- File System administration of **LVM** (creating and increasing file systems).
- Creating daily_health check reports of servers.
- Remote system administration using like **SSH, SCP**.
- Good Experience on User and group administration in Linux.
- Configuring **Crontab** and scheduling the jobs.
- Providing **Sudo** access to the users and configuring aliases.
- Involving in Daily incident management and resolves the day to day problems raised by the users and incidents which are logged by Event monitoring system
- Verify the system error logs and resolve the issues.
- Monitoring the Servers performance using performance monitoring command like **iostat, vmstat, netstat, top, free, lscpu and ps** etc.

Environment: Physical and Virtual Server, Linux, Window Server, Service now.

Education:-

- Electronics and Communication Engineering at ABR College of Engineering and Technology from Jawaharlal Nehru Technological University, Kakinada in 2019 with 66% percentage.

Declaration:-

I hereby declare that the information furnished above is true to the best of my knowledge.

Place:

Date:

Taduku Dhanapal