Arun Kallavi

MS.c , BE | Computer Science

Phone: +971-502941771
Email: arunkallavi@gmail.com
LinkedIn: linkedin/arunkallavi

Profile

IT Engineer with over 5 years of experience combining technical and managerial skills. Seeking a varied and challenging role - where I can maximise my technical experience and help an organisation in managing and securing IT infrastructure.

Occupational Interests: IT Operations Engineer, IT System Administration / Analyst, Security Operations Analyst.

Professional Certification

1. CompTIA Security+ Sy0-501 - May 2019
2. CompTIA Linux+ Xk0-004 - Sept 2019
3. ITIL V4 Foundation in IT Service Management- August 2019

Professional Training Courses: CCNA and MCSA 2012 at Nadia Centre, Abu Dhabi.

Education

- **MSc in Distributed Systems and Networks** (Jan 2011 to July 2012) from University of Hertfordshire, United Kingdom as a full time student with overall Distinction (71.6%). Project: Intrusion Detection systems (Performance Analysis of Intrusion Detection Systems: Snort and Bro).

- **Bachelor of Computer Science and Engineering** (June 2007 to June 2010) from BNMIT (VTU), Bangalore, India with overall percentage of 63.4%. Project: Ad-hoc Routing Protocols (Computation of shortest path a scalable network based on data transmission)

- **Diploma in Computer Science and Engineering** (June 2004 to June 2007) from PES Polytechnic (DTE) Bangalore, India with overall percentage of 66.7%. Project: Computerized Management for Consumables for Printer - Using VB and Sql DB at Hindustan Aeronautic Limited (HAL, Bangalore).

Experience

IT Support Engineer

Emirates Computers - 2016 to present - Abu Dhabi, UAE. (Working for EIMASS - A joint venture owned by the UAE Ministry of Interior and IDEMIA)

*Carrying out 24/7 successful daily client operations (EBorder Project, UAE Immigration) to ensure maximum possible service availability and performance - in accordance with the terms of customer contract and Service Level Agreements (SLAs).
*My job ensures all critical systems, servers and data remain active, and never fail.
*Carry out incident and problem management support to the highest standards and co-ordinate the resolution with appropriate resolver groups.
*Document the detailed cause of the issue and steps to fix it, thereby develop the knowledge base.
*Use the appropriate tools and equipment to perform the installation, intervention, and repairs in accordance with Service Operations and Delivery guidelines where provided.

*Carry out preventive and proactive maintenance of equipments and monitoring of systems and services in accordance with agreed schedules and customer expectation.
*Responsible for Asset management and updating.
*Provide recommendations related to hardware, software, network and peripherals.
*Provide necessary training and support to the users at the Airport Immigration.

Project Co-ordinator
Omkarsoft Pvt. Ltd - 2015 to 2016 (1 year) - Bangalore, India

* Worked directly under CEO and with Project Management team.
* Supported the organisation in project planning, bidding and team management.
* Analyse client requirements (RFP's) and prepare detailed proposals.
* Responsible for entire life cycle of the project assigned.
* Supported in-house hosting server and web hosting to clients as required.
* Worked with various clients in web & mobile development projects.

Business Analyst & IT Engineer
HRPlus Consultancy - 2015 (9 months) - Bangalore, India
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* Supported in starting a new business, setting up office IT infrastructure (Windows Server, Active Directory and NAS - File sharing), business development and team management.
* Developed plan and strategy for a Uk based company for business tie up and setup Web development business in India.

Research Assistant
IIT Bombay- 2013 to 2014 (1 year) - Mumbai, India
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* Worked on IEEE 802.11x Performance Analysis over single-client and dense environments. At start I helped in analysing the throughput of 802.11g in dense environment, by conducting experiments at large class rooms, workshops etc.
* Moving on to 802.11n, we conducted series of single client experiments using various clients. From the data collected, we see the drop in expected throughput. We explained this inconsistency by stating that 802.11n clients are not capable of handling high aggregation.
* We represented a research paper: "Usage of 802.11n in Practice: A Measurement Study", In 7th International Conference on COMmunication Systems and NETworkS (COMSNETS), Bangalore, India, January 2015. ***Available online at: IEEE.Usageof802.11n***

Technical Skills:
*Through knowledge about Computer Networking and Security.
*Project management experience - Web and Mobile development.
*Operating Systems: Redhat/CentOS/Ubuntu, Windows7, 10 & Server 2012.
*Database: MYSQL basics DB query operations.
*Configuration - FirewallD and Iptables.
*User and group administration.
*Monitor server performance and perform basic troubleshooting.
*Installation and configuration: LAMP stack, DHCP, FTP, SSH.
* Simple file server deployment: NFS and Samba

* Configuration wireless AP (Cisco, Airtight, Aruba).
* Vulnerability assessment tools: OpenVAS, Wireshark, Nmap.
* Complete understanding of ITIL process management.
* PM tools (Asana, Teamwork).
* Ticketing tools: Mantis, Jira and CRM tool (Infilead).

References upon request

Personal details:
Name: Arun Bhima Rao Kallavi
DoB: 9th August 1987
UAE Driving License: YES
Phone: +971-502941771
Nationality: Indian
Present Location: Abu Dhabi, UAE