RESUME

Name: Vivek Paliwal
Address: B-06/A, Sector 15, Gurgaon
Contact No.: +91-9045167441
Email: vivekpaliwal815@gmail.com

CAREER OBJECTIVE

Seeking a challenging career in growth-oriented organization where I can learn leading cutting-edge technologies and contribute to my full potential towards the growth of the organization.

EXPERIENCE

Total Experience: 3.1 Years.

Nference Labs Pvt. Ltd.

Role:	**NOC Engineer**	**(Sep 2021-Till Now)**
Platform:	**Linux and Windows.**	
S/W Used:	**Jira, Putty, GitHub, Privafy and Prometheus.**	

Description: As a part of team, we are responsible for working on server monitoring, Hardware monitoring, Network monitoring, Backup Monitoring and provide technical resolution.

Navisite India Pvt. Ltd.

Role:	**NOC Engineer**	**(Dec 2019-Sep 2021)**
Platform:	**Linux, AIX, HP-UX, and Windows.**	
S/W Used:	**Service-now, Putty, ITSM, Zabbix, Big Brother, Solar Winds, and Secret Server.**	

Description: As a part of team, we are responsible for working on server monitoring, Hardware monitoring, Network monitoring, Backup Monitoring and provide technical resolution.

Responsibilities:

➢ Have to handle the Database related issue on Linux, AIX, HP-UX and Windows Servers.
➢ Have to resolve issues of backup, processes, table space, blocks and more.
➢ Handle L1 troubleshooting, diagnose the issue and try to resolve alerts at our end to balance work load for L2 level technical support team.

HCL TECHNOLOGIES

HCL provide a wide range of information technology-related products and services including application development; business process outsourcing; capacity planning; consulting; enterprise software; hardware sizing; payment processing; software management; and technology education services.

Analyst (L1 support)

➢ Monitoring servers and providing L1 support for Linux, AIX, Networking and Windows.
➢ Incident, change, problem and asset management as per ITIL Standards.
➢ Backups.

Assignment in HCL

Role:	**Analyst**	**(Jan 2019 – Dec 2019)**

Client:	**Coles Supermarket.**
Team Members	17
Platform:	**Linux, AIX, HP-UX, Networks and Windows.**
S/W Used:	**Service-now, Putty, BMC Control-M, NNM, Backup (Tivoli Storage Manager, Symantec System Recovery)**

Description: As a part of team, we are responsible for working on server monitoring, Hardware monitoring, Network monitoring, Backup Monitoring and provide technical resolution.

Responsibilities:

- ➢ Have handled and worked on Linux (Handling backups, housekeeping of file systems, check on the processes and also troubleshoot them)
- ➢ Handling windows tasks (Patching, server health status)
- ➢ Real time acknowledgement and ownership of IT infrastructure incidents.
- ➢ Handle L1 troubleshooting, diagnose the issue and try to resolve alerts at our end to balance work load for L2 level technical support team.
- ➢ Quickly address the critical alerts and follow up with respective teams till its resolution.
- ➢ Assists the team lead in Maintaining & updating documents in a central repository for the benefit of the team.
- ➢ Perform backups (SSR-Symantec System Recovery and TSM-Tivoli Storage Manager) and try to resolve them if backups were missed and failed.
- ➢ Work with minimal supervision, making decisions based upon priorities, schedules and an understanding of business initiatives.
- ➢ Presentation of monthly report to the client.

CONCENTRIX DAKSH

- • Business Analyst for 6 months.

EDUCATIONAL QUALIFICATIONS

YEAR	COURSE	UNIVERSITY/ BOARD	MARKS (%)
2017	MCA	Dr. A.P.J. Abdul Kalam Technical University	73
2014	BCA	Mangalayatan University	65.66
2011	XII	NIOS	65.66
2009	X	CBSE	54.2

Technical Skill

- ➢ Linux OS
- ➢ HTML & CSS
- ➢ SQL
- ➢ PL/SQL
- ➢ Oracle DB

ACHIEVEMENTS

- Studying AWS for **Cloud certification**.
- Training Certification in **PHP** from **HCL.**
- Training Certification in **Entry Level IT Job** from **HCL.**
- Six Sigma Yellow Belt certification.
- Participated in the organization of annual fest of our college.

STRENGTHS

- Self-motivation and Leadership quality.
- Comprehensive problem-solving abilities.
- Team Player.
- Zeal to learn from person.

PERSONAL DETAILS

- Father's Name: Sudhir Paliwal
- Date of Birth: 5 Dec 1993
- Gender: Male
- Marital Status: Single
- Permanent Address: 43, Rajya Karam Chari colony, Ramghat Road, Aligarh - 202001