

# Rimjhim

Gurugram, India|122008 | [rimjhim1895@gmail.com](mailto:rimjhim1895@gmail.com) | +91 7051484962

[linkedin.com/in/rimjhim-7b54851b3](https://www.linkedin.com/in/rimjhim-7b54851b3)

---

System Engineer with 4+ years of experience in ITIS Retail domain. I've gained good experience of ITIL Service Delivery Model, Linux administrative tasks, Incident management, Enterprise Ticketing tools, Monitoring APM Tools, Paging tools, Contract Penalties, Business SLA tasks and Customer service environment.

## PROFESSIONAL EXPERIENCE:

---

### Tata Consultancy Services, Gurugram

- **Linux Administrator** **August'18-present**
  - **Project: CVS HEALTH** (Healthcare and Insurance Company) US based project.
    - Experienced in OS/kernel upgrades as a part of Patch implementation maintenances.
    - Troubleshooting and mounting **NFS** file systems.
    - Good understanding on Linux package management tools (**YUM, RPM**), User and group account management, File system backup and restoration, Managing disk partition (**LVM SWAP**), Memory management.
    - Knowledge on command line utilities (**ACL, Cronjob, Boot process**).
    - Basic Shell Scripting.
    - Experienced in monitoring, analyzing applications and network elements using **APM** tools like **Dynatrace, App dynamics, SolarWinds, SPLUNK, GRAFANA**.
    - Maintained tickets, logs in accordance with ITIL best practices via ITSM ticketing tools like **ServiceNow, HPSM, SPC**.
    - Performing Downtimes on Servers/applications during change activities via automation tools like **HP SiteScope, TIC**.
    - Maintained project SOPs during project lifecycle.
    - Specialized in client facing skills, Bridge handling and paging tools.
    - Worked as **RIGHTS** manager as well, conducted security sessions, BCP drills, maintained Offboarding and Onboarding documents, performed Logical and Physical reconciliation reports on monthly basis.
-

## IT SKILLS

- **Tools/Interface:** MIR3, Xmatters, Citrix Xen Server, MS Office, Windows, Linux, AWS.
- **Additional Skills:** Team Management, Training and Mentoring, Business Process Improvement, Multitasking, Problem solving, Leadership.
- **Courses:** ITIL, RHCSA, AWS CCP.

## EDUCATION

- 
- **Guru Nanak Dev University** **Aug '14 to Jun '18**  
B. Tech ECE  
7.80

## ACCOMPLISHMENTS AND AWARDS

- 
- Appreciated and awarded by the client and senior management for implementing process improvement plans.
  - Conducted trainings for 200+ new employees on policies/procedures of project.
  - Managed to retain a record of no alert misses and no Escalations.

## LANGUAGE

---

English, Hindi