

VINOD RAJ B K

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CAREER OBJECTIVES:

- To excel in my field of interest and explore my talents such that it benefits the organization.

PROFILE SNAPSHOTS:

- 3 years in VMware Software India Pvt Ltd has VMware Command Centre Engineer under Magna InfoTech payroll from May 2016 to Till Date.
- 2 year as software Engineer in Tamagna Technologies PVT LTD

ROLE:

- Monitor the production infrastructure for stability and performance in order to maintain 24x7 operations.
- Incident Management, Event monitoring, Change Management.
- Introduced several key techniques for software QA into the company's testing and monitoring.
- Used JIRA tool to track the issues.
- ADD the critical alert to Zenoss monitoring Tool as per the requirement of the user.
- Set up an automated support ticketing system for expedited technical support.
- Initiated and maintained customer relationships, was first point-of-contact for support requests.
- Monitoring the Virtualization environment with log insight, Zenoss.
- Monitoring all servers of various Virtual machine properties. Responsible for minimum downtime of services.
- Escalating critical issues as per SLA. Familiar with ticketing tools: **HelpNow** and **Bugzilla**.
- Handling Incident, Raising and executing Change Requests as per schedule.
- Collaborate effectively with our Incident Team, Engineering, and Development teams for triaging issues.
- Handling blades and Chassis, Dell Power edge and power vault servers
- Providing phone and chat support to VMware reporting issues and partners which included DELL EMC, Verizon and Cisco.
- Managing resource pools and adding the VM's into resource pools.
- Managing virtual machines and installing VM Tools into VM's.
- Managing VMware cluster. Enabling HA and DRS features in a cluster.
- Administration and Management of ESX servers from Venter.
- Performing audit of tickets handled by team members to check for adherence to SLAs and proper closure of tickets.
- Monitoring VM Disks from one LUN to another LUN using Storage V Motion.
- Monitoring alarms Manage task and events.
- Help to collect the Event Logs, virtual machine issues to resource level.

TOOLS EXPERIENCE:

- Zenoss: Monitoring all Production related alerts
- Helpzilla/Helpnow: Creating and works on Incident
- Thousands eyes: Monitoring Tool for Networks and Network Agent
- Website Pulse: External and internal website of VMware monitoring
- Bugzilla: Used to create ticket for RnD.
- Basics Knowledge in Installing the V Sphere 6.5.

PROJECT:1

Tamagna Technologies (June 2014 to May 2016)

Designation: Monitoring Engineer

Platform : Windows, Linux, Zenoss, WSP, Jira

- Monitoring the daily jobs.
- Used JIRA tool to track the issues.
- ADD the critical alert to Zenoss monitoring Tool as per the requirement of the user.
- Set up an automated support ticketing system for expedited technical support.
- Initiated and maintained customer relationships, was first point-of-contact for support requests.
- Preparing Incident checklist and Shift handover.
- Handling the linux related alerts and solving it.
- Good Knowledge on Linux Commands.
- Monitoring all servers of various Virtual machine properties. Responsible for minimum downtime of services.
- ADD the critical alert to Zenoss monitoring Tool as per the requirement of the user.
- Tracking of mails and logging tickets accordingly to the helpnow tickets.
- Monitored CPU, memory, hardware, and software operating systems
- Monitoring the Servers performance using with performance monitoring tools like top and SolarWinds.
- Good Knowledge on ITIL such as Incident Management, Problem Management and Change Management.
- Monitoring and managing swap space.
- installing and Upgrade the Linux using kickstart method.
- Monitoring alerts using Nagios and Netcool tools and following SLA.
- Handling and response to the mails, such as providing information to users.
- Creating ticket and escalate to concern team.
- File Systems and Process management.
- Package Administration(RPM & YUM)
- Monitoring system resources, logs, disk usage, scheduling and monitoring backups and restore

PROJECT:2

Company: VMware Software India Private Limited

Designation: VMware command centre Engineer

Duration: May 2016

Platform : Windows, Linux

Responsibilities:

- Worked on Drive pull-push serially, randomly for drive discovery.

- RAID creation on Intel RSTe tool using VROC Key.
- Preparing the test bed setup's according to the test requirement.
- Understanding the functional requirements of the application.
- Test case preparation using requirement documents provided by development team.
- Updating the test cases based on the Change Requests/Enhancements.
- Preparing and executing Test- cases for different features.
- Responsible for Bug management activities using BOX folder.
- Involved in System Testing, Sanity Testing and Regression Testing.
- Responding to mails with updates on the same business day.
- Tracking of mails and logging tickets accordingly.
- Preparing Incident checklist and Shift handover.
- Monitoring alerts using Nagios and Netcool tools and following SLA.
- Handling and response to the mails, such as providing information to users.
- Creating ticket and escalate to concern team.
- Knowledge on ITIL such as Incident Management, Problem Management and Change Management.
- File Systems and Process management.
- Monitor and troubleshoot the alerts in Thousand eyes.
- Performing audit of tickets handled by team members to check for adherence to SLAs and proper closure of tickets.
- Collaborate effectively with our Incident Team, Engineering, and Development teams for triaging issues.
- Phone and mail Support given to APAC/EMEA/NASA regions.

PERSONAL ATTRIBUTES:

- Ability to quickly learn and apply new technologies within a dynamic and extremely fast-paced environment.
- Problem solving, Analytical and logical Skills

PROFESSIONAL TRAINING AND CERTIFICATIONS:

SAP basis Training under SAP Tree.

OTHER SKILLS :

- Good knowledge in Linux.
- Operating systems :Windows.
- Good knowledge in Excel.
- Troubleshooting the network issue .
- Good knowledge in hardware.
- Basic knowledge in AWS and digital ocean .
- Good knowledge in Python.

EDUCATIONAL QUALIFICATIONS

- Bachelor of Electronics and communication from KSSEM, passed in the year 2014.
- Diploma in Electronics and communication from KSIT passed in year 2010.
- SSLC (10th) from PTJMS School, passed in the year 2007.

ACHIEVEMENTS: Received Two times BEST PERFORMANCE Award in VMware.

HOBBIES: Travelling, Reading Magazines, Cycling.

LANGUAGES KNOWN: English, Kannada and Hindi, Telugu.