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CAREER OBJECTIVE:

Seeking career in a globally competitive environment on challenging assignment that shall yield the twin benefits of the job satisfaction and a steady paced professional growth.

TECHNICAL TRAININGS:

- Trained on Windows server 2012 from Sansbound, Chennai.
- Trained on Red-Hat Enterprise Linux 7.2 from Sansbound, Chennai.
- Azure fundamental (Remote training)
- AWS Fundamental (Remote training)

TECHNICAL ACHIEVEMENTS:

- I was deputed to Almhult, Sweden as **Technical Lead for Technical delivery and Client co-ordination from November 2020 to June 2021.**
- Got appreciation as **"Certificate of Excellence"** from client **"IKEA"** by DEC 2020.
- Got multiple appreciation from management for supporting client with understanding their requirements.

WORK EXPERIENCE:

CAPGEMINI INDIA PVT LTD, BANGALORE
[ASSOCIATE CONSULTANT – WINDOWS/VMWARE/CLOUD INFRA SUPPORT]
DURATION: MAY 2019 TO TILL DATE
PROJECT: IKEA

Roles and responsibilities:

- Member of a team who manages **500+ ESXi and 8000+ VMware and Physical servers** (which include Terminal, File, Application, Web server).
- Participating daily pulse meeting where client and stockholders participating.
- Proficiency in Installation & Troubleshooting of Windows Servers, VMware ESXi, VMware vCenter.
- Experience in working with ESX and ESXi servers configuration, Installation, management and maintenance.
- Performing Snapshots, Cloning, Cold Migrations and Hot Migrations.
- Installation & Configuration of Windows server 2008, 2008R2, 2016 which include both VM and physical servers
- Resources utilization analysis (High Memory, High CPU, High Network Traffic etc.)
- Configuring\binding IIS on web servers along with creating of SSL certificate and mapping is for application sites.
- Ticket handling using BMC Remedy (Incident, Problem, Change).
- Managing User Accounts and Groups using Active Directory and some project tools.
- Configure and troubleshoot Server backup (TSM & Rubricks).
- Monthly Security Patching Windows/Microsoft Updates/Patch Management.
- Creating and configuring RAID array for physical servers.
- Managing failover clusters and files shares.

- Vulnerability Assessment & perform actions accordingly.
- Allocating Disk-Space, CPU's (with core alignment), VLAN and Memory to the virtual machine.
- VMware tool & H/W upgradation.
- Faulty H/W replacement by coordinating with H/W vendors to open the case.
- Creating and updating technical SOPs.
- Interact with the client to gather the technical & business information about their requirements.
- Analyse the requirements to understand the scope of work and develop a solution plan accordingly.
- Execute live and production outage issues by coordinating the vendors through a call.
- Configure and troubleshoot Citrix Virtual Apps and Desktops(P1 to P3).
- Provisioning Services Environment, Client specific Applications etc.
- Managing backup and restore the Windows Server and cluster Database.
- Providing technical diagnosis, troubleshooting information, workarounds and root cause analysis on Windows and Virtualization Products to the customers.
- Working with the team of technical specialists for providing end-to-end, platform independent and Infrastructure solutions for clients globally.
- Studying & analyzing the issues reported by the clients and accordingly creating & updating the company's internal knowledge base articles.
- Monitoring servers by the tools like Splunk, Patrol Agent, ILO, VMware, RamMap, Wireshark.
- Working with other teams as needed to resolve technical issues and Collaborate with escalation resources when appropriate.
- Transferring knowledge and organising with all inputs if new resource comes to team.
- Participating with some PPM, SIP type of activity to reduce the issue and tickets for example server reboot days, software errors on the server, space issues, high utilisation, etc..

TOOLS worked:

Splunk, Patrol, Tue sight, VMware, ILO, IMU(IKEA product), AD, IPAM, Software catalogue, etc..

PREVIOUS EXPERIENCE:

HCL TECHNOLOGIES, CHENNAI
[ANALYST – IDENTITY ACCESS MANAGEMENT and HELPDESK SUPPORT]
DURATION: APRIL 2018 TO MAY 2019
PROJECT: IKEA.

Third party employee,
Cryptograph Technologies, Bangalore.
Client Place: HCL, Chennai.
Project: IKEA
Designation: Associate
Duration: Between October 2016 to March 2018.

ROLES AND RESPONSIBILITIES:

- Taking care of around 10 calls from customers (Users) per day.
- Includes of handling around 100 tickets per day.
- We are the only team who provide the accesses in production environment for our projects, this accesses includes user creations, deletions, modifications, movements, production applications accesses, User profile creations, user password reset, etc...

- Tickets routing for the respected teams using IDESK Tool.
- Monitoring the incidents using BMC IDESK Tool.
- Installing, updating, upgrading & uninstalling the software & troubleshooting on it while in case of any issues over tool (IMU) and remote as well.
- Creating VDIs using VMware, increasing memory and physical memory using the same for VDIs.
- Adding, modifying & removing users from the domain (IKEA) using CDS.
- Taking care of nearly thousands of VDIs in the domain from all over India, USA, Sweden & Poland.
- Monitoring all the updates and accesses, this includes splunk access, cognos analytics, on-demand, qlikview, isell.
- Deployment of updated software and operating system over VMware and IMU as well with the approval and downtime indications.
- Taking care of access deployment once got the update from owner.

Tools which we use:

- IMU, ISU, VMware, CDS, AD, On-demand, DFP, BMC Idesk, Putty, Reflection_X, etc...

SYSKO INFOTECH, CHENNAI
[SYSTEM ENGINEER - DESKTOP & SERVER SUPPORT]
DURATION: JUNE 2014 TO SEPTEMBER 2016

JOB ROLES AND RESPONSIBILITIES:

- Includes installation, configuring and managing security of user and group administration of business objects, monitoring jobs and rectifying the error in jobs, monitoring server status and restarting if required.
- Attending calls and resolving their issues through voice (or) over remote as well.
- Managing and monitoring DHCP, DNS Server.
- Install and configure Windows server 2003/ 2008/ 2008R2 / 2012.
- Install and configure windows client 8.1/ 8 / 7 / XP.
- Maintaining the Network Infrastructure, Installation, migration and configuration of network client workstations, manage Local area network.
- Installing, configuring, updating, upgrading and maintaining Operating Systems, Application Software, and Anti-Viruses.
- Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes.
- Maintaining user's outlook accounts for Ms Office 2007, 2010, 2013.
- Providing remote support to the out location users.
- Coordinate with vendors and with company personnel in order to facilitate purchases.
- Configuring and troubleshooting network printer.
- Assets management.
- Diagnose hardware and software problems, and replace defective components.

ACADEMIC QUALIFICATION:

- B.E. in Electronics & Communication Engineering from Arasu Engineering College, Kumbakonam.
- Intermediate (+2) from ARR metric Hr. Sec School, Kumbakonam.
- SSLC from PAM Hr. Sec School, Papanasam.

ADDITIONAL SKILLS:

- Strong understanding of IT and Network Security Concepts
- Proficient in working collaboratively as well as independently.
- Self-motivated, can quickly get productive with new applications, tools & technologies.
- Strong ability to work with people across all levels.
- Good communication (both verbal and written) skills.
- Ability to operate effectively in a team environment with both technical and non-technical team members.
- Able to operate with minimal supervision.
- Managing time effectively, setting priorities appropriately and achieve targets & objectives within given SLA.
- Ability to lead the team to make them in a same page.
- Ability to maintain professionalism under stress.
- Complete L2 level support for the Infrastructure related incidents (including all severity P1 to P3).

DECLARATION:

I hereby declare that the above written information's are true to the best of my knowledge and belief.

CURRENT PLACE: Thanjavur, Tamilnadu.

ARAVIND RAJ. R