­VISHNU. R Mobile: -+91 9538606762

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**Career Objective:**

Envisage in a responsible position in a progressive & professionally managed organization which would provide adequate opportunity & challenges to draw upon my knowledge, experience & strength and to mutually benefit thereby providing ample opportunities for learning and career growth.

**Professional summary**:

A result oriented professional with **7+ years** of experience in **IT** industry**.**

* Having exposure in the system administration and monitoring for 5 years.
* 2 years of experience in managing Linux, AWS cloud & DevOps tools.
* Ability to perform and deliver under pressure and deadlines, and to work with a team.
* Capable to delve into the new leading Technologies.

**Technical Skills:**

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| --- | --- |
| Operating System | Linux, Windows |
| Cloud Platform: | AWS |
| Configuration management Tool | Ansible |
| Containerization Tool: | Docker, Kubernetes |
| Scripting: | Shell, Python |
| Infrastructure as Code | Terraform |
| SCM Tools | Git, Git Hub |
| Continuous Integration & Deployment (CI/CD) | Jenkins |
| Monitoring Tool | Splunk |
| Ticketing tools | BMC Remedy |

**Roles and Responsibility:**

1. **Cerner HealthCare Solution** Pvt Ltd: **May 2015 to Till Date.**

* Working as **Senior Technical Support Engineer** in **Cerner Connect**

Skills : Linux, AWS,Docker,Ansible,Terraform.

**Roles and Responsibilities:**

* Monitoring of Linux servers through Zabbix on various issues related to disk issues, CPU, memory, process, etc.
* Experience in Linux user management and life cycle policy.
* Experience in managing LVMs for disk management on CRQ request.
* Experience in dealing with space management via compression of log files.
* Responsible for creating, implementing instances for new clients on AWS.
* Proficient with knowledge of EBS; in setting up and attaching EBS volumes to EC2instances.
* Involved in setting up and managing backup and recovery using snapshots.
* Experience in creating AMI images of critical EC2 instances as backup.
* Possess good and handy knowledge on VPC and its components.
* Accountable for managing security of Tenant through SG and NACL.
* Configuration of Auto Scaling and Load Balancers, if required for specified tenant.
* Possess knowledge and hands on S3 lifecycle management.
* Used CloudWatch to create alarms and CloudWatch Logs.
* Integrated CW with EC2 instances for monitoring log files and track metrics.
* Experience in building client in Cerner specific Portal and credentials in Vault.
* Instituted Ansible for configuration management and automation.
* Created playbook to delete older log files for space management.
* Designed Ansible playbook to configure instances in AWS cloud.
* Hands on managing/modify/creating Terraform scripts to deploy AWS resources as per the requirement.
* Sound knowledge on the architecture and components of Kubernetes.
* Analysing logs on Kibana and troubleshooting was a part of day-to-day activity.
* Assist team members on technical issue and provide training to new hires.
* Mange follow up on the Incidents issues in the queue to be closed on timely manner.
* Involved in daily scrum meetings.
* Escalate issue on timely manner and engage required on-call resource.
* Communicating with other team members for efficient workflow
* Worked as **System Engineer** in **IRC EM** from May 2015 to Aug 2019.  
    
  **Roles and Responsibilities:**
* Work on incidents in the queue on various issues through Overwatch tool.
* Monitoring of Linux servers on various issues related to disk issues, CPU, memory.
* Experience in managing LVMs for disk management on CRQ request.
* Troubleshooting issues on IBM WebSphere server and instance.
* Resolving issue in Database by checking the ORA Errors in DB nodes and table space

issue by adding data files to the table space.

* Maintaining SLA to close the incident as per company process
* Extract reports and providing RCA for problem related tickets.
* Joining bridge calls in incident issues to fix the problem.
* Troubleshooting Swap space management & CPU issue.
* Escalate issue on timely manner and engage required on-call resource.
* Communicating with other team members for efficient workflow.
* Assist team members on technical issue and provide training to new hires.

1. **NewWave Computing Pvt Ltd:** Dec 2013 to April 2015

* Worked as System Engineer by providing functional and technical support for hardware and software problems.
* Visit client site for installation, troubleshooting and configuration of Desktop and Laptops queries.
* Escalate hardware issue with Vendor and follow up the same

**Certifications & Courses:**

* **Certified AWS Sysops Administrator – Associate**.
* **ITIL V4 Foundation**.
* Hands on guide to Ansible course.
* Hands on guide to Kubernetes course.
* Hands on guide Infrastructure as Code- Terraform course.

**Awards:**

|  |
| --- |
| * Received **Engineer of the Year Award for 2019-2020.** * Awarded with **Bravo** (Quarterly Award) 10 times in last 6 years for meeting SLA on time, Technical assistance, Managing without any flaws.   **Educational Qualification:** |

* B.E Telecommunication Engineering form Dayanand Sagar College of Engineering – 2012
* Diploma in E&CE form RJS Polytechnic Bangalore-2009.
* SSLC – Lewa English High School Bangalore- 2006.

**Personal Details:**

* Date of Birth :- 15-08-1990
* Marital Status :- Married
* Passport Details : Valid
* Residential Address: - #978 4th M Block Rajajinagar Bangalore.

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

Place: Bangalore (VISHNU R)