

 

 **E-mail ID: udiya.jravi@gmail.com**

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**Profile:**

To work in a challenging environment and effectively utilize my skills to contribute towards the goals, where my roles allow me to take quality initiatives and implement solutions for driving potential and sustained improvements. To be able to integrate learning with growth leading to rewarding career opportunities.

**Professional Summary:**

* Overall 8 years of experience in IT Field with windows/Linux Servers, Infra and Network Monitoring, AWS Cloud Support platform.
* Working experience with different global teams in 24x7 environments.
* Working knowledge on Logic Monitor, Solar winds, SCOM ,Splunk Deep Metrix, CloudWatch Monitoring tools.
* Effectively addressing the customer queries & escalations as well as resolving them as per the stated business rules and SLA
* Having good communication skills, both written and verbal.

**Education:**

* B. Tech from Malla Reddy Engineering College, Affiliated to JNTU, Hyderabad.
* Intermediate from Gowtham Junior College, E.C.I.L, Secunderabad.
* S.S.C from Durga Bhavani High School, Secunderabad.

**Certifications:**

* Microsoft Certified Solutions Associate (MCSA) Windows Server® 2012 Active Directory, Configuration and Administration in Dec , 2016
* ITIL V3 Foundation in March 2017

**Work Experience:**

**Current Organization: Evoke Technologies Pvt Ltd**

* Daily roles are monitoring the Windows and Linux servers with SolarWinds Monitoring tool.
* Provide L1 and L2 Support for the tickets created by the Monitoring team.
* Documenting the steps involved in resolving the issues.
* work on the incidents and problem tickets which are raised by the customer support team by using the Service Now ticketing tool.
* Troubleshooting the Windows and Linux Machines by reviewing the event logs.
* Creating the trouble ticket with the AWS Support team if there is any Underlying Hardware issues.
* Monitoring Self-Managed/Fully managed Environment in Azure and AWS by using the Scalr Tool.
* Performing troubleshooting steps for the VM's/Instances in AWS/Azure through Scalr tool.
* Manual Automox Agent installation in the windows servers.
* Monitoring the Host and service health checks along with the Metrics in Nagios monitoring tool also.
* Adding and removing the VM's in Nagios monitoring tool.

Cloud suite Administrator**| March 2017 –March 2020**

**Organization: Infor Global Solutions India Pvt Ltd, Hyderabad**

**Responsibilities:**

* Proactively Monitoring the Customers IT Infrastructure with the help of Logic Monitor ,SolarWinds monitoring and supporting L1 and L2 Level Support .
* Pro-active monitoring customer’s high critical production servers, physical servers, virtual servers and rectifying the issues and reporting to the respective technical consultants to validate the application on the server.
* Responsible for working in a 24x7 Global NOC environment.
* Basic Knowledge on Linux/Unix commands.
* Basic Knowledge on Windows PowerShell Scripting.
* Monitoring round the clock Business Critical Applications, Servers and Network devices.
* Working with IT team to monitor AWS instances and for the reported failure issue on host Instances
* Respond to customer requests and issues through a ticketing system and phone calls within response time SLAs, meet or exceed productivity metrics.
* Basic Knowledge on Linux/Unix commands.
* Handling incidents for different customers in Xtreme ticketing system
* Mail alerts escalation to concerned technical team in case of server down, threshold breach or application hanging issues

**Senior System Administrato**r in Tek Systems **| August 2015 – March 2017.**

**Responsibilities:**

* Monitor the system and Network related issues with the help of SCOM Monitoring tool.
* Working on the alerts generated by the dashboards.
* Regular interactions with the Operations and Infrastructure team to ensure SLAs are met for customers
* Attend bi-weekly meetings with the Advanced Product Support leads to discuss Cloud Support cases.
* Provided L1 network support, monitoring, and troubleshooting of company's global network to include LAN/WAN.
* Generating and maintaining technical documentation to support the development and/or improvement of Operational and Monitoring procedures and platform application/system testing.
* Interfaced directly with service providers, customers, field technicians, service contractors, and field service coordinators to troubleshoot and resolve network-related issues.
* Developed documentation on standards and troubleshooting processes to improve overall efficiency and productivity of network operations personnel.
* Performing daily system monitoring, verifying the integrity and availability of all hardware, networking equipment, server resources, systems and key processes, reviewing system, error and application logs, and verifying completion of scheduled jobs and tasks.
* Application and operating system service restarts
* Production and Test environments platform monitoring for alarms and performance issues on systems, applications, database and network connectivity
* Performing assigned daily, weekly and monthly operations maintenance duties

**System Engineer in VKRM HR services Pvt ltd | June 2013 – Aug 2015**

**Responsibilities:**

* Windows Server Monitoring, Maintenance and Support
* Providing Web-based Application Monitoring, Maintenance and Support for the customer.
* Regularly checking the Windows/Application logs in the windows servers.
* Troubleshooting of OS and application related problems.
* Giving the remote support for the clients if they are having the issues with respect to the application..
* Verify system logs and periodically clean up log files.
* Preparing documents on Servers Activities.
* Monitoring and working on the Tickets in Remedy
* Monitoring the SERVER Health by using the monitoring tool SCOM.
* Monitoring the tickets through BMC Remedy tool and ensure that all the tickets are closed under SLA’s.

**Technical Support Engineer** in ANSC Pvt. Ltd |Sept 2011- June 2013.

**Responsibilities:**

* Provide Technical support for the customer regarding the hosting of the websites.
* Resolving the website related issues.
* Setting up Websites manually on the remote servers and setting up FTP and web sites for customers.
* Installation of different version of Plesk panel
* Worked on the different Control Panel like Parallels, Cpanel, Website panel, Etc.,
* In the Control panel I am able to create Domains, Databases, and Email services and troubleshoot on the customer complaints.
* Supporting the clients by Email and chat.
* Installing Patches on the clients machines/control panel remotely.
* Monitor Severs & Websites availability and performance on 60+ IIS Web Servers with the Monitoring tools installed. (Nagios, IP monitor and Deepmatrix)
* Managing & monitoring E-Mail servers to prevent the spammers
* Resolving email related issues to clients as per SLA.
* Backup & Recovery of web sites through R1soft web application
* Managing and Troubleshooting FTP issues
* Troubleshoot LAN/WAN connectivity, front-end application support and installation.
* Prepared detailed documentation for media sets and media that going inward and outward the premises.
* Ensuring all servers were up all the time.

### Tools:

* Monitoring Tools used are Logic Monitor, SolarWinds, Deep Metrix, SCOM..
* Control Panels used are Parallels PEM, Plesk, Plesk-Expand, C panel and HELM control Panel.
* Ticketing Tools: Service Now, BMC Remedy, Infor Extreme
* Operating System: Windows Server 2008/2003, Windows 7, Vista, XP and windows 2000.

### Personal Information:

Name : Ravi kumar

Father’s name : Madhava rao

Gender : Male

Marital status : Married

Hobbies : Listening to Music, Playing cricket and volley Ball.

**Place: Hyderabad**

 **(Ravi Kumar)**