**Naresh Malleswarapu**

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 **EXECUTIVE SUMMARY**

* Having 9+ Years of experience in Web Server Administration/Application Production support Environment.
* Possess hands on experience in Windows, Linux, FTP, SFTP, Microsoft SQL Server, Power shell scripting, Microsoft Azure, SCOM, Kibana, APM, Service now.
* Has exposure in the enhancement, maintenance and support of various applications.



 **PROFESSIONAL SUMMARY**

* Creating and monitoring the support tickets (Remedy, HPSM, Service now).
* Monitoring database servers, webservers, fallout orders, DB connectivity, order flow to reduce the outage time.
* Web Server Administration/Application support -IIS 6.0 / IIS 7.0 7.5.
* Managing IIS 6.0 7.0, 7.5 Web servers and hosted web sites.
* Debug and troubleshoot all production issues and perform root cause analysis.
* Earned reputation for troubleshooting of all issues related to Application servers and backend issues.
* Comprehensively prepared business reports of the issues impacting the environment.
* Maintained uncompromising focus on ensuring minimum downtime to the development and testing environments and on need basis facilitated urgent resolution with other teams for recovering outages.
* Smartly facilitated superior communication between the onsite and offshore team members.
* Creating and executing Business Objects reports as per project requirement and demand.



 **WORK EXPERIENCE**

* Currently working with IBM on Source one India (Bangalore) payroll .
* Worked as Azure Support Engineer with IVY Comptech, Hyderabad from Feb’20 to Sep 20.
* Worked as Azure Application Support Engineer with AIS (Applied Info Services), Hyderabad from Sep’16 to Dec’19.
* Worked as L1 and L2 Application Support Engineer with Dell services Hyderabad from Jan’16 to June’16.
* Worked as L1 and L2 Application Support Engineer with ICICI Bank Private Limited, from Dec’13 to Dec’15.
* Worked as L1 Support Engineer with Nall soft tech Private Limited, from Apr’11 to Nov’13

 **EDUCATIONAL CREDENTIALS**

* **B.Tech** from **JNTU** University **.**

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|  | **TECHNICAL EXPERTISE** |  |
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| **Operating systems** | Windows, Linux |  |
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| **Database** | Microsoft SQL Server 2008 R2 and 2012 R2 |  |
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| **Ticketing Tool** | Remedy ITSM, HPSM, Service now. |  |
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| **Scheduling Tool** | Task scheduler, Splunk |  |
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| **Application Monitoring Tool** |  Azure Portal, Splunk, Application insights, SCOM, APM. |  |
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| **Servers Monitoring Tool (SCOM)** | Azure Dashboard |  |
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| **Miscellaneous tools** | Remote desktop (MSTSC), Putty |  |
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| **Web/Application servers** | Apache tomcat, IIS (7.0,8.0) |  |
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| **File Servers** | FTP, SFTP |  |
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| **Scripting** | Power shell scripting |  |
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* **Organization**: Currently working for IBM as Sr. Application support engineer from Oct 20 to till date.

**Client:**

PHILIP Morris International.

**RESPONSIBILITIES:**

* Web Server Administration/Application support -IIS 6.0 / IIS 7.0 7.5.
* Managing IIS 6.0 7.0, 7.5 Web servers and hosted web sites.
* Website content and application release management and creating Virtual directories.
* Application support for asp, .NET based hosted internal & external websites.
* Troubleshooting .Net application issues hosted on the IIS.
* Creating, deploying, renewing and Import & export of the SSL certificates.
* Coordination with application development teams for issue troubleshooting.
* Good knowledge on ITIL V3 processes like change management, Incident management, and problem management.
* Establishes and maintains effective working relationships with end users, vendors, and managers.
* Providing support for PROD, DEV, QA and UAT environments.
* Daily health monitoring of applications and servers.
* Having good interaction with other teams like App team, Intel team and DBA teams.
* **Organization**: Working as Azure Support engineer For IVY Comptech. Feb 2020 to Sep 2020.

**DESCRIPTION:**

GVC Holdings PLC (LSE: GVC) is one of the world's largest sports betting and gaming groups. Via their unique proprietary technology platform, they offer sports betting, casino, poker and bingo and operate some of the industry's most popular online brands including bwin, Sporting bet, party poker, party casino and Foxy Bingo.

**RESPONSIBILITIES:**

* My role Application support engineer.
* Responsible for all the Windows Azure Administration activities.
* Worked on Alerting from Splunk, Azure application insights and SCOM.
* Doing proper alerting analysis with Splunk querying and Application insight metrics.
* Business continuity validation, Analyzing the issue and applying proper work around to get it resolved.
* Troubleshooting the severe productions issues and giving RCA for the issue.
* Responsible for application testing and making sure to available application to customer 24/7.
* Responsible for finding the root cause for the application downtime by using the various tools like azure, Splunk.
* Involved in issue resolution, Vendor Management, understanding the requirement and working on the ticket.
* **Organization**: Worked as Azure Support engineer AIS (Applied info services) as Application Support Engineer. Sep 2016 to till 31st Dec 2019.

**DESCRIPTION:**

The Government Employees Insurance Company is an American auto insurance company. GEICO manages their main clients through their official website and holds their main income through it, so the uptime for the website is their utmost priority. GEICO sells their insurance policies to cars, motorcycles and other properties which makes the rating app for the quote much more high priority and this is what we manage to make the uptime as 100%.

**RESPONSIBILITIES:**

* My role is L1 and L2 Application support engineer.
* Responsible for all the Windows Azure Administration activities.
* Business continuity validation, Analyzing the issue and applying proper work around to get it resolved.
* Responsible for Creating VMs and provisioning them in the Azure Portal.
* Troubleshooting the severe productions issues and giving RCA for the issue.
* Responsible for application testing and making sure to available application to customer 24/7.
* Responsible for finding the root cause for the application downtime by using the various tools like azure, Splunk.
* Involved in issue resolution, Client interaction, understanding the requirement and working on the ticket.
* Meeting the SLA’s as per the contract signed with the client.
* **Organization**: Worked with **Dell International Services** as an Application ManagementAnalyst. Jan 2016 to June 2016.

**Client: LTCG (Long Term care Group).**

* Feed monitoring & Generating various reports.
* Maintaining the application job flow documents.
* Resolving the tickets that are raised by the HD/Call Rep’s on the severity base.
* Interacting with onsite clients and onshore team.
* Responsible for finding and updating to clients the root cause for feed failed and report deliverables.
* Escalations via the HPSM incident notification tool.
* Meeting the SLA’s as per the contract signed with the client.
* Involved in issue resolution, Client interaction, understanding the requirement and working on the ticket.
* **Organization**: ICICI Bank Pvt Ltd, Hyderabad from Dec 2013 to Dec 2015.

**Client: ICIC Bank Pvt ltd.**

**Position:** Device support Engineer.

**Responsibilities:**

* Support for the Digital Signage application.
* Coordinating with internal business team to support for Digital Signage application.
* Support for Instabanking application.
* Support for Cash acceptor machine devices.
* Monitoring the application at the server level.
* Installing Operating Systems like Windows Family, Linux Family.
* Performing all system health check and application health check by monitoring server logs
* Configuring the private repository for accessing the packages with yum.
* User and Group Administration, System Monitoring, Automated task and troubleshooting.
* Managing day to day IT related activities and working with various vendors to resolve issues related to hardware, software and Operating system issues.
* Installing and configuring the services like SSH, FTP, NFS.
* OS level vulnerability patching.
* Providing support to the customers on all Linux server related issues as per the SLA.
* **Organization**: Arthanet support pvt ltd, Hyderabad, from Apr’11 to Nov’13

**Clients**: **Expert host.com, Bharat host.com & ExpertSRS.com**

**Position:** L1 and L2 Technical support engineer.

**Responsibilities:**

* Setting up Websites manually on the remote servers and setting up FTP and web

Sites for customers.

* Worked on the different Control Panel like Parallels, PEM panel, Etc.,
* In the Control panel I can able to create Domains, Databases, and Email services
* And troubleshoot on the customer complaints.
* Resolving email related issues to clients as per SLA.
* Backup & Recovery of web sites through R1soft web application
* Restoring the backups based on client request.
* Supporting the clients by Email and voice.
* **Organization**: TATA Business support services Ltd, Hyderabad

 **Client: TCISL (Tata communications).**

 **Responsibilities:**

* Giving support to the TCISL Client for Wimax Internet services.
* Remotely login into base machines to check the Signal level.
* Changing from one sector to another sector to improve the Signal level.
* Basic Network trouble shooting.
* Assigning IP address to the client machines.

 (M. NARESH)