Gaurav Dar

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**Experience**

**Senior Software Support Engineer**

Nuance Communications

Sep 2017 - Present

#Performing continuous integration and delivery of new microservices, on-demand trouble shooting of large-scale deployment issues on Linux systems.

#Deployed MS Azure resources using terraform.

#Maintain Git repositories for developers and promote topic branch workflow

#Troubleshoot and escalate bugs using JIRA bug reporting tool.

#Build, administer, and troubleshoot all mission critical environments (Production, Stage, Dev, Test, QA)

#Implement and maintain monitoring solutions at the server and application level in order to increase visibility into day-to-day operations and issues, utilizing NAGIOS , Power BI , Telemetry , Grafana

#Automated production deployment using Ansible.

#Performing continuous integration and delivery of new microservices, on-demand trouble shooting of large-scale deployment issues on Linux systems.

Deployed MS Azure resources using terraform.

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Build, administer, and troubleshoot all mission critical environments (Production, Stage, Dev, Test, QA)

Implement and maintain monitoring solutions at the server and application level in order to increase visibility into day-to-day operations and issues, utilizing NAGIOS , Power BI , Telemetry , Graphana

Automated production deployment using Ansible.

# Trained multiple engineers on different technologies concerning Nuance’s line of work.

# Deployment and post deployment Troubleshooting of SAAS hosted Speech recognition software.

# Performing SAAS software Validation – Staging etc with Development and QA team.

# Root cause analysis for recurring alerts by checking logs and defect identification.

#Identifying, gathering, analysing and automating responses to key performance metrics, logs, and alerts

# Writing SQL queries on Database servers to retrieve/change data as per requirement.

# Working Knowledge of ITIL production Environment.

# Deploying shell scripts to automate day-to-day activities in production servers.

#Troubleshot Cloud hosted DMO application using Azure analytics tools like ACR, Telemetry, SAP BI

#Troubleshot / Resolved SSL issues like renewing certification on the on-premise servers.

# Troubleshot HTTP issues with the help of tools like fiddler & Wireshark.

# Experienced in using Microsoft’s Event viewer, Svc traceviewer, Proc-mon, Net-mon etc

Name of project:

Dragon Medical One (SAAS bases speech recognition software)

**Technical Consultant**

Hewlett Packard Enterprise

Jul 2016 - Aug 2017 (1 year 2 months)

• Handled Mission Critical and Business critical Environment

• Responsible to make sure that the project deliverable is completed accurately and on time

• Responsible for escalating the issues, problems, risks, and constraints to the appropriate parties for

clarification and resolution.

• Responsible for communication with the Lead Engineer and account/client.

• Demonstrates an advanced understanding of UNIX and Linux operating systems, boot sequence, run

levels, service enabling/disabling server customization.

• Worked on Networking services (NIS,NIS+, DNS, TCPIP, Samba)

• Worked on storage connectivity technologies (SAN, iSCSI, FCoE)

**Senior System Analyst**

HCL Technologies (Client – Staples )

Feb 2016 - May 2016 (4 months)

• Deployed a virtual domain network for use as a development environment that includes

a domain controller, Active Directory 2008, DHCP, DNS, and a Microsoft Exchange server

• Created virtual machines for test environment using VMware

• Researched requirements, deployed in a test environment, created documentation, and instructed

peers on the use of software including Manage Engine's ADSelfService Plus, McAfee's ePolicy

Orchestrator, and Microsoft's Systems Center Operations Manager

• Utilize Windows Server Update Services to manage and deploy software patches

**System Analyst**

Hewlett Packard Enterprise (Client - Philips)

Jul 2014 - Aug 2015 (1 year 2 months)

• Microsoft Outlook, Outlook Express configuration, Outlook Web Access backup,

• Maintenance of computer hardware systems and system assembly.

• Installed and Configured Xerox One Print Printers

• Installation and configuration of Citrix and Juniper client applications.

• Maintain the assets of pc's and laptops.

• Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.

• Manage all the inventory of PCs.

• Creation and management of Domain and user accounts as well as assign access rights and

permission to use internet facility.

• Providing access to customers for SAP application Instances

• Managing & Monitoring Network & Coordinate with Vendor.

• Provided the Remote support & Net meting support using following software Team Viewer, HP Log me

in Remote Software, Remote Desktop.

• Installation of Antivirus, Patches & Updates from Backend side & frontend both.

• Experience in installation of Windows, configuration, Technical troubleshooting, support of server

Hardware, operating systems, Microsoft application software and peripherals, Windows 8, Windows 10,

Linux, Ubuntu, and Windows XP & Windows 7.

• Knowledge of OSI Model, TCP/IP suite, Assigning IP Addresses, Sub netting

• Troubleshooting connectivity between systems in a LAN

• Configuring and Troubleshooting DNS, DHCP services.

• Knowledge of Routing Protocols, NAT, VLANs, VPN, ACL

• Supported applications like Siebel, Salesforce, and Kronos etc.

**Key Skills: -**

OS: - Linux Server Red-hat/ Ubuntu, Windows Servers

Dev-ops tools: - GIT, Jenkins, Dockers, Kubernetes, JIRA, Terraform

logging & Monitoring – Nagios, Zenoss, Telemetry, ACR, Power BI

Database: - Oracle SQL

Cloud: - Azure

**Education**

**Amity University**

Master of Computer Applications (M.C.A.), Information Technology

2011-2014

**Anand Engineering College(SGI)**

Bachelor of computer application ( BCA ) , Information Technology

2008 - 2011