Robin Garg

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Summary

IT professional with 7 years of work experience. Offering expertise
in Linux, Virtualization, Storage,
Backup, Cloud and Devops tools.
Quickly learn and master new technology; equally successful in
both team and self-directed settings.
Proven success in individual performance as well as managing,
leading and mentoring small to
medium size team.
Ability to manage multiple priorities and work well under pressure.
#Exp. in APM tools- App dynamics/Dynatrace
Have exp. in Splunk, ELK, CI/CD-Jenkins and integrating it with jmeter
#exp. in heap dump, thread dump analysis, Log Analysis
#exp. in perf engg for diff platforms like- mobile, database, microservices, frontend etc.

Experience

Monitoring Specialist
Amdocs

Dec 2017 - Present (3 years 4 months +)
• IT working experience in the areas of Application Performance Management,
application monitoring, System administration, performance engineering, or
development
• New Relic Technology experience
• APM Industry Associate Certification
• New Relic product Certification
• Experience with Cloud and Infrastructure technologies such as AWS,
Kubernetes
• Experience with database technologies (like MS SQL)
• Good understanding of distributed applications
• Good understanding of web and enterprise applications
• Excellent organizational/time management skills
• Motivated energetic self-starter who excels in fast-paced, dynamic, team
environments and committed to getting results
• Must have strong interpersonal communication skills and a passion to learn
new technology
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Unix/Linux operating systems (Red Hat, Solaris, Oracle Enterprise)
Production 24 x 7 systems, including Oracle RAC environments
Knowledge of deployment, patching and configuration utilizing Satellite and/or
Puppet
Performance Monitoring and Tuning
Experience running Linux on AWS, VMware platform is highly desirable

Shell scripting
Implementing and hardening of Unix/Linux systems in relation to Security
Networking and communications (Fibre Channel, SCSI, TCP/IP, FTP, SSH)
Backup Tools (HP Data Protector, Veeam, CPM)
Management Tools (SolarWinds)
Disaster Recovery planning and testing
SAN storage and fabric management
Implementing Oracle databases on Linux environments (desirable)
Programming in a Unix environment (C, Java, Perl) (desirable)
Knowledge of ITIL principles and experience with tools such as Ivanti,
ServiceNow etc

Netcool Impact installation

Service Engineer

Ericsson

Sep 2013 - Dec 2017 (4 years 4 months)
Integration and Deployment Support for Nokia and Ericsson Vendor.
CSFB Feature Activation on Sprint Network.
RF Pre-Launch Audits and L2 Support troubleshooting for RAN.
Fiber,Transmission and Splicing experience.
AT&T NDS Support & Integration for RAN Nodes EnodeB for Ericsson & Nokia
Products.
T-Mobile Nokia Products Experience for 4G & 5G & 3G.
Fault Analysis & Fault Management for all 3G & 4G RAN nodes (NodeB &
RNC).
Clear the network faults & Maintain SLA accordingly.
Debug the issue and fix the fault with RCA provided.
Escalate the fault to next level support.
Prepare and maintain the Outage report for trending issues.
Identify and escalate hardware issues to onsite team.
Provide support to onsite engineers for planned/unplanned activities.

Network Operation Center Engineer

Nokia

Jul 2009 - Jun 2010 (1 year)
Provide 24/ 7 L1 support on E/// RAN network elements and Perform L1
Health Checks and rectify any issues found.
Update TT with L1 fault information, impact analysis and rectification and
Provide interface to other support levels and teams.
Capture network data i.e. logs & Follow agreed escalation timeframes. & Join
and provide updates on technical bridges.
Provide technical support to field operations and maintenance personnel on
GSM, UMTS and LTE deployment for site integration and verification, start-up
and commissioning, O & M, alarms resolution and escalation and hardware
modernization.
Record and classify received Incidents and undertake an immediate effort in
order to restore a failed IT Service as quickly as possible

Assign unresolved Incidents to the appropriate Tier 2 Support Group
Log all Incident/Service Request details, allocating categorization and prioritization codes
Triage incoming support requests for assignment to support reps
Provide support to standard and 24x7 premium customers as well as Ericsson field service personnel
Work directly with customer to determine the cause and resolution of the support request
Maintain case notes for each support request, detailing actions taken and resolution steps
Properly understand the fault, configuration and performance and solve it or escalate to engineering
Ensure Technical assistance is carried out in accordance to SLA
Reproduce customer issues in internal lab environment
Direct customer knowledge base article(s) to help resolve the issue
Create knowledge base article when issue is resolved
Track individual customer escalations and work appropriate organization groups (engineering, product management, customer care) to reach timely and satisfactory resolution to problems
Perform installations and upgrades on all Ericsson products within sphere of responsibilities
Provide maintenance support for customers' installed telecommunication

Education

Harayana College of Technology and Management
Bachelor of Technology - BTech, Electrical, Electronics and Communications Engineering
2010 - 2013

State Board of Technical Education and Training
Diploma in Engineering, Electrical, Electronics and Communications
Jul 2006 - Jun 2009

Board of School Education, Haryana
Matric, English Language and Literature/Letters
Apr 2005 - Mar 2006

Licenses & Certifications

Scrum Foundation Professional Certificate - Scrum.org

Cloud Fundamentals - Great Learning

Skills

Application Monitoring • Linux System Administration • Windows Server • Troubleshooting • Telecommunications • VMware vCenter • Quality Assurance • Technical Support • Red Hat Linux • Solarwinds