Satish Kumar R

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**OBJECTIVE**

To work in a challenging environment so as to enhance my technical and professionall skills and to implement efficient and innovative working methods.

**KEY TECHNICAL SKILLS**

**Linux System Administration:**

Linux – RHEL5\6 and Ubuntu 12.04\11.04- system initialization, LVM, RAID, Package Management, FTP Server, Apache Server, NTP, File System Management etc.

* Knowledge on DNS, DHCP.

**Operating Systems:** Linux (Redhat 5\6\7 & 8 Ubuntu 12.04), Windows 98/XP/2007.2012R2,2016

* OpenShift , Rancher

**WORK INFORMATION**

**Ericsson India Global Services,from Dec,2013** till date as an **IT Engineer in ITICS departments**

**Project details which I worked , MBNL, USCC, ITCS, MEW, MTN Africa**

**Project Details**

* MSSD Administrator for UK Client (MBNL)
* Provide access to users in different environment.
* Troubleshoot UNIX related issues such as permission, ownership etc.
* Manage Services and Monitors Alert and Alarms.
* First point troubleshooting of Unix server for very critical issues.
* Working on Server consoles when the server is down, coordinating with the respective team to fix within SLA.
* Administrating the **Redhat satellite** for package management and subscription management
* User Account Creation and Group Administration, Policies, Checking Logs, applying the Quota and ACL.
* Part of Team for migrating 14000 end users from Windows to Linux (Ubuntu) Platform.
* Installations packages using YUM and RPM, OS upgrade and additional packages using DPKG, APT-GET and RPM.
* Disk management using Software RAID and LVM Management.
* File sharing using NFS , Autofs and FTP management with uploading and updating it.
* Scheduling various jobs in cron, at utilities and monitoring them for proper execution.
* Solved network connectivity, Citrix access and remote access problems.
* Familiar with LVM level disk configuration and file system management.
* LINUX SYSTEM ADMINISTRATION, Server Building, Disk Management, LVM, Package Management, Linux Server Basic Configuration(DNS,LDAP,FTP,SAMBA,APACHE,etc), Java .
* VM deployment and maintenance of Servers in different environment
* Raising the ticket for the hardware management with the vendors and tracking it.
* Participated in patching activity of Linux Servers.
* Administration of storage allocation and support
* Datacenter management (setting up the networking, configuration of servers, experience in setting up different OS platforms and troubleshooting the hypervisors).
* Supporting OpenShift Infrastructure
* Worked in container-based technologies like **Docker, Kubernetes & OpenShift**.
* Building and configuring OpenShift Infrastructure OpenShift Core software installation and configuration (creating clusters, nodes and pods) Docker container/image management Kubernetes
* Day to Day production incident/ change management at Infra level upgrade, patching major rollout OpenShift capacity planning
* Point team player on OpenShift for creating new Projects, Services for load balancing and adding them to Routes to be accessible from outside, troubleshooting pods through ssh and logs, modification of **Buildconfigs**, templates, **Imagestreams**, etc

**Worked in Unisys India Private Limited as Service Support Rep-2 (2011 to 2013)**

**Roles & Responsibilities**

* Installations packages using YUM and RPM, OS upgrade
* Patching Linux servers (RHEL4, RHEL5, RHEL6) using YUM and RPM.
* Analysing logs for Troubleshooting of Linux servers.
* Troubleshooting and maintaining the LAN segments.
* Administrating Swap, CPU, Memory Utilisation of Servers
* Working with hardware Engineers who are working onsite with hardware device
* Meeting SLA’s based on the criticality of the servers, Generating reports for Business starting and call endings
* Closing the ticket once the issue resolved
* Raising the ticket depending on priority of Production, Testing, Developing Servers.
* Involving in management issues by preparing timeline on the issues.
* Comfortable in opening cases with vendors and driving them to closure.
* Find out the Root cause analyse for the issue based on the logs/dumps.

**Worked in Firstsource Solution Limited as Senior Customer Service Associate (2007 to 2011 )**

**Roles & Responsibilities**

* Responsible for providing the first-line technical support for Talk Talk employees.
* Providing technical solutions related to VPN connection, MS Outlook, EFS and Digital Certificates.
* Problem Solving Skills.
* Ability to communicate effectively at all levels and arranging the bridge calls.
* Evaluate, troubleshoot and resolve user issues.
* VPN connection using Secure Auth, OTP MobilePass , Smartcard.
* MS Exchange and Outlook connectivity issues.
* Setting up of Functional Mailboxes in Outlook.
* Active Directory and Domain Account related issues.
* Active Sync Configuration for iPhone and Windows Mobiles.
* Mobile VPN Configuration.
* MS Outlook Encryption and Digital Certificate Configuration.
* Adding computers to domain.
* Creating the AD accounts and providing the access to the required environments.

**CERTIFICATIONS**

* Done RHCSA and RHCE.
* Undergoing training on AWS and scheduled to get certified post to training

**EDUCATIONAL QUALIFICATION**

* Bachelor of Computer Applications

**ACHIEVEMENTS**

* Received Rock Star Award in 2014 for Best Performance in Team.
* Certified as **THE INNOVATOR** of the team in Ericsson.

**AREA OF INTEREST**

* Sports
* Music
* Gardening.

**PERSONAL DETAILS**

Father’s name : Raju SG

Date of Birth : 12-3-1986

Sex : Male

Marital status : Single

Nationality : Indian

Language Known : English, Kannada and Tamil

**DECLARATION**

I hereby declare that all the above mentioned details are true to the best of my knowledge and belief.

Yours Sincerely

Satish Kumar R