

Gaurav Mall

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Career Summary

- Having 3.2 years of IT Experience.
- Working as Change Control Specialist in GCC Team of Teradata, Hyderabad.
- Experience in the Teradata Database (VANTAGE), Linux, Cloud platform (IntelliCloud, AWS), Kubernetes, Docker, Ansible.
- Good knowledge and understanding of database and application servers' administration in a global production environment.
- Experience in managing TDAP Kubernetes nodes/ Analytics nodes on cloud.
- Good Knowledge on Amazon Web Services (AWS), creating EC2 Instances and building Linux servers.
- Experience in developing & managing the infrastructure as code using Ansible.
- Experience with containers and orchestration (Docker, Kubernetes).
- Knowledge in scripting language Python.
- Good Understanding of Network fundamentals, Routing and Switching Concept, Network Security and Web application security (OWASP top 10) and their counter measures using Burp Suite, Wireshark, Nmap.

Professional Certification

- Support Overview for Kubernetes on Vantage, TERADATA University, 2019.
- Training on AWS, Digital Lync, 2020
- LINUX Assessment, TERADATA University, 2019
- Supporting Teradata, TERADATA University, 2018
- ITIL, CDAC, HYDERABAD, 2018
- CCNA, KVCH – IBM, Noida, 2017
- MCSA, KVCH – IBM, NOIDA, 2017

Technical Skills

- Programming Languages: Python
- Operating System: Linux, Windows
- Database: Teradata
- Ticketing Tool: JIRA, MyWork, ServiceNow
- Remote Controlling Tools: Secure CRT & FX, PUTTY, VM Ware Horizon, WinSCP
- DevOps Tools: Docker, Kubernetes, Ansible
- Cloud: AWS, IntelliCloud
- Monitoring Tool: Viewpoint, DSA/DSC from CLI & GUI both, Teradata Administrator, TARA

Academics

- P.G. Diploma – IT Infrastructure, System and Security from CDCAC, Hyderabad (Feb 2018).
- B.E. – Electrical & Electronic Engineering from SSIT, Tumkur, Karnataka (6.37 CGPA, 2016).
- Class XII- N.E Rly Sr. Sec. School, Gorakhpur, U.P. (70 %, 2009).
- Class X- Little Flower School, Gorakhpur, U.P. (81%, 2007).

Professional Role and Responsibilities

Role: **Change Control Specialist**

Mar 2018 to till date

Organization: **Teradata India Pvt. Ltd.**

Responsibilities:

- The aim is to manage 24*7 system-based Change Controls for Teradata SW, HW & Cloud environment for both MPP/SMP Teradata sites(customer) in EMEA,AMR,APJ regions.

- Deploying client application using Docker and Kubernetes on clusters.
- Support Production changes and Coordinate with client and application support teams for downtime, pre & post implementation steps, approval groups, and steps for back-out plans if required.
- Creating internal change request using ServiceNow for upgrading any tools or other application on TD servers.
- Creating internal case or incident if any issue identified while working on preparation work of change request.
- Creating work order for site access and Coordinate with third party vendor (IBM) for Field Engineer to schedule hardware replacement and firmware upgrades, if applicable.
- Validate change requests for change restriction period conflicts and verify required fields as per Client change management policies.
- Review server assets for dependencies, firmware and patch versions, application environment for clusters and recommend downtime.
- Provide communication plan for each change request including bridge, chat room, email notifications, etc.
- Managed Linux server (TD servers, VP, Kubernetes, TPA and other TMS nodes) patching, configuration and installation and upgrade using Ansible and manually.
- Hardware Component: Upgrading & troubleshooting, FRU replacement, Storage Array controller firmware / Drive firmware / Drive encryption, Switch Firmware, Bynet and Server Management Chassis, Symplicity and RAID management software installation & configuration.
- Work very closely with the site team & customer to coordinate all aspects of maintenance window planning.
- Analyzing the issue/incidents raised by the Clients/Users/Teams and providing the precise solutions within defined SLA. Good exposure to work with TeraData GSC & Engineering team while resolve issues & familiar with GSC process.
- Work on all unresolved issues collaborating with the Level-2 Support Centre as per the Incident escalation process. Involved in mentoring & provide knowledge transfer session to juniors /new members in team.

Personal Details

- Date of birth : Jan 18th, 1991
- Gender : Male
- Marital status : Unmarried
- Languages : English, Hindi
- Hobbies : Listening Music, Cooking, Exploring new places
- Current Address : Gokul Nilayam, Kondapur, Hyderabad
- Permanent Address : Bichiya, Gorakhpur, U.P.