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| **AJAY LAXMAN CHAVAN**  **Technology and business visionary professional** with an experience in providing assistance in resolving technical issues, controlling risk, collaborating across multiple departments and optimizing resources for driving IT strategy and enhanced customer experience; targeting to express potential in challenging roles in **IT Operations, System Administration, Service Delivery Management, Technical Support** with an esteemed organization; Locations Preference: **Pune**  **ajaychavan92786@gmail.com  +91-8087867602; 9284954914** | |
| **CORE COMPETENCIES**  **IT Operations**  **------------------------------------------------------------------------**  **Technical Support (L1/L2 & L3)**  **------------------------------------------------------------------------**  **IT Infrastructure/Data Centre/ Network Management**  **------------------------------------------------------------------------**  **IPC (Incident, Problem and Change)/ SLA Management**  **------------------------------------------------------------------------**  **Client & Stakeholder Relationship Management**  **------------------------------------------------------------------------**  **SOP Formulation & Implementation**  **------------------------------------------------------------------------**  **IT Project / Service Delivery Management**  **------------------------------------------------------------------------**  **Root Cause Analysis**  **------------------------------------------------------------------------**  **Troubleshooting, Maintenance &**  **Back-ups**  **------------------------------------------------------------------------**  **Cross-Functional Coordination**  **------------------------------------------------------------------------**  **EDUCATION**   * **Masters in Computer Science** from Fergusson College, Deccan, Punein **2016**   **------------------------------------------------------------------------**   * **Bachelors in Computer Science** from Prof. Ram Krishna More A.C.S College, Akurdi, Pune in **2014**   **------------------------------------------------------------------------**  **CERTIFICATION**   * **RHEL 7 Certification**   No: 160-164-943 | **PROFILE SUMMARY**   * **IT Professional** with an analytical bent of mind offering **nearly 4 years** of experience in **LINUX/UNIX Systems Red Hat RHEL 5, 6, 7, CentOS, HP-UX 11.23** * Extensive intelligence in **Service Delivery functions** such as Incident Management, Problem Management, Change Management, Configuration Management & Asset Management; expertise in managing **high-severity incidents** to ensure service availability with minimal delay and impact towards ensuring smooth operations of various environments * Distinguished proficiency in **taking ownership of customer issues** reported and administering problems through to resolution; following standard procedures for proper escalation of unresolved issues to the appropriate internal team; managed the overall **Technical Support Operations** while ensuring maximum client satisfaction by providing them with service / technical assistance and achieving delivery & quality service norms * Skilled in **Amazon Web Services, Docker, Kubernetes, Microsoft Azure, Server Management, Database and Information Technology** * Showcased excellence in leading end-to-end perfection across **Service, Problem, Escalation, Transition & Project Management** with proficiency in managing issues that could impact end-to-end delivery operations, performing root-cause analysis for remedying technical difficulties and providing leadership/direction * Competency in developing & maintaining relationships with business stakeholders, defining **service delivery standards** while ensuring adherence to OLAs/SLAs; exhibited excellence in managing various activities pertaining to **IT Operations** encompassing **setting up of targets, SOP & SLA management & best practices implementation** * **Technology Evangelist with strong communication skills,** enthusiastically meeting deadlines with innate skills in applying appropriate, practical technology/mix of technologies that meet business needs while minimizing risks   **CAREER TIMELINE**    **Apr’19 to Dec’19**  CenturySoft Private Limited  **Oct’17 to Mar’19**  IBN Technologies Limited  **Dec’19 to Present**  Karvy InnoTech Limited  **ORGANIZATIONAL EXPERIENCE**  **Dec’19 to Present**  **Karvy InnoTech Limited, Pune as Linux UNIX Administrator**  **Client: BSNL Pan India (Data-Center), Pune**  **Highlights:**   * Worked in a large data centre entailing **280+ servers**; managed **HPE Integrity and ProLiant Servers** (Superdome, RX 3600, DL 380, DL 580) |
| * Managed the installation, configuration of **File System Management** through Logical Volume Manager LVM * Configured & maintained a virtual server environment using **Hyper-V** * Administered multiple roles entailing: * Volume and File System Management using **Veritas Volume Manager VxVM** * **Installation, configuration, administration & troubleshooting** of the following: * RHEL, CentOS 5x/6.x/7.x Servers * Packages, Patch Management, and Upgrades through YUM and RPM * Linux/Unix Servers that are connected to Storage such as EMC 2 * Managed the installation, configuration of squid proxy server * Created & maintained **users, security rights, disk space, and process monitoring** * Managed **file system administration**, resolved system errors, crashes, and file system errors * Led various network related tasks such as **NFS** * Wrote **Shell Scripts** using bash, creating cron jobs, and analysing log files * Used different tools for monitoring the **health check-ups using Glance** * Managed HP-UX file backup with **ignite tool** * Managed **HP MSL tape library** * Rendered **7x24 production** **support** computing environments, on-call, and weekend support   **Apr’19 to Dec’19**  **CenturySoft Private Limited, Pune as Linux Administrator**  **Highlights:**   * Managed the entire gamut of the project for **migrating over 50 websites on AWS from onsite to cloud** * Configured **SSL on all websites through cPanel;** administeredDNS Management * Created, deleted & modified **user account information** * Managed Backup & Restore such as **Relax and Recover (ReaR)** * Installed, configured and administered **RHEL, CentOS 5x/6.x/7.x Servers** * Successfully installed **Packages, Patch Management, and Upgrades through YUM and RPM**   **Oct’17 to Mar’19**  **IBN Technologies Limited, Pune as Junior Linux Administrator**  **Highlights:**   * Migrated **ERP Infrastructure** **from Onsite to Cloud** for one of the biggest Milk Food Company on Linux Base * **Worked on multiple aspects such as:** * Linux Projects of Infrastructure Migration to AWS and Azure Cloud * Different tools like Plesk Panel, C Panel * Backup Tools like Acronis, Cloudberry * Endpoint Security like Symantec Endpoint, Dell (Cylance) Endpoint * Network Monitoring Tools like PRTG * Disk management, LVM, SELinux * Red hat Centos 5, 6, 7 versions, and other variants of Linux operating system * Hyper-V Backup, Image Backup using third party tool * Migration of Server including MySQL, Web Server, App Servers & so on * **Implemented the following:** * AWS, Azure Virtual Machine for various clients in the same Virtual network * Installed & configured **Linux server, Firewall, DNS, DHCP, LVM** * Assigned **user permission and groups for user** * Led **long-running applications, load balancing, EBS volumes, and IAM** role using Amazon EC2 * Administered the backup services like **EBS snapshots, S3 backups** * Adhered to the security policies like **Security Groups, IAM roles**   **Roles Across The Career:**   * Administering the entire gamut of IT operations & delivery excellence and customer satisfaction; extending technical support for troubleshooting daily operational/technical problems from customers, proposing solutions, building customer relationships & developing monthly reports * Coordinating with **problem owners, SMEs and other stakeholders** to identify problem scope and escalate IT service outages to specialize engineering * Organizing **IT process milestones** and activities pertaining to all support functions; spearheading IT service processes such as **Incident, Problem and Change Management** * Spearheading several operations including **SLAs Management (Service Level Agreement), Volumes Management, Team Utilization, CSAT (Customer Satisfaction), Resolve & Closure Rate, RCAs (Root Cause Analysis)** * Directing the IT Data Centre including **hardware (server/ network) management, applications management, software versions/ patches management, service level management, compliance (systems operations), backup management & contingency planning, IT asset management and IT help desk** * **Providing remote technical support** for troubleshooting daily operational/technical problems from customers, proposing solutions, building customer relationships & developing monthly reports * Directing all **critical/major incidents & service requests**; supervising critical incidents from inception to closure within SLA; managing & coordinating with **multi-functional teams** to expedite the **technical recovery process** after major incidents * Performing **impact analysis** to determine the severity of an incident; generating incident report on major incidents for upper management review * Monitoring & analyzing information system needs, evaluating end-user requirements, designing **custom solutions and resolving escalations** for complex technology rated issues * Providing on-call support for **change & incident management** to document & monitor the recovery steps; capturing incident follow-ups and completing formal post-implementation reviews   **PERSONAL DETAILS**  **Date of Birth:** 27th May 1994  **Languages Known:** English, Hindi & Marathi  **Address:** Sainath Nagar, Nigdi, Pune- 411044 | |