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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)
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| * 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 |