

RITTICK DEY

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Professional Summary:

2 + years of experience as an IT Infrastructure consultant in B2B technologies with heavy involvement in all phases of IT Infrastructure Library (ITIL) process such as service management, process management, Operation, SLA management and troubleshoot business issues with the skills Linux/Unix Operating System, AWS (Amazon Web Services) and Oracle 11g Database.

Technical Skills:

Programming Languages: C, SQL

Operating Systems: Linux (OEL, Red hat, Ubuntu), Windows

Cloud: AWS

Databases: Oracle 11g, MySQL

Monitoring Tools: Nagios, Zabbix

Ticketing Tool: ServiceNow (SNOW)

Automation Tool: Jenkins

Education Details

Course	Institution	University	Year of Passing	Marks
MBA (Marketing and Finance)	Sambhram Institute of Technology	VTU	2018	7.67 (CGPA)
BCA	Techno India Institute of Technology	WBUT	2016	7.53 (DGPA)
Higher Secondary	Harnett high School	WBCHSE	2013	54.80%
Secondary	Harnett high School	WBBSE	2011	66.50%

Professional Experience:

ITC Infotech., Bangalore
System Admin (Infrastructure Services)

Dec 2019 to Present

Roles and Responsibilities

- To be responsible for troubleshooting and solving Linux servers related issues.
- Responsible for monitoring the Linux servers on 24/7 as per the Clients activities.
- Create, change and delete user accounts and setting up and maintaining Linux servers as per request.
- Complete analysis of server logs and server monitoring with monitoring services (Nagios)
- Installed and configured hosting and monitoring application software, create and monitor users accounts and assign passwords in Linux environment.
- Support high traffic cluster 24/7 basis and maintain 99.99 up time and follow SLA's for resolution.
- Having knowledge in the Open source and Linux/Unix System Administration Domain.
- Monitoring servers with Nagios and creating users and providing them with suitable permissions In-depth knowledge of Linux and monitoring tools like Nagios, Zabbix
- Sending OS and Database performance report on monthly basis.
- Working on Infrastructure setup on Amazon cloud (AWS)
- Setup and Manage Linux Servers on AWS (EC2, EBS, ELB, Security Groups, RDS and IAM).
- Setup and Managing Databases on Amazon RDS. Monitoring servers thorough Amazon Cloud Watch.
- Creating alarms in Cloud watch service for monitoring the server performance.
- Build and release EC2 instances Amazon Linux, Redhat Development and Production environment.
- Attaching or Detaching EBS volume to AWS EC2 instance.
- Monitor and work on alerts server availability, disk issues, CPU, memory, processes, etc.
- Manage and configure AWS services as per the business needs (ELB, EC2, EBS, RDS, Cloud Watch, IAM.
- Perform decommission activity of AWS servers.
- Perform oracle database monitoring and escalate to DB team if any issue.
- Sending AWR report as per Application team requirement.
- Perform oracle database availability checks and health checks at night if require.

- Create tickets (Incident, Task, and Change Request) in Service Now (SNOW) and assigned to various service lines based on issue also follow up till resolved within SLA time.
- Working on basic alerts or business requirements and escalate to core team for further investigation.
- Frequently update to customer of any ongoing issues and request from customer apart from that inform customer if any major or critical issues come.
- Sending monthly SLA report and WSR (Weekly Service Report) to quality team.

NAM Info Inc., Bangalore
Associate

Jan 2019 to Oct 2019

Roles and Responsibilities

- Installed windows OS in the multiple computers and necessary software's.
- Configure outlook for new joiners
- Prepare weekly report and send to management.
- Guide users with simple, step-by-step instructions.
- Conduct remote troubleshooting.
- Customize desktop applications to meet user needs.

Additional Activity

ENIGMATIC (Inter class management fest) - worked as a coordinator for the management fest organized by MBA department, Sambhram Institute of Technology.

Academic project Undertaken

Company: Anu Solar Power Pvt. Ltd.

Project Title: "Influence of consumer buying behavior on energy saving products"

Duration: Jan 2018 to Mar 2018

Personal Skills

- Have good presentation skills
- Ability to deal with people diplomatically
- Approachable with strong leadership qualities
- Self- motivated
- Hardworking, dedicated and quick learner

Languages Known

- English
- Hindi
- Bengali

Interests

- Playing Cricket
- Bike Riding
- Painting

Personal Details

DATE OF BIRTH	25-09-1995
SEX	Male
NATIONALITY	Indian
RELIGION	Hindu
LANGUAGES KNOWN	English, Hindi, Bengali
Mobile No.	08910288492
EMAIL ID	rittickdey1995@gmail.com

Place / Current Location

- Kalyan Nagar, Bangalore-560033

Declaration: I hereby declare that the information furnished above is true to the best of my knowledge.

Date: -----

Place: -----

Signature: -----

(Rittick Dey)