

Avvaru Aravind

Network Analyst, Oracle India Pvt Ltd.

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- 5+ years of IT administration experience in Unix flavors – RHEL, CENTOS operating systems.
- Responsible for building, installing, configuring, managing, deploying, testing, security updates, disk imaging, patching and maintenance of red-hat based Linux servers.
- Possess strong troubleshooting skills and command line skills.
- Experience in configuration of DNS, NTP, DHCP, NFS, PMTA.
- Experience on Networking (TCP/IP, httpd, tcpdump).
- Familiarity on Bash scripting to automate the Linux/Unix infrastructure.
- Having knowledge on configuration Management tools like Ansible and GitHub.
- Exposure to testing and deployment tools using Continuous Integration and Continuous delivery.
- Having knowledge on Bug tracking tool for reviewing patches and updates.
- Experience on request tracking and ticket systems service now.
- Worked on advanced systems administration, operational support and problem resolution for UNIX/LINUX based systems.
- Knowledge on ILO, IPMI, RAID and Switches.
- Experience on NFS, Worked on network tools such as iptables, Linux IPVS.
- Having knowledge and familiarity on load balancing, firewalls.
- Responsible patching Linux physical and virtual servers using Redhat Satellite server.
- Experience in making relevant documentation for standard operating procedures of various administration tasks.
- Worked on building Docker container services managed by Kubernetes. Possess knowledge on handling and managing pipelines.
- Team player with good management, analytical, communication and Interpersonal skills.

Technical Skillset:

Operating Systems	RHEL 5, 6, 7, Centos 7.
Hardware	HP Proliant, Blade servers.
Software	Bugzilla, SVN, Ansible, Logstash, ElasticSearch, Kibana, Teamcity, HP Server Automation, GIT, JENKINS, Docker, Kubernetes. Zabbix, Zeppelin. Jira, ServiceNow.
Web/ Application Server	Tomcat, Apache DB2, Oracle R11&R12.
Network Protocols	DHCP, DNS, NTP, SNMP, SMTP, netstat, NFS, nslookup and tcpdump.
Cloud Technologies	Amazon Web Services(AWS), Oracle Cloud Infrastructure (OCI).
Key/Expertise areas in Linux/UNIX:	Installation, Disk partitioning, Upgradation, Performance tuning, Troubleshooting, Package management, User and group management, Quota management, LV management, Network management, SSH, YUM, DHCP, NFS, FTP, SAMBA, File management, TCP/IP, Backup/Restoration and RAID, CRON scheduling.

Experience Summary -

Network Analyst, Oracle India Pvt Ltd.

Sep 2018 to till Date

Skills: Linux System Administration, ELK Stack, PowerMTA.

- Administration of RHEL 5, 6, and 7, Debian operating systems which includes installation, testing, tuning, upgrading and loading patches, troubleshooting both physical and server issues.
- Setup, configure and troubleshoot TCP/IP, DHCP, DNS; NFS.
- Handling changes, incidents relating to DNS, email deliverability.
- Responsible for handling issue relating to monitoring of servers using Zabbix tool.
- In-depth knowledge on the Dev-ops tools like SVN, GIT, ELK Stack
- Worked on creating pipelines for log monitoring (Continuous Integration for log monitoring).
- Logstash performance and configuration tuning.
- Use of logstash, elasticsearch and kibana for log visualization
- Use of Kibana plugin to visualize from elasticsearch.
- Work with engineering teams to optimize Elasticsearch data ingest and search
- Routine monitoring of servers, Performing backups of data.
- Applying operating system updates, and configuration changes.
- Installing and configuring new hardware/software.
Responsibility for documenting the configuration of the system.
- Deployment of the new servers, configuration changes in powermta.
- Email authentication methods include SPF, DMARC, DKIM, Sender ID & Domain keys
- Monitor IP & Domain blacklists & sender reputation.
- Resolve deliverability issues that involve email authentication methods include SPF, DMARC, DKIM, Sender ID & Domain keys
- Application monitoring and configuration with the help of Zabbix
- IP Reputation Management on MTA servers Resolve email filtering & blocking issues
- Secured network using the firewall and system hardening by disabling unwanted services
- Troubleshooting of issues related to hardware and software of the MTA servers in the cloud and on premise.

Senior Administrator, Wipro Technologies, India.

Sept 2016 to Jun 2018

Skills: Linux System Administration, Server Performance and Management.

- Working as a part of UNIX support and services for the entire group colleagues.
- Responsible for end to end lifecycle of build and performance of the Linux (Redhat) to the client (Lloyds Bank Group)
- Assign and prioritize the request to the respective support team without SLA breach.
- Managing the trouble ticket queue, responding to proactive monitoring alerts, executing change controls, routine maintenance, shell scripting, performance monitoring, tuning, and system diagnostics.
- Monitored server and application performance & tuning via various stat commands (vmstat, nfsstat, iostatetc) and tuned I/O, memory, etc.
- Documented various system administration tasks to be used by team.
- Perform package management using rpm, yum in Linux.
- Monitoring the system's performance using top, netstat, sar etc.
- Troubleshooting OS-level issues and resolving the P2, P3 tickets with in SLA.
- Worked on tickets to resolve day to day software application bottlenecks.
- Expertise in Linux backup/restore with tar including disk partitioning and formatting.
- Regular disk management like adding / replacing hot swappable drives on existing servers/workstations, partitioning according to requirements, creating new file systems or growing existing one over the hard drives and managing file systems.

Computer Support Clerk, UN-ICTY, Netherlands **Sept 2013 to Dec 2013 & Mar 2014 to Jun 2014**

Skills: Customer Support, L1 ticket handling, Desktop and Server support.

- To provide IT service Continuity for the employees which constituted approx. 900 users.
- To handle incidents, record them and escalate to the respective team follow it up until the issue is resolved.
- To use the ticketing tool Numara Desktop software to log and create work orders for the technicians.
- To enhance the support provided by the IT to troubleshoot issues related to computer network, computers and assets.
- To provide solutions to known problems and log them for future use.
- To follow the ITIL specification to resolve issues and maintain the best practices.
- To handle incoming calls and help the users remotely or in person if needed visiting the employee by arranging an appointment.

Intern, Special Tribunal for Lebanon, Netherlands

Mar 2013 – Aug 2013

Skills: Customer Support, L1 ticket handling, Desktop and Server support.

- To design services that align with the court requirements, mainly using ITIL to understand the business needs.
- Design their respective incident, service request and request for information templates for the users.
- Providing access to users for the designed templates. Provide support for Windows XP/7 Desktop, Microsoft Office,
- Lotus Notes and 3rd party Tribunal related software to all organs of the Tribunal.
- Use Manage Engine helpdesk software to generate and resolve tickets raised or escalate to the relevant party within IMTSS department.
- Administration of the Helpdesk Service Manager Toner and Parts inventory for all STL Printers and Imaging Equipment.
- With my IMTSS colleagues we endeavor to provide a prompt, professional and successful support service in a demanding multicultural International Criminal Tribunal environmen

Education Summary	
Sep 2010 to Mar 2013	Masters in Communications Engineering University of Oulu, Finland Grade: 3,9
Sep 2005 to May 2009	Bachelor of Electronics and Communications Engineering Anna University, India Grade: 2,0