**CURRICULUM VITAE**

KANICA

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**CAREER OBJECTIVES:**

To provide high quality systems support to ensure a competitive advantage in a value driven organization for global marketplace where I can apply my knowledge and understand organizational strategies to help organization meet the objectives along with my career growth.

**SUMMARY:**

Total experience of 7 years 5 months. Highly adaptable UNIX Systems Administrator with 5 years 7 months of experience working with mainly AIX and LINUX along with SOLARIS with an emphasis on uptime with reliability and support in production environment along with project work.

**EXPERIENCE**:

Currently looking for job opportunity and willing to join immediately.

**1)Hewlett-Packard Enterprise**, **Malaysia (2 years 7 months):**

Worked as ITO Service Delivery Consultant II with (Direct pay roll of HPE now renamed as **DXC** **technologies**) from 13 Jan 2016 till 25 Dec 2017.

Worked as UNIX Engineer with **Hewlett-Packard Enterprise**(Pay roll of **Emerio (Malaysia)** **Sdn Bhd)** from 9 Jun 2015 till 31 Dec 2015.

**2)TATA Consultancy Services(6 months):**

Worked as System Engineer from 3 Dec 2014 with (India)till 4 June 2015.

**3)IBM India Pvt Ltd(4 years 4 months):**

Worked as AIX System Administrator from June 2012 till 28 Nov 2014 and Technical Support Representative from 9 August 2010 till May2012.

**CLIENT ONSITE EXPERIENCE:**

Visited **Hong Kong** twice in 2015 to handle BaaS migration project from Hewett-Packard, Malaysia. Directly interacted with client **Cathay Pacific Airways** and third party **Hitachi** vendors.

**ROLES & RESPONSIBILITIES:**

* Working in multiple accounts **Cathay Pacific Airways (CPA)**, **Affin Bank** and **NOL** as UNIX system administrator in DXC supporting more than 5000 servers running on AIX, Linux and Solaris.
* Worked in **IOS (Apple)** account in TCS as AIX system engineer.
* Worked as Account focal for IBM **SCO Tivoli**, **EACM**, **300MM AIX/LINUX** and **SMTP** accounts. Supported **SIA** (**Singapore Airlines**) as well in IBM.
* Installations, job scheduling, backup and restorations.
* Responsible for day-to-day operations involving monitoring and maintenance of production servers and administration of systems in a production environment.
* Performing day-to-day reboot changes on the production servers.
* Good experience in day-to-day activities like patch administration & package administration, user management, file system management.
* Extensively involved in various phases of production support (24/7).
* Hand on experience in hardware issues on servers like disk replacement , adapter issue.
* Performing fsck on corrupted file-systems.
* Conducted process training for new hires as well as tenure SA on GDF to prepare them for future audits. .
* Spoc for Idea logs awareness in team to bring creativity in organization. .
* Handling escalations from the technical point of view and provided support to the management in a smooth way.
* Analyzing and re-mediating security and other vulnerability alerts to clear all health check violations.
* Educate team about Problem, Change & Incident Management.

**PROFESSIONAL EXPERTISE (AIX)/Experience in AIX is 5 years 7 months:**

* Good Knowledge of **UNIX/AIX commands**.
* **Certified in IBM AIX 7.1 administration**.
* Worked mainly on AIX and handle Linux servers as well for virtual account - 300MMAIX/LINUX.
* HACMP cluster installation, configuration and troubleshooting cluster problems.
* HACMP plan and participate in the DR test activity in performing fall over & fall back test of resource groups.
* Knowledge on ODM, paging space creation, deletion and planning, boot concept, NFS in AIX.
* **Firmware upgrades on HMCs**: Upgraded the firmware levels on HMCs to provide bettersupport.
* AIX backups/restores using NIM.
* Reviewing the CR, and validate them whether they are implemented correctly or not.
* Investigating the reasons for the failure of the batch jobs, fixing the problems and informing to the respective support people.
* Quick response to the problems to meet the **SLA** and real time monitoring of servers and troubleshooting day to day issues
* Interacting with Data Center support for cabling and NW issues.
* AIX hardware error report: Checking Errors Report and clear.
* Handles changes for increasing physical memory and processors for AIX systems via HMC.
* Worked on scheduling Jobs – Using Crontab.
* Monitoring – Using vmstat, iostat, netstat, topas, sar.
* Works on Cluster SP- TL upgrades on production servers.
* Creation of snap file and sending it to IBM through ftp, uploading to their site and regular follow ups with PMR for early closure.
* Providing root cause analysis for every critical and high incidents.
* Logical volume management – VG, LV, Mirror, Knowledge in Migrate.
* User Administration – Creating users groups and limits.
* Booting process, handling important logs.
* Adding / Removing Paging space, Creating secondary PS, Increase and decrease PS.
* Designing and managing disk space using AIX Logical Volume Management (LVM).
* Knowledge in exporting volume group from one node to other and adding new disks to volume group. .
* Configuring TCP/IP and NFS services
* Use of HMC to configure, activate logical partitions and dynamically add, move and remove resources from active partitions. Creating/modifying LPAR profiles as per the requirements to increase memory, CPU etc.
* Creating vg and lv extend vg, lv, mirroring vg.
* Experience on Dual VIOs along with Partitions created using NPIV.
* Frame/VIOS maintenance activities which requires AIX administrator as standby.

**PROFESSIONAL EXPERTISE (Linux)/Experience in Linux is 2 years 7 months:**

* Perform software installations and upgrades to Linux systems and maintain them in accordance with established policies, procedures, and service level agreements.
* Monitor and tune Linux systems to achieve optimum level of uptime and performance.
* Plan and schedule server outages to perform hardware and software upgrades within a given window.
* Performs RTPA checks following HP standards as guideline via release management.
* Performs on various change management tasks on all approved RFCs
* Ability to quickly solve technical problems to minimize customer downtime.
* Design and build systems to support a multitude of applications.
* Provide capacity planning for all Linux systems to allow proper expansion and growth.
* Work with product development by evaluating, implementing, and managing appropriate software and hardware solutions.
* Help tune performance and ensure high availability of infrastructure.
* Experience with Linux servers in virtualized environments
* Co-ordination among multiple stakeholders.
* Prepare document as required.

**PROFESSIONAL EXPERTISE(Technical support representative/IT technical support)/Experience in TSR is 2 years:**

* Handle technical support for end users requests.
* Installs hardware and peripheral components.
* Perform backups and hardware and software installations for various systems.
* Identify, analyze, troubleshoot and resolve technical desktop service requests.
* Supported IBM internal application such as Lotus Notes, HRMS and other web services.
* Assistance with daily help desk requests.
* Train users in a new hardware and software applications as applicable.
* Perform upgrades and installed updates.
* Conducted computer technology training with all new staff.
* Walked customers through step by step process for troubleshooting hardware issues.
* Used great customer service skills.
* Used remote access to perform troubleshooting when needed.
* Assisted customers with anti-virus program installations and virus removals.

**EDUCATIONAL QUALIFICATION:**

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| --- | --- | --- | --- | --- | --- |
| S.no | Name of | Name of institute | University | Year of | Aggregate |
|  | course |  |  | Passing |  |
|  |  |  |  |  |  |
| 1 | B.Tech | R.I.E.I.T., Railmajra, | PTU | 2010 | 74% (ECE) |
|  |  | Punjab |  |  |  |
|  |  |  |  |  |  |
| 2 | 12th | K.V. Tagore Garden,New | C.B.S.E. | 2006 | 60% |
|  |  | Delhi. |  |  | (PCM+BIO) |
|  |  |  |  |  |  |
| 3 | 10th | K.V. Tagore Garden,New | C.B.S.E. | 2004 | 83% |
|  |  | Delhi. |  |  |  |
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**CERTIFICATIONS &TRAINING:**

* **IBM Certified Systems Expert-** High Availability for AIX Technical Support andAdministration – v2 **(HACMP certified)**
* **IBM Certified AIX 7.1 administrator**
* **ITIL V 2011 Certified**

Incident Management

Change Management

Problem Management

**STRENGHTS:**

* Strong analytical, problem solving, organizational and planning skills.
* Excellent Communication, presentation and Inter personal skills.
* Ability to Organize and Work with team.
* Confidence to do the project work assigned.
* Time management skills.
* Creative problem-solver with positive attitude.

**INTEREST/HOBBIES:**

* Drawing and writing poems
* Exploring new places.
* Watching movies.

**ACHIEVEMENTS:**

* Silver medal in women Lawn Tennis PTU inter college competition in 2007.
* Bronze medal in women Cricket PTU inter college competition in 2007.
* Received a Certificate for the distinctive performance in 5th National Science Olympiad held in all over the India in 2050 centers in 2003.

**PERSONAL DETAILS:**

**Name** **:** Kanica

**Date of birth** **:** 10 Dec.1988

**Marital status** **:** Unmarried

**Language Proficiency:** English, Hindi, Punjabi

**Nationality** **:** Indian