

**Aiswarya**

**SENIOR IT INFRASTRUCTURE SUPPORT /NOC ENGINEER (IT- B Tech)**

**CAREER OBJECTIVE**

To work in a firm with a professional work driven environment where I can utilize, apply and enhance my knowledge, skills and passion, an organization that helps me to grow to an industrious and successful professional while fulfilling the organizational goals. I have been recognized as an enthusiastic hard worker in my previous from. I am always curious to learn new things, capable to work under pressures. Looking for an opportunity to utilize my complete caliber. I would always be a trusted and dedicated employee, who is ready to take over any roles assigned to me.

**EDUCATIONAL QUALIFICATION**

B Tech in Information Technology from College of Engineering Thalassery, Kannur (Affiliated to CUSAT) with an aggregate of 85%. (2010-2014) and acquired **First Rank in Cochin University of Science and** **Technology** for the specified Degree.

**WORK EXPERIENCE**

Worked as **SENIOR IT INFRASTRUCTURE SUPPORT ENGINEER**(Senior Associate (Grade 2 rank) -Shift Lead role NOC) - Experience in incident management, Incident coordination support and Event monitoring.

Worked on issues related to:

**Network**

* Monitor availability of networking devices (Router, switch, wlc etc).
* Troubleshooting network issues, device down, DHCP, DNS, lb issues etc
* Timely reporting and notification regarding stability of networking devices.
* Experience in configuring and troubleshooting network devices like cisco routers switches APs etc.
* Coordinate critical network issues with higher level networking teams and vendors like ATT, Etisalat, CISCO, OBS, DELL EMC etc.

**Server**

* Configuring & Troubleshooting of server related incidents windows 2008/12/16.
* Hands on experience in windows, Linux, AD, Domino and exchange server validation.
* Troubleshooting of Virtual Servers using vSphere client.
* Address issues on ESXi host servers.
* Hands on experience on Microsoft Azure server platform.
* Hardware troubleshooting of dell alerts via OMSA
* Troubleshooting active directory account related issues account creation, account lockout password reset etc.
* Group policy management

**SQL**

* Troubleshooting on SQL alerts and to perform failover in SQL cluster servers.
* Escalate SQL server out of scope issues and to coordinate with appropriate teams.
* Validating sql alerts through SQL server management studio
* Monitoring of EY Global Servers and Networking devices and applications.
* Monitoring all critical and other severity alerts.
* Addressing alerts and validating within stipulated SLA timeframe.
* Tracking the recurrences of invalid alerts and investigating on its root cause.
* Being proactive in the situations of monitoring tool outages.
* Providing training for new joiners, teammates

**Shift Lead Role**

* Management the entire India Event Monitoring team with a head count of 84 technicians.
* Suggesting idea for team performance improvement and implementing it.
* Learned about various HP monitoring tools (OMi, Sitescope, BPM, APM, NNMi and OO), Microsoft SCOM, GSX, SPLUNK, AppDynamics etc.
* Quality auditing.
* Work with Outage Management and other application support team in the resolution of P1SX incidents and implement solution to avoid outages.
* Proactive problem solving**.**
* Coordinating with various L3 teams, clients and vendors.
* Team performance assessment.
* Team building, leadership.

**Subject Matter Expert Role**

* Coordinating with other teams to ensure the proper updating of monitoring tools.
* Conducting and chairing calls with various application teams to analyze and present monthly reports.
* coordinating with SCCM Linux, Windows, AD and other application teams in monthly patching activities.
* Work with change management team during planned maintenance activities.
* Creating new training, procedure documents for the team
* Providing training for new resources ad other teammates
* Testing and confirming the availability of monitoring tool
* Participate with automation team in the development of new tools for the team
* Performing daily tasks to validate the availability of critical business applications.
* Addressing mails, Service requests and for managing the devices under monitoring.

**Observations**

* Follow up active Problem cases to check the possibility for correlating to related alerts.
* Consolidate repeating alerts and checks with technical team to identify root cause of alert repetition.
* Collect data to pass the information to leads to check possibility of raising Problem cases.
* Suggested modification in scripted response to improve First Touch Resolution of the team.

**Tools Used:**

Excellent operational experience in monitoring tools like **-** SCOM, HP OVO, HP OMi10, HP BSM, HP NNMi, WUG, NCC(EggPlant), APM, HP Sitescope, MoogSoft AI, HP BPM, AppDynamics, GSX, TripWire Ticketing platform - Service Now

**Other tools:** VMWare, DRAC/iLo, Dell OMSA, SPLUNK.

**IT SKILLS**

* Windows server administration, AD, DNS, DHCP, HYPER v, VMWare
* Operating Systems known: Windows, Linux
* Ticketing platform: ServiceNow
* RDBMS : My SQL server, Oracle
* Networking
* Cyber Security
* SPLUNK
* Azure basics
* C, C++, JAVA, ASP.Net(basics)
* MS OFFICE
* Sharepoint.

**CERTIFICATION AND ACHIEVEMENTS**

* **Red Hat Certified Engineer - CERTIFICATION ID: 170-247-514 (Valid till Jan 25-2021)**
* **Red Hat Certified Server Administrator - CERTIFICATION ID: 170-247-514 (Valid till Jan 25-2021)**
* **ITIL Foundation Certified.**
* **Certificate of Participation in “CI – Lean Six Sigma Yellow Belt Training Program”**
* **Recognized with EY Extra Miler Exceptional Client Service awards 6 times during the career with EY.**

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| **PERSONAL DOSSIER** |  |
| Date of Birth | **23th May 1993** |
| Nationality | Indian |
| Marital Status | Married |
| Languages Known | English, Hindi, Malayalam,Tamil |
| Sex | **Female** |
| Visa Status | **Visit visa** |



Email: aiswarya-397004@gulfjobseeker.com

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

**DECLARATION:**

I hereby declare the information provided is true to the best of my knowledge.

Aiswarya