PRATYUSH SRIVASTAVA

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Systems administrator with over more than four years of experience in fast paced Unix/Linux environments and expertise in several flavors of Linux including Red Hat, CentOs and Solaris. Excellent installation, configuration, maintenance and system's users administration skills. Track record of achieving exceptional results in working technicians from various engineering disciplines to trouble shoot complex system-level issues and working with organizational and technical Linux (RHEL/CentOs 6/7)
Responsible for operational support and 1st Level monitoring and Incident Management for the client following ITIL practices.

EDUCATION

- Bachelors of Technology – Electrical & Electronic Engineering. Galgotias College of Engineering & Technology AKTU(Former UPTU), Greater Noida, graduated with 68% in June 2015.
- CBSE-Class 12th
  Lucknow Public School, Lucknow with 82.6% in 2010.
- CBSE-Class 10th
  G.N. National Public School with 87.6% in 2008.

SKILLS

Operating System	UNIX, Linux- RHEL 5.x,6.x,7.x , Centos 6.x, 5.x, Solaris live Upgrade, AB Reboot, LVM, VXVM and VCS.
Languages	Bash Shell Scripting
Automation Tools	HPSA(Opsware), CHEF client, Ansible
Monitoring Tools	Service Now, HPOV Graph, Grafana, Zenoss, Remedy, Omi, Helix
Package install	Installation of RPM, YUM and yum repositories
Others	LVM, LDAP, NFS
Server Hardware	SUN Sparc, Cisco servers, HP Proliant

HOBBIES AND INTERESTS
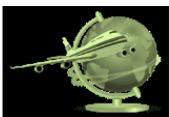
Traveling.

Singing.

WORK EXPERIENCE

- DXC Technology, Greater Noida.
  Oct 2020 – Present.
  - Working on client side of ST Microelectronics as Linux System Administrator.
  - Responsible for handling IT operations for client ST.
  - Managing incident Management, Change Management and Infrastructure Management.
  - Handling job schedules on Tivoli Workstation Scheduler.

- Ericsson, Noida.
  Oct 2019 – Sept 2020
  Solution Integrator(Team Lead)
  - Worked in transition of Cloud based telecom Project UNICA from Oct 2019 to March 2020.
  - Effectively Managed the Monitoring and L1 Operations for the project.
  - Worked on Monitoring through multiple tools like Zenoss and Remedy.
  - Worked and handled current Telecom based project TIM Brazil.
  - Involved in complete transition of project and KT Handover from Brazil MA.
  - Took care of the L1.5 Operations including monitoring of alarms and managed tickets through multiple platforms.
  - Handled Logical Access Management and Incident and Service Request Management for the users.

- HCL Technologies, Noida.
  Feb 2016 – May 2019
  Senior Analyst.
  - Responsibility to maintain IT infrastructure for US based Financial Firm project remotely. Handling escalation and Incident and Change Management at L2 support.
  - Supporting infrastructure operations, Operate IT production services according to management protocols and Service level Agreements (SLA's).
  - L2 Service support and closure of incident tickets including RCA (root cause analysis)
  - Taken Care of Server Build Tasks(TTO) including their Vulnerability checks with the predefined norms.
  - Teamwork: Work as part of a team, which may be virtual, global, and/or multi-functional. Lead teams which address operational processes and policies in work area. Seen as a resource to the team in one or more technical or business areas. Becoming a trusted advisor inside and outside the team/technology area.

EXTRA-CURRICULAR

- Worked as Member of Spark Club of HCL for Music.
- Worked as Vice President for Rotaract Club of Galgotias for the tenure 2014-15.
- Worked as Head Coordinator at Music Club of Galgotias for the tenure 2014-15.
- Worked as Intervention officer at *Indian* Grand prix 2013, i.e. , Formula One held at Buddha International Circuit, Greater Noida.
- Worked as Lead Marketing and Promotions as a freelancer for KVN a blogging company for tenure 2013-15.

ACHIEVEMENTS

- Got Employee of the Month for individual contribution in team in Ericsson in 2020.
- Got Employee of the Month twice for individual contribution in team in HCL in 2017,2018

- Support/lead the Infrastructure Service management lifecycle ensuring client satisfaction and management of risk to services
- Regularly maintain documentation regarding configurations, operations and troubleshooting processes related to Linux platform.
- Install, upgrade and maintain Red Hat Enterprise and Oracle Enterprise Linux patches.
- Actively participating in Bridge and CAB calls.
- Configuration of YUM repository and NFS server on multiple servers.
- Experience in working under IT Infrastructure Service Management Environment in HCL
- Experience in vulnerability management. Experience in providing support to High end Linux servers in HCL
- Hands on in Performance Monitoring, resolving network issues & Tuning the system using tools such as Syslog, top, iostat, vmstat, sar etc. in HCL
- Experience in working with Change Management for scheduling changes for Production and UAT servers using Ticketing System(Service now) in HCL
- Expertise in vendor Management and resolution of Hardware related issues within the bound SLA's in HCL