**Ph: 7011660687**

**Email ID: Siddharthsr89@gmail.com**

**Siddharth Rai**

**Career Objective:**

IT Professional with 5.5 years of IT experience, providing high quality service and support as well as in technical solution in roles of tools administration and data center operations. Currently looking for a challenging position with long term growth potential.

**Skill Set:**

**Operating System-** Windows, Linux, Unix

**Databases-** Basic understanding of MS-SQL & MYSQL databases

**Tools & Other-**

Nimsoft Administrator (implementation & Integration)

Nimsoft integration with Vmware-Vcenter, HP-ILo, ops center, EMC/Hitachi Storage,AVAMAR,Smarts

HPSIM Administrator (data collection, snmp trap forwarding, automatic event handling)

Cluster Configurations and monitoring via UIM/Nimsoft

UMP/USM Admin (SLM and performance reporting)

EMC Smarts (Event Monitoring)

EMC AVAMAR Application & Server Backups)

Service Now (Incident management, Change Management)

BMC remedy

Putty

Major Incident Management

**Professional Experience-**

***DXC Technology***

***System Analyst****- Tools Admin Support & Data Center Operations/Delivery)*

**Nimsoft admin |August 2016 to current |Client -Telenor Sverige**

* Actively involved in the project implementation and integration from legacy tools to Nimsoft.
* Installing & configuring and managing Nimsoft agents on robots/servers with the help of network and platform teams.
* Configuring & troubleshooting robots/servers for UIM/Nimsoft monitoring.
* Raising deployment tickets in remedy for adding applications and servers for monitoring in the tool and attending CAB calls to get those changes approved to do the deployment further
* Adding and removing server/robot components for monitoring i.e. applications logs, CPU, Disk, Memory, Processes, JDBC response, SQL response, Cluster monitoring and MSSQL, MY-SQL & Oracle server monitoring using various probes on the robots/severs in the tool.
* Nimsoft integrations with various tool such as Vmware-vcenter, Hitachi storage, Dell EMC storage Avamar Backup, Splunk, EMC smarts, HPSim
* Creating and managing access control list in the tool for the users and groups available for the environment.
* Testing and scheduling acceptance sessions with application and platform teams upon successful configuration of monitoring of applications & servers in the tool.
* Plan, execute and manage all necessary communications during daily standup meetings and product upgrades.
* Doing initial level troubleshooting in case tool goes down. (started stopping services, restarting hubs and checking up the logs and configuration files).
* Providing root cause analysis to determine the facts based on the problem.
* Raising P1, P2 cases with the vendor for other L3 issues if required post initial investigation and fix up.
* EMC Smarts (Event Monitoring) EMC AVAMAR Application & Server Backups.

***DXC Technology***

***System Analyst****- Data Center Operations*

**Aug 2015 to July 2016|Clients -CPA & Xchanging, DSB,Qbe,Green Cargo**

* Monitoring large and complex network
* Performing L1 level trouble shooting, investigating the issues and escalating the issues to application & platform teams with P2 P3 P4 Remedy/Snow tickets
* Running predefined queries on SSMS to monitor policies on the servers.
* Using VMware-vSphere, Center Citrix tools for monitoring servers and applications.
* Plan, execute and manage all necessary communications during daily review meetings.
* Proactive Monitoring of alarms with tools like CA Nimsoft, EMC Smarts & HPSM.
* Managing and updating process updates received in the account updates files.
* Managing shift logs and handing over to other shift for better communication and understanding within the team.

***IPExpertz Dates***

***Role: Technical Support April 2014 to Feb 2015***

* [Technical support](http://www.totaljobs.com/careers-advice/job-profile/it-jobs/technical-architect-job-description) for people using the network.
* Setting up user accounts, permissions and passwords.
* Overseeing security of all systems, especially the internet.
* Troubleshooting wide area networks, servers and routers, local area networks.
* Installing new hardware (servers, printers, computer work stations etc).

**Strengths:**

Relationship Building Skills

Performance oriented

Dedicated

Confident

Quick learner

Global exposure in large environments.

**Education:**

Passed High school from U.P. Board in 2003 with 60%.

Passed Intermediate from U.P. Board2005 with 71%.

B.Tech in I.T. From Uttar Pradesh Technical University with 63% in 2012

**Personal Details:**

Name Siddharth S Rai

Marital Status Single

Nationality Indian

Languages English, Hindi

Hobbies Sports, Music, Movies

DECLARATION:

I hereby declare that the Information furnished above is true to the best of my knowledge.

date: Siddharth Rai

PLACE: Noida