GAURAV KUMAR RAY

IT OPERATIONS ANALYST I

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| |  |  | | --- | --- | |  | Bangalore, Karnataka, 560016 |  |  |  | | --- | --- | |  | +918310855189 |  |  |  | | --- | --- | |  | gauravkumarray95@gmail.com | | |  |  | | --- | --- | |  | https://www.linkedin.com/in/gaurav-ray-a10000139/ | |

To attain a challenging position in the field of DevOps, Linux and AWS where I can prove myself for the growth of the Organization as well as my career. Enthusiastic [IT Operation] eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Application] and [Production] and training in [Issue Resolving as L2]. Motivated to learn, grow and excel in [IT].

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|  | **Skills** |

Creating and Editing Text Files with VIM.

Basic Networking in RHEL-7.

Managing Files from command line.

Knowledge about Targets of RHEL-7.

Archiving and Copying Files between Systems.

Adding disks, Partitions and File Systems to a Linux.

Creating, Viewing and Editing Text Files.

Backup Tools: tar, bzip2, gzip,zip.

Partitioning, LVM, SWAP.

Installing and Updating Software Packages.

Working with Find and Locate command.

Working with Secure Copy Protocol (SCP)

Job Scheduling (Cron Tab).

Apache (HTTP).

Apache using SSL(HTTPS).

Network File System (NFS).

File Transfer Protocol (FTP)

Secure Shell (SSH)

Copying Files

File Transfer Protocol

Linux Admin

Windows

NFS

Network File System

Networking

Operating System

Process Management

SSL

Zip

Information Technology Infrastructure

Information security technology

Information Management network operations

DevOps Tools: Docker, Git, Kubernetes, Docker Swarm.

Amazon Web Services

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|  | **Work History** |

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| 2018-10 - Current | **Information Technology Operations Analyst**  *Full Time, Bangalore, Karnataka*   * Maintained excellent attendance record, consistently arriving to work on time. * Increased customer satisfaction by resolving Production issues as L2. * Resolved [Same day SLA jobs] problems, improved operations and provided exceptional client support. * Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately. * Worked with [Humana, CGI, HCSC, Aetna, Anthem, Metlife, Assurant and others] customers to understand needs and provide [Application support and issue resolving] service. * Closely monitoring the Automation Process, Applications, services related to all Projects running in Production Servers. * Necessary actions will be taken based on Errors occurred in applications during production time. * Manual process will done whenever CAs request or during Automation failures with help of Resolution documents provided by development team. * Taking Responsible on Pre and post patching activities of Automation whenever deployments and Patching happens. * Working closely with dev team, system team, server team and DBA Team whenever there is an issue occurred in production servers and DB servers respectively and make issue it get fixed ASAP. * Handling Severity Issues by Contacting helpdesk team & Major Incident team to fix failures in server, DB with help of system team, server team and DBA Team during Production time to avoid risk SLA. * Keep tracking all resolutions steps related to automation issues and getting updated documents from development team whenever changes done in current project or new projects. * Submitting Monthly report to CAs required for major projects. * Providing root cause analysis if any issue fixed by our end or gathering details from respective team who fixed the issue and same will forwarding to respective CAs. * Mentored new engineers by giving complete KT of all projects. * Utilize previously acquired technical experience to become actively involved in day-to-day technology team to meet schedules and resolve problems. * Participated in team meetings weekly, ask questions and provide input on case backlog, technical process, and new processes within the department. * Research client's issues in a timely manner and doing continuous follow up until issue gets fixed if other team handles it. * Keep checking health of production servers during production time like CPU usage, disk space, connectivity and so on and necessary actions taken if any issue occurred. * Reduced workload of escalations and maintained their timely feedback to management. * Provided outstanding customer service as a member of an excellent team providing 7x24 support through Telephone calls, emails and through Microsoft Teams and Skype meeting. |

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| 2017-12 - 2018-10 | **Professional Consultant**  *SNUVIK TECHNOLOGIES, Bangalore, Karnataka*   * Installation of Docker engine in windows and Linux. * Pulling and pushing Docker images from Docker hub. * Creating Docker file. * Creating own Docker images. * Creating and Running Docker containers. * Deploying web app in Docker containers using HTTPD. * Deploying web apps in cloud using AWS Elastic beanstalk. * Deploying applications using Docker-compose. * Working knowledge of Aws ECS. * Launching EC2 Instance Setup and attached EBS volumes to EC2 instances. * Setup and configured EIP to EC2 instances. * Internal Project Details: Project Name: PreSales Proposal Creation Role: Deployed Paladion Application Environment: Docker and AWS Project Name: TruTrade Role: Deployed TruTrade Application Enviroment: Docker and AWS Additional skills. |

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|  | **Education** |

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| 2013-02 - 2016-09 | Bachelor of Science: Information Technology  *Jawaharlal Nehru College - Chakradharpur* |

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| 2010-09 - 2012-05 | Intermediate of Science.: I.Sc  *Jawaharlal Nehru College - Chakradharpur* |

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| 2009-05 - 2010-05 | Secondary School Examination: 10th  *Mahatma Gandhi High School - Chakradharpur* |

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|  | **Accomplishments** |

* Operating System: Linux and Windows Web Server: Apache and Samba Package Management: Redhat Package manager, yum Remote System support: SSH, password-less login Scripting: Bash Security: Firewall Languages: C and C++ Databases: MySQL, Completed 1 months Selenium Tester Training from Upshot Technologies.
* Completed 2 months VMware Training in EXSi 4.0 to 6.0.
* Completed 3 months Red Hat Training in RHEL.
* Completed 2 months Amazon Web Service (AWS) Training.

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|  | **Certifications** |

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|  | Working knowledge of RHEL-7 Operating System. |

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|  | Booting Process of RHEL-7 Operating System. |

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|  | User and Group Management. |

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|  | Process Management. |

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|  | Permission Management. |

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|  | Job training: South Eastern Railway (Sr. DFM's IT Centre, Chakradharpur) |

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|  | Workshop training at Ranchi NSLcOMP (cyber security) |

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|  | **Languages** |

English

Hindi

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|  | **Interests** |

Travelling

Photography

Badminton

Chess