**RESUME**

**M. UDHAYAKUMAR**

No. 638, ‘W” Block, **email:** udai.udhaya1108@gmail.com

Poondithanagammal Street, **contact: 8807919124**

New Washermenpet,

Chennai - 81

**Career Objective:-**

To obtain a full-time position in the field of information technology in a challenging environment, where I can contribute myself in the growth of your esteemed organization and improve my technical knowledge in this ever-growing field.

**Experience summary:-**

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| **Organization** | **Job Title** | **Department** | **Periond** |
| **Tata Consultancy Services** | Assistant System Engineer in NOC (L1-Support). | Global Infrastructure Monitoring Team – TCS | 10 Aug2016 to Aug 2018 |
| **CPCL** | General Fitting | Foreman | Oct 2018 to Oct 2019 |
| **Barclays** | Process Adviser | PPI process & BUKC cluster | Oct 2019 to Till now |

**Academic Honors:**

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| --- | --- | --- | --- |
| **Qualification** | **College/University** | **Year of Passing** | **Marks Percentage** |
| B.E (Electrical & Electronics Engineering) | SMK Formra Institute of Technology, Kelambakkam | 2015 | CGPA: 7 |
| HSC | Vallal Azhagarsamy Chettiar Higher Secondary School, Chennai | 2011 | 70% |
| SSLC | Vallal Ettiappan Nayakar Higher Secondary School, Chennai | 2009 | 83% |

**PROJECT**

**IDM - Internal Desktop Management (**From Aug 2016 - Aug 2018)

**Role :** System Engineer

**Location :** Tata Consultancy Services, Siruseri, Chennai , India

**Domain :** Networking and Security

**Team : TCS Global Infrastructure Monitoring**

**Alerting Tool :** Lotus Notes

**Monitoring Tools :** TGIM NOC Dashboard, TGIM SOC Dashboard, TGIM Messaging Exchange Server Dashboard, TGIM Server Dashboard.

**Ticketing Tools :** Vendor Portals such as Vodafone, AT&T, Reliance, Bharti, TCL, TTSL, Verizon.

**Roles and Responsibilities :**

* Work with Project teams, Client &Corporate teams to architect the Monitoring Dashboard that effectively reflect the assets configured in the organization.
* Monitoring of Windows, Unix and Linux servers, Networking equipment’s like Routers, Switches, and UPS etc., Security devices like Firewall, Access Point etc., across TCS.
* Act upon the alerts triggered for any problems by performing initial level troubleshoot by taking the servers remotely, updating the Location Technical teams to resolve the issue, collecting the Reason for outage, Action Taken and corrective measures for the issue and updating to the Top Management to resolve it with permanent solution.
* Monitor all the TCS Corporate and Project Infrastructure Links (Intranet / Internet).
* Monitoring the alerts by using zabbix tool in IBM Lotus notes.
* Booking Dockets and Following-up with Service Providers like BSNL, Bharti, TCL, TTSL, Reliance, Verizon, Vodafone, C&W and AT&T for outages and performance related issue wrt Router Links.
* Sending Notification for Network events like Link Down/restore, Link Flapping, CRC errors, Scheduled Maintenance, Power Outage etc.
* Following the Internal & Vendor Escalation Matrix for Link outages
* Coordinating with Location Technical teams.
* Internal Shift Handover Update Notifications.
* Acting as Level1 Team for Corporate Network Operation Center and Global Messaging Teams.
* Prepare Standard Operating Procedure documents and share the documents to the Branch and Vertical team for updating required details.
* Preparing Daily, Weekly, Monthly Reports and Review Presentations.
* Utilization and Availability report maintenance.
* Trouble shooting in Symantec Endpoint Protection

**Computer Skills :**

* Server: Windows® (2000, 2003, 2008, 2012 Server)
* Client: Windows® (2000 Professional, XP, Vista, 7, 8, 8.1)
* Applications: MS Office (2000, XP, 2003, 2007) (Word, Excel, PowerPoint), IBM Lotus Notes.

**Technical Knowledge:**

* Assembling of PC’s
* Installation & Troubleshooting of Software, Hardware Devices & Operating System

**Work Experience:**

* Monitoring Critical and Non-Critical Devices like Servers, Firewalls, Switches and Routers Globally through Alerts and Dashboards.
* Following Escalation Matrix with the help of Standard Operating Procedure of TCS.
* Dealing with Local Customers and Service providers regarding to solve issues in Dealing with Location SDO's and Location RE's for Server down Issues.
* Updating Ultimatix (TCS Web Application) Relevant issues with Concern Team.
* Router links of TCS Globally.
* Coordinating with Messaging team for issues in Messaging Servers, handling L1-Messaging Activity.
* Restarting servers like IIS and Apache tomcat Servers from Remote Desktop.
* Working in 24x7 Shifts.
* Responsible for creating reports on daily, weekly and monthly bases and shared with clients and SDM.
* Possess good communication and inter personal skills.
* Raising Tickets for Link down cases and following up with ISP.

**Academic Project:-**

* **MPPT** Based on **Solar Tracking** by Using **AC to DC Converter.**

**Achievements & Activity:-**

* Participated in “**PROJECT EXPO 2K14**’ and received participation certificate in College.
* Participated in cultural activities in College.

**Personal Skills:-**

* Languages known: English, Tamil
* Quick learner
* Self-confidence
* Patience
* Positive attitude

**Personal Details:-**

Name : M. UDHAYAKUMAR

Father’s Name : V. Manogaran

Mother’s Name : M. Amaravathi

D.O.B : 11.08.1993

Having passport : YES

Languages Known : English, Tamil

Address : No. 638, ‘W” Block,

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New Washermenpet, Chennai – 81.

**(M. UDHAYAKUMAR)**

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