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| PradeepJadhavSystem Administrator, Change management, Incident management. | **+91 9764968864****pradeepkusum.j@gmail.com** |
| EXPERIENCECompuCom CSI Systems India PVT LTD, Pune — *System Administrator*June 2011 to May 2018EDI - Electronic data Interchange.Responsible for restart business process and adapters, notified customer to validate and modify source data file. Creation of maps as per the business process. EDI standard like X12, EDIFACT, and different formats X12, IDOC, Positional, XML CSV, Configuration EDI Envelops, and Map development, Code list, Mailbox in sterling B2B console.UC4Perform the major role in the change management to restart the UC4 job, validate the changes as per the client requirement. Schedule new jobs to run.UNIX/ Linux/ Solaris System Administration* Disk Management (Logical volume Management)
* Extending and reducing logical volume and file system
* Create mirror and non-mirror volume
* Restoring corrupt /etc/lvmtab
* Mirror Disk/UX (Boot disk/Root Volume mirroring).
* Installation of OS patches Preparing and maintaining systems documentation and procedures, UNIX hardware and software inventories.
* Monitoring UNIX system activity, processor, memory and disk utilization and conducting security auditing and assessment
* User and Group Management.
* Solaris 11 zone administration
* Installation of HP-UX operating system, Sizing, installing, configuring and optimizing UNIX environment for all enterprise applications; Monitoring and performing security and critical Operating System and other enterprise applications patches and upgrades.
* Patch Management Co-ordination for Patching, Installing, configuring and managing UNIX Servers.
* Perl and UNIX shell scripts.
* Responsible for analysing issues and troubleshooting on windows systems, Implementing new and install new patches on windows and UNIX systems. Maintenance of documents and implemented new changes in process documents, operational plan, Training plan, Risk management, Incident management & technical documents.
* Nagios core administration: Installation and configuration of nagios core on servers. Development of custom scripts. Test plugins in debug mode, developed plugins under testing, remote servers and production servers.
* Work in conjunction with event/incident Reduction strategy, driving solutions to have all unnecessary and inaccurate alerts removed.

Fujitsu Consulting India PVT LTD, Pune — *Technical support*Apr 2008 to Apr 2010 * Support the day to day operations and installations for software on the UNIX systems.
* System monitoring via using Nagios, Configuration of Nagios, installation of Nagios, monitor logs, monitor logs from Nagios log server.
* Manage hardware and OS upgrade on UNIX based systems at the site and manage the infrastructure via remote and participation in the change management process as requested by the vendors.
* Co-ordinate with various teams for new version rollouts and installations.
* Cross check the peripherals and equipment provided by third party vendors in order to complete the change management process.
* Configuration & installation of different application on top of the UNIX servers & certifying them before it goes live in productions environment.
* Attend escalations calls.
* Attend CAB meetings (Change management).
* Setting process for day to day work.
* Collecting and consolidating the System status report.
* Schedule weekly meeting with team for update/issues.
* Prepare Project Management Weekly Status report deck.
* Handling issues related with Oracle Internet Time Sheets & Oracle Internet Expense Sheet.
* Assisting the users from North America, Canada, etc. to get their account information like user name password, Email address and to provide them access depends upon their practice, Designation and location with the help of Active Directory.
* Resolving VPN & Remote Desktop related issue via Email and phone.
* Creation of IBM Lotus Notes user account & Active Directory login ID’S for New Hires & Terminations of Employees.
* Conducted training for the new hires for Procurement Process.
* Done Monthly Audit on Team Performance.

Infosys BPO LTD, Pune— *Technical support*Apr 2007 to Mar 2008 * The major task performed as provide on call support for Verizon customers (ISP) from USA.
* Provided Resolution of Internet connecting issues related to the mention products like Routers, Hub, Switch and modem.
* Provided technical support related to windows operating system issues.
* Performed online testing of Verizon Network to ensure internet connectivity.
* Performed troubleshooting Network issues like connectivity, slow speed, email issues, etc.
* Provided support for to set local area network and wireless area network.
* Participation in conference calls with customers technical and managerial staff.
* Basic project management: Involvement in project related activities including studied customer requirements and business model.
* Compile implementation and test plans for upgrades / go-lives.
* Compile Disaster Recovery and fallback plans for upgrades / go-lives.
* Coordinate Positions project action points.
* Implementation: All implementation phase activities including Installation and configuration of software.
* Unit testing and systems integration testing.

IBM Daksh PVT LTD, Pune— *Customer care support*Jan 2006 to Mar 2007Provided support for Bhariti Cellular Ltd. (BHARTI TELE VENTURES PVT LTD. Bharti Tele-Ventures is the 'BEST INDIAN CARRIER' at Telecom Asia Awards 2006). BPL Mobile, Pune— *Service desk support*Apr 2007 to Mar 2008 * Provided technical support for BPL mobile for BPL Stores in Maharashtra and Goa.
* Handled tickets and despatching within security operation.
* Coordination and follow up on issue with different teams.
* Responsible for execution and maintenance of the security infrastructure monitoring and coordination process in conjunction with security operation teams.
* Perform regular health checks as per the SOP (Standard Operating process).
* Create incidents for Security Operation team.
* Provided timely reports.
* Monitor the given consoles and respond on the events as per agreed threshold and agreed SLA.
* Provided 24x7 event monitoring and analysis support.
* Proactive trend analysis of events.
* Inputs for problem management.
* Correlation of events with change management process.
* Timely update and escalation to relevant stakeholders.
* Operating System installation, configuration of applications, Web applications, Data storage, data backup, Router and Hub installation,

Sun Web Tech PVT LTD, Pune— TrainerJune 2003 to March 2005 * Worked as Faculty for programming languages.
* Provided tech Solutions in the area of technical aspect in the lab.
* Conducted corporate training sessions for programming languages C, C++, C#, JAVA along with technical documentation
* Provide remote support.
* Support the day to day operations and installations of requested applications.
* Revision of technical documentation and specifications as part of troubleshooting process.
* The training session for Remote customer using systems like WebEx and similar technologies.

EDUCATIONUniversity of Pune, Pune — *BA*Apr 1999Bachelor of Art from University of Pune scored 50% .Dr.Ambedkar Collage, Pune — HSCMar 1995Higher Secondary certificate exam scored 63%.NetajiSubhashchandra Bose Vidyalaya, Pune — SSCMar 1993Secondary certificate exam scored 45%.Personal detailsDate of birth : 04 Feb 1977Permanent address : Flat no 42 D wing Sarita apartment keshavnagarkasarwadipune 411034Present Address : Flat no. 2 Tiwari building shashtrinagarkasarwadipune 411034 | SKILLS**BIGDATA HADOOPAdministrator: (Hortonworks and cloudera Hadoop Administration)**Apache Hadoop Installation, Configuration, Ambari cluster management, Cloudera management, YARN, MapReduce, Zookeeper, Hive, HBase, Spark, Pig, Impala, Scoop, RengerKMS, KerberOS, Oozie, Kafka, Knox, Hue, Zeppelin.**UNIX Administration:** HP-UNIX, Sun Solaris10, Red Hat, CentOS 7.0, Ubuntu 14.**System tools:** Nagios Core, Nagios XI, Veritas volume manager, HP service guard, Logical Volume Management, Sun Solaris 11 Zone, Administration. IBM Sterling B2B Integrator Administrator.**Programming languages:** C, C++, C#, JavaOperating Systems: Windows XP, Windows 7, Windows 10.**Certification:*** Diploma in Computer Application.
* Diploma in Computer programming languages.
* Undergone coaching for Sun Solaris 10 Certification.
* Undergone coaching for ITIL V3.
* Certified Big Data Hadoop Administrator

LANGUAGESEnglish, Hindi, Marathi. |