

Santhosh PrabhakaranEmail ID: santhosh210597@gmail.comContact No: +91-8754558970

Summary:

2 + years of IT support, Linux support, AWS Administrator, Google cloud, application support experience in IT Infrastructure and Hosting based 24X7 support environment. Seeking a Technical position fully utilizing strong customer service attitude, exceptional organizational ability and technical skills.

Technical Skills:

- Worked on Amazon Web Services (EC2, EC2 scaling, ELB, VPC, S3, RDS, Route 53).
 - Installed and Setup Web Servers (Apache and Tomcat).
 - Installed and Setup Nagios Server monitoring tools, Plugging, NRPE.
 - Installed and Setup Git/SVN Repository (Version Control System) at client side.
 - Monitor Production Server Health of different parameters (CPU Load, Memory, Hard disk, Http service) via Nagios.
 - Setup MRTG Monitoring tool to monitor ISP bandwidth.
 - Scheduling jobs using Linux crontab and windows task scheduler.
 - Log Analysis, Maintaining documents of production server error log's reports.
 - Providing data for weekly and monthly report (Cost, service usage, downtime) to respective teams.
 - Providing and maintaining share folder access, SVN and VPN access as per the ACL...
 - Manage FTP and SFTP.
 - Inventory management.
 - Docker deployments.
 - Jenkins Pipeline creation and Management.
 - Git (Repo & Versioning), Gitlab, Bitbucket, Docker Hub for docker Images.
 - Hardware upgrade and replacement on desktops & laptops.
 - Configuring ELK Stack and Splunk for Log Monitoring.
 - MS outlook configuration, Outlook backup, restore and troubleshooting.
 - Installing windows7, 8.1, 10 & Ubuntu OS and configure the system as per the user requirement.
 - Third-party application/software installation in desktop/laptop system (SQL management studio 2012 r2, MYSQL, visual studio 2012, MS office 2010, java, eclipse, Perl, python, xampp, etc...).
 - Remote assistance to end user & client.
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Professional Experiences:**System Administrator.****Mobius Knowledge Services Pvt. Ltd, Chennai from Feb 2019 to Present.**

Project Description: - This Project is a complete technical team which offers backend support to all other internal units. It handles all types of Desktop management issues, troubleshooting specific/standard network Problems and handles cloud servers with cost effective, responding to user queries in time.

AWS Support:

- Setup/Managing Windows & Linux Servers on Amazon.
- Setup/Managing VPC; Blocking suspicious IP/subnet via ACL.
- Setup/Managing load balancer and scaling.
- Setup/Managing Databases on Amazon RDS. Monitoring servers thorough Amazon CloudWatch, SNS.

- Creating/Managing buckets on S3. And S3 Bucket objects versioning.
 - Creating/Managing DNS records on Amazon Route 53 and go-daddy console.
 - Creating/Managing AMI/Snapshots/Volumes, Upgrade/downgrade AWS resources (CPU, Memory, EBS)
 - Helping the developers to reduce the cost of cloud services by notifying the service usage.
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Project Support:

- Management of 100+ Linux and windows Servers with multiple websites and tools.
 - Installed and Setup Web Server (Apache and Tomcat), DB Server (MSSQL, MYSQL, PostgreSQL).
 - Installing, Setup and Migration Dev. and Prod. Servers (Apache, Tomcat, ActiveMQ, RabbitMQ, PostgreSQL, MySQL, Python, Java, PHP, Perl. etc.)
 - Installed and Setup MRTG, Nagios Server, Plugin and NRPE tools.
 - Hosting application in web server (IIS, Tomcat and Apache).
 - Log Analysis, Maintaining documents of production server error log's reports.
 - Monitor Production Server Health of different parameters (System Load, Swap Memory, Hard disk, Apache requests, Mail Queue) via Nagios and CloudWatch.
 - Scheduling jobs using crontab and Task scheduler.
 - Responsible for troubleshooting Linux and windows servers.
 - Scheduling downtimes of the servers for patching, memory upgrades and various admin activities in coordination with Appropriate teams.
 - Involving and coordinating with appropriate teams for server and application migration.
 - Maintaining Documents of production server log's reports and server's list.
 - Give Remote Support to Developer via team-viewer, Any desk, Ticket Support, Mobile Support (24 hrs.).
 - Working within SLA to take ownership, escalate to resolve.
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Desktop Support:

- Support over 800+ desktop and laptops in a network system.
 - Installing Windows 8.1, 10 & Ubuntu OS and configure the system as per the user requirement.
 - Hardware upgrade and peripheral replacement on desktops & laptops.
 - Desktop and laptop troubleshooting.
 - Providing and maintaining the share folder access, SVN access, VPN access and FTP/SFTP access as per the ACL.
 - Third-party application/software installation in desktop/laptop system (SQL management studio, MYSQL, visual studio, MS office 365, java, eclipse, Perl, python, xampp, etc...)
 - Mail configuration in outlook 365/2010/2007.
 - Administration of DNS and DHCP.
 - Providing bandwidth and downtime report to senior management.
 - Asset allocation to end user (Desktop/Laptop/Data Dongle/Accessories)
 - Involving and maintaining the desktop/laptop; servers and accessories inventory.
 - Working within SLA to take ownership, escalate to resolve.
 - Give Remote Support to Developer via team-viewer, Any desk, Ticket Support, Mobile Support (24 hrs.).
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Certification:

- **AWS Certified Solutions Architect – Associate**
Validation Number: BGE2W3LB1FR11LS9
Validate at: <http://aws.amazon.com/verification>
 - **Completed DevOps Certification- Generic**
Greens Technology Training Centre - Sanatorium
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Scripting languages



- **Python** – Basic level
 - **PowerShell** – Intermediate level
 - **Bash / Shell Scripting** – Intermediate level
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Academic Profile:

- Masters in Cyber Forensics and Information Security – Currently Pursuing **University of Madras**, Chennai which currently pursuing.
 - Bachelors in Computer Applications (B.C.A) with 58.9% **Vels University**, Chennai in the year 2018.
 - Higher Secondary (12th) with 59% examination from **Jaigopal Garodia National Hr. Sec. School**, Sanatorium in the year 2015.
 - Secondary (10th) with 79% examination from **Jaigopal Garodia National Hr. Sec. School**, Sanatorium in the year 2013.
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Personal Details:

Name	: Santhosh Prabhakaran
Father Name	: Prabhakaran V
Date of Birth	: 21-May-1998.
Nationality	: Indian.
Permanent Address	: #17, Abdul Farook Sahib Street, Eesa Pallavaram, Pallavaram, Chennai – 600043. Chengalpattu (dist.).

Declaration:

I hereby declare that above furnished details are true to the best of my knowledge and belief.

Place: Chennai

Date: 21/04/2021

Yours Sincerely,
Santhosh Prabhakaran