

CHAITANYA G

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CAREER OBJECTIVE:

As a highly motivated and detail-oriented professional, I bring 3 years of IT work experience, specializing in customer service, technical support, and IT system administration. I excel at managing customer inquiries and troubleshooting technical issues. Eager to contribute to a dynamic work environment, I am dedicated to enhancing my knowledge and pursuing professional growth. Renowned as a quick learner, I possess a strong passion for technology and continuous improvement.

PROFESSIONAL SUMMARY:

- With 3 years of experience in handling and managing large-scale IT management activities encompassing implementation and maintenance of extensive environments. Proficient in managing configuration and maintenance of large-scale engineering systems and hardware devices with a focus on Linux administration.
- Install, configure, administer, and troubleshoot Red Hat Enterprise Linux (RHEL) systems.
- Have good experience with ITIL processes, including incident management, change management, and problem management.
- Focused on diagnosing and resolving hardware issues related to servers and networking for customers and provide detailed technical assistance to onsite engineering personnel.
- Collaborated with various teams to overcome proximity challenges and supported customer issues.
- Responsible for the seamless onboarding of customer accounts into operations, ensuring operational readiness by working closely with customers and building trust.
- Worked on assignments that were complex in nature, requiring judgment, initiative, and technical/specialized knowledge to resolve problems or develop recommended solutions.
- Took ownership of each customer's case and worked towards resolving the issue by involving support at various level.

EDUCATION:

Bachelor of Engineering in Telecommunication

Siddaganga Institute of Technology, Tumkur

2015 – 2019

CGPA: 9.01

Key Skills:

- Virtualization : vSphere Client
- Server OS : Red Hat Enterprise Linux (RHEL)
- Hardware : HPE ProLiant, HPE Synergy Servers
- Ticketing Tools : ServiceNow
- Monitoring Tool : HPE OneView
- Soft Skills : Adaptability and Team Player

PROFESSIONAL EXPERIENCE:

Self- Employed – Retail Store Manager

Sagar, Karnataka
May 2023 - Current

Splz Senior Infra Engineer

Mphasis Ltd, Bangalore
February 2020 – April 2023

ROLES AND RESPONSIBILITIES:

Client 1: Volkswagen

Role: Linux Administrator

- Ensure high availability and performance by managing and maintaining Linux-based servers in a large enterprise environment.
- Conduct system updates, patching, and monitoring to guarantee security and optimal functionality for Red Hat Enterprise Linux servers.
- Manage user accounts, permissions, and access control to uphold system integrity and security.
- Collaborate with cross-functional teams and third-party vendors to resolve complex issues, enhancing customer satisfaction.
- Perform and manage virtual machines Snapshots in vSphere Client before patching.
- Install and configure the Nagios NRPE agent on multiple Linux servers to enable comprehensive system monitoring.

Client 2: Hewlett Packard Enterprise (HPE)

Role: Technical Solution Consultant

- Deliver swift and precise resolutions for HPE products by handling customer inquiries via email and phone.
- Manage and monitor HP ProLiant servers through HPE iLO and HPE OneView.
- Conduct daily hardware health checks and promptly address discrepancies.
- Create detailed and well-structured SOPs to streamline processes and ensure consistency across operations.
- Assess and identify the need for firmware upgrades, coordinating with relevant teams to schedule and implement changes.
- Identify and replace faulty hardware components proactively, ensuring minimal disruption to operations.

- Collaborate closely with onsite customer engineers and clients, providing guidance and support throughout the replacement process.
- Utilize ServiceNow ticketing tool to log, track, and escalate issues, ensuring resolution within SLAs.

Self- Employed – Retail Store Manager

- Developed marketing strategies to increase local customer base and sales.
- Provided excellent customer service, managed billing and handled cash transactions.
- Maintained inventory levels, coordinated with local suppliers and restocked goods as needed.
- Developed time management, multitasking and problem-solving skills while staying updated with current industry trends.

ACHIEVEMENTS:

- **Awarded SIT Gold Medal and Sri Sridhar Kadambi Gold Medal for achieving the highest CGPA in Telecommunication Engineering for the academic year 2018-19.**
- **Received Client Appreciations for Seamless Collaboration and Exceptional Support.**

PERSONAL DETAILS:

Name : Chaitanya G
Date of Birth : 21-05-1997
Nationality : Indian
Sex : Female
Languages Known : English, Hindi, Kannada