**Chandrashekar Athmakuru**

Email: Manashekar@gmail.com

Contact number: 9490634721

**Experience Summary:**

High performing system engineer with great ability to work in an innovative environment with full efficiency and dedication, to take a challenging post for understanding business needs, accessing the impact of those changes, implementing, analysing and documenting requirements, thereby supporting the communication and delivery of those requirements with relevant parties

**Professional Synopsis:**

* 3 years of experience as Application support and Server migration Engineer.
* Having experience in windows and Linux environments.
* Hands on experience on DevOps, SQL, VMWARE, Power shell scripting
* Having experience in Service Now platform
* Experience on virtual appliances like VMWare, AWS.
* Knowledge on server software
* Working with Vendors in problem isolation and resolution.
* Good knowledge of Active Directory, DNS, DHCP, VLANs and Group policies.
* ITIL Methodology experience
* Hardworking and positive team player attitude.
* Exceptional analytical and problem solving skills
* Critical thinking ability and willingness to learn new technologies

**Technical Skills:**

* Languages : SQL ,C
* Tools : VSphere client, VMware converter, GIT, Jenkins
* Scripting Language : Power shell scripting (Basic Knowledge)
* Software: SQL Server management studio, Putty.
* Client Operating Systems: Windows XP, Window 7, Windows 8, 8.1 Windows 10, Ubuntu.
* Server Operating Systems; Windows 2008 R2, Windows 2012 R2 and Linux
* Ticketing Tool: Service Now, Manage Engine and HP Service Manager

**Experience Summary:**

**COGNIZANT, 2016**

Designation: Programmer Analyst

Oct 2016 – Till date.

**Key Roles & Responsibilities:**

**Production Support**

Kleinwort Benson Pvt. Bank (London Bank) Oct 2016 – Feb 2017

* Coordinating with customers and communicate clearly and precisely to determine expectations for resolutions.
* Troubleshot and diagnose customer issues of highest complexity
* Involved in escalating issues, present work and explain finding to management and sr. team members as required
* Manage the upkeep of the application, Ensure that the application is updated regularly and functioning at an acceptable performance level. This requires involvement of working with the infrastructure team to ensure sufficient resources are provisioned.
* Assist internal teams with troubleshooting, technical support and other issues relating to the applications supported.
* Performing and validation of pre & post deployment of security patches.
* Handling multiple accounts for health check on wintel flavour.
* Hands on Financial crime rate risk management applications and their work flow
* Involved and worked on multiple application for user recertification.
* Server alert manipulation using Solar Wind tool.
* License renewal task for applications.
* Involved in writing Technical Specification Documentation.
* Involved in checking files logs in servers.
* Managing user accounts in windows servers.
* Disk expansions, additions, and adding other hardware to virtual machines.
* Escalation and notification of incidents to respective teams with in the defined SLA and follow up with ops team.

**Production Support**

JPMC March 2017 – Till date

* Job includes Application Troubleshooting, Performance Monitoring, Migrating the servers in V2V environment, Identify potential problems and solutions.
* Disaster recovery replication configuration and testing
* Provided support on applications which would require the changes in various components of the system in Unix/Windows Environment.
* Configuring the Domain Name Service. And managing the DNS Records.
* Implementation of NIS and LDAP
* Good understanding in shell scripting.
* Collecting User Requirements by participating in meetings and studying existing System.
* Patch Management using RPM & YUM install.
* Planning and Migrating servers using VMware converter.
* Deploying virtual servers using template and cloning of virtual server.
* Administration of User Accounts in Linux and windows servers.
* Working with support teams from internal and external vendors as needed for database management.
* Used Microsoft SQL Server 6.5 for remote database support.

**Educational Background:**

* Degree : Bachelor of Engineering
* Branch : Electronics and Communication Engineering
* Institute : Madhira institute Technology and Sciences, Kodad
* University: Jawaharlal Nehru Technological University (JNTUH), Hyderabad.
* Year of passing: June 2015
* Percentage : 62%

**Personal Details:**

Name: Chandrashekar Athmakuru

DOB: 08-08-1993

Sex: Male

Languages known: English, Telugu, Hindi.

Address: 20-98, Church Road, Islampura

 Miryalaguda, Nalgonda (Dist.), Telangana

**Declaration:**

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

Date:

Place: Hyderabad

Chandrashekar Athmakuru