

Nihitha Ravichandran

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Profile Summary

Highly skilled system admin with experience in monitoring **system performance**, **analyzing logs** and metric to identify and resolve issues. Collaborate with application team to provide infrastructure support. Expertise workmanship in day-to-day operations such as **ticket resolution**, **technical support**, **incident management and change creation**, implementation and follow ups. Hands-on experience in installation of certificate and RPM issues. Also worked on **server down** and unplanned **server reboot issues**. I possess a deep understanding of Linux operating systems and have expertise in various aspects of **system administration & troubleshooting**. Effective communication skills and experience in working as a **team environment**. Ability to document **system configurations**, procedures and troubleshooting steps for knowledge sharing and future reference.

Education

Vel Tech Multi Tech

BE in biomedical engineering

◦ GPA: 8.5/10

Sept 2018 – June 2022

Brindavan Higher Secondary School

Intermediate

◦ Percentage: 88

June 2016 – July 2018

KEY SKILLS

IT Infrastructure
Server operations
System Administration

Change Management
Trouble shooting
Problem Management

Incident management
Backup and Recovery
Desktop Support

Experience

System Admin

July 2022 – Present

DXC TECHNOLOGY

- Worked on all backup related issues and certificate renewal cases and node down issues, server hung and Host unreachable Issues. Experience in configuring and managing virtual machines & containers
- Monitored Linux server for **CPU utilization**, memory utilization and disk utilization. Proficiency in networking protocols, IP addressing, routing and **firewall configurations**. Familiarity with network troubleshooting & performance optimization.
- Managing file system - creating a new file system, **extension**, **mounting**, **unmounting** and repairing a file system using FSCK utility. Running FSCK on file systems when the file system is in inconsistency mode.
- Changing permission and ownership of a file or Directory. Expertise in securing Linux systems, implanting access controls and managing **user permissions**. Experience in vulnerability assessment, intrusion detection and implementing security best practices
- Experienced in creating volume groups and logical volumes, extending and reducing/shrinking logical volumes using **LVM** as on request. Understanding of system performance metrics, analyzing resource utilization and optimizing system performance.
- Administration of user accounts like adding users in secondary groups, security and resource management like changing ownership, permission to users. Good knowledge on **NFS** mounts and related issues, router issues, **TCP/IP**.

Project

Deutsche Bank

Responsible for identifying and resolving technical issues faced by users. Also involves maintaining and monitoring servers and network switches to ensure optimal performance and availability. I proactively troubleshoot issues, perform system maintenance, and implement necessary updates to maintain a stable IT environment.

◦ **Tools Used:** Service Now, Putty, Grafana, Ansible, istio.

Certifications

- AWS Certified SOLUTIONS ARCHITECT - ASSOCIATE– Certification ID: 22ef9171db254c80a81e0a5b1fd51b0b
- Certified in RHCSA Certification ID: 220-193-981
- GSDC Certified Cloud Computing Foundation– Certification ID: 24527

Achievements

- Facilitated communication with the Service Management Team, Operations Team, third-party vendors, and site engineers to ensure timely resolution of incidents within agreed **service level agreements (SLAs)**.
- I have successfully orchestrated seamless transitions, **minimized downtime** and ensuring data integrity throughout the migration process. My strategic approach coupled with meticulous execution, has resulted in **cost savings** and **improved scalability** for organizations undergoing digital transformation initiatives.
- Outstandingly accelerated growth and **maximized revenue** of the company's managed Services and Infrastructure business, ensuring assigned clients receive the highest level of **quality service** and support.

Personal Details

NATIONALITY: INDIAN

DATE OF BIRTH: 18-01-2001

GENDER: Female

MARITAL STATUS: Single

LANGUAGES: Tamil, English

Declaration

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