

## JOHNSON POTGOLI

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### Career Goal

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Seeking the role of IT Support Manager in a reputed Organization in fast growing country. Where I can confidently exercise my skills of troubleshooting, mentor and train upcoming joiners and equip them with the passion to support, troubleshoot the day to day operational issue in IT in a end support environment. Adaptive to the work environment and focus to execute projects on proposed timelines. My career plans to excel in Manage a team producing future support teams which help Organization to migrate to future digital transformation.

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### Technical Skills

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Good Knowledge on Networking Protocols:

- TCP /IP
- SMTP
- HTTP
- SNMP
- Monitoring & Dynamic ports

Microsoft & other Technology monitoring:

- Active Directory Services
- Sharepoint
- Outlook
- SQL servers
- HP Insights
- Cirix
- SCCM

Hardware

- POST PC troubleshooting
- End user support
- Internet troubleshooting
- Network Hub / Switch troubleshooting
- Wireless Network
- CAT5 Cable crimping and troubleshooting

Cloud basic Knowledge

- AWS environment
- S3 bucket, EC2 instances
- Azure Monitoring
- Route 53
- NACL

Adept in scripting tools

- Power shell scripting
- Batch scripting

SQL server concepts

- SQL scripts for Rollup
- Reporting server 2017
- ACS database
- SQL DB permissions

- MSSQL Studio

#### Project leading

- Certified Jira
- Create, modify Jira Sprint
- Certified CSM Scrum Master
- ITIL Certified from EXIM
- Certified windows server
- XP Professional certified engineer
- Basic training on Netcool on SCOM integration

#### Immense abilities

- Support Operations Manager & troubleshoot the issues
- Design conceptual SCOM architectural diagram using Visio
- Troubleshoot issues on event logs
- SCOM Tool in-Place upgrade from 2012 R2 to 2016
- Applying UR patches
- Migration of agents
- Troubleshooting greyed out agents
- Troubleshooting Not Monitoring agents
- Manual ticketing in omnibus
- Auto-ticketing in omnibus
- Daily Checks
- Agentless monitoring
- System resource monitoring
- Application monitoring
- SNMP monitoring
- Third Party service monitoring
- Authoring Rules / Monitors Management packs
- Basic troubleshooting of Netcool probe
- Fine Tuning Management Packs

#### Open Source

- Linux File System
- Operations commands

#### ITSM Experience:

- Change RFC & CAB Meeting
- Day today infrastructure incidents
- Troubleshooting & RCA of Problem tickets

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### Academics

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- Accomplished Masters in Science in Information Technology from Algappa University, Chennai
  - Accomplished Bachelors of Computer Application from Algappa University, Chennai
  - Diploma in Computer Science from Rural Polytechnics Tharihal, Hubli Dharwad
  - Schooling from St.Marys High School, Hubli
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### Relevant Experience

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**Company Name:Merck India Pvt Ltd, Bangalore**

duration:(November 2019 to till date)

**Domain:Life Science Pvt Ltd**

**Position : SDM for SCOM tool (versions: SCOM 2012 / 2012 R2 / 2012 2016 / 2019)**

Description:

Plan and execute strategically In-Place upgrades. Design, sizing and building SCOM environments. Plan and execute agents migration from legacy to newest SCOM versions. Troubleshooting troubled threshold values. Training sub-ordinates & freshers to upskill in SCOM administration. Testing & implementing new requests from the Application & Functional teams. Regular discussions with functional teams to improvising alerting & ticketing. Plan and execute new monitoring requests and work on actionable alerts. Work with automation teams for Power shell scripts. Migrating User roles, Overrides, Rules, Monitors. Working with SQL team for DB based queries troubleshoot. Troubleshooting with Network teams for release of ports for installations. Troubleshooting agents, Management packs, fine tuning Rules & monitors. Greyedout & Orphaned agents, Port connectivity issues using Udl file and ODBC.

**Projects executed:** In-place upgrade from 2012 R2 to 2016, Designed, planned and executed Dev environment SCOM 2019. Designed and planned existing SCOM instances to new PROD environment 2019. Work with license & certificate team for implementing Gateway servers, ACS, Reporting server.

**AXA / Capgemini India Pvt Ltd**

No of years:(July 2011 till November 2019)

**Domain Insurance & Banking / Business Outsourcing**

**Position : Associate Consultant (SCOM Administration, Operational execution tasks & Application Monitoring operational tasks)**

Description:

**SCOM Administration:** Level 2 tasks of SCOM: troubleshooting greyed out agents, fixing threshold problems, troubleshoot Rules and monitors as per request, Participate in CAB meetings for executing RFC, Participate in Change of functional teams and suppressing alerts & tickets.

Incident Auditing in Service Now for 8 years using tools (SCOM 2007, 2012, HP BSM, Nagios, Squared up, HP ILO, HIPSIM, Dynatrace and App dynamics). Application monitoring Graphtalk 3 tier application from end URL/IIS/Wintel, daily Batch chain monitoring, troubleshooting failed jobs on Tivoli Workload scheduler. TSM Backup and Restore for failed and missed backups, health checks. Health checks of URLs and people management of 8 resources, team roaster. troubleshooting, logs analyse, services, load analysis, build EC2 instances and VMs in Azure and AWS cloud. Use powershell to automate the process for Disk cleanup, build VMs on Hyper V Manager. Commands: cat, help, man, yum, httpd, install, LAMP server, VMs, start JVMs, start failed and missed backups in TSM, Cron, restart failed daemon, installing Apache. Troubleshoot potential threats and load aggregation of the Business applications, analyzing the IP using online sites and check the geographic of the IP and block suspicious IP.

**Amadeus India pvt ltd**

duration:(January 2007 till July 2011)

**Domain: Airlines Global Distribution System, Bangalore**

**Position : Senior Executive**

Description:

I worked as SPOC for critical customers in Travel industry, such as ITH, Make my Trip and Yatra.com, FCM travels. I handle all the calls from these clients, software, Hardware and Amadeus products and resolve within SLA of the incidents assigned to me Onfield and remotely.

**Navaneet Systems**

duration: 4 years (Oct 2002 to Dec 2006)

**Domain: AMC Customers of Wipro Systems, Hubli**

Position: System Engineer

Summary: I worked on field for everyday calls to support post sales new Wipro PC installation at client location. I handle client peripheral requests, software installation, internet access and hardware replacements.

**Angel Computers**

duration: (Sept 1999 to June 2002)

**Domain: Educational Institute, Hubli**

Position: Trainee Engineer

Summary: I worked in LAN network, assembling PC, installing Dot Matrix printers,MS-office, learn and support new changes in computers. SEP Manager,Outline of policies,Reports,Access to the console,Client console,Different types of logs

**Communication Skills:**

English at advance level, communicating with clients around the globe

Hindi at advance level, communicating with colleagues

Kannada at advance level, communicating at Home

**Personal Details:**

Name :Johnson Potgoli

Fathers Name :Ruben Potgoli

DOB :19/05/1977

Passport :K2781223      Expiry Date:17/05/2022

Hobbies & Passion: Upskilling on technologies of certification in the domain. Composing and playing musical instruments. Blog writing.