

RAM KUMAR

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Summary

Results-driven IT professional with experience in Linux Administration, Shift Operations Leadership, and Major Incident Management in enterprise production environments. Currently working as a Tech Lead with hands-on experience managing 160+ Linux servers across CentOS, and SUSE Linux platforms. Proven expertise in handling P1 incidents, leading war room calls, managing escalations, supporting critical business applications, and ensuring service continuity with minimal downtime. Skilled in ServiceNow, Linux server administration, production support and stakeholder communication. Recognized for ownership, operational leadership, and strong problem-solving.

Work Experience

Tech Lead | Cognizant

July 2024 – present, Chennai

- Troubleshoot Linux OS issues, analyze logs, and resolve incidents within defined SLA timelines.
- Administer and support 160+ Linux servers across CentOS, Ubuntu, and SUSE Linux environments.
- Perform user creation, permission management, patching and routine server administration tasks.
- Conduct file system checks, server health validations, disk utilization and process monitoring.
- Design and maintain ServiceNow dashboards and reporting views to support operational visibility, manual reporting needs, and stakeholder updates.
- Conduct post-incident reviews and root cause analysis, translating findings into preventive actions that reduced recurring incidents by 40% and improved system stability by 25%.
- Analyzed incident data to identify trends and patterns, leading to the implementation of proactive measures that reduced critical incidents by 50% and increased customer satisfaction by 20%.

Senior Systems Engineer | Cognizant

June 2022 – June 2024, Chennai

- Spearheaded and coordinated response efforts for high-priority system incidents, leading cross-functional teams to achieve rapid resolution and minimal disruption; reduced system downtime by 50% and restored service within SLA guidelines.
- Led shift operations and ensured seamless team transitions through structured handover calls.
- Managed shift-level service operations and monitored ticket queues, incidents, and priorities using ServiceNow dashboards.
- Initiated and led war room calls during P1 / high-severity incidents involving multiple support teams.
- Sent escalation emails and stakeholder communications during critical service disruptions.

Education

Bachelor of Computer Science and Engineering

Mohammad Institute of Education and Technology

Aug 2017 - Aug 2021
TRICHY

Higher Secondary Education

Seventh Day Adventist Matric Higher Secondary School

Apr 2016 - Mar 2017
THANJAVUR

Certificates

Google IT Support Professional

online course by Google

Nov 2021 – Jan 2022

Skills

- Linux
- Windows
- Production support
- Jira
- ServiceNow
- Citrix
- Microsoft Azure
- Incident Management
- DevOps
- Computer Networking
- Cloud Computing
- Cyber Security

Programming languages: Python, Dart, Java, HTML and SQL

Project

Controlling a car using a wireless module with live video streaming

- Built an Arduino powered car from scratch and control it via mobile phone
- Built a dedicated android app to control the car