

Akash More

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Profile Summary

OpenShift Technical Support Engineer at Red Hat with 6+ years of hands-on experience in Linux systems, OpenShift/Kubernetes, and cloud-native infrastructure. Experienced in deep production troubleshooting, root cause analysis, and building automation with Python and Bash. Actively pursuing an internal transition into OpenShift Software Engineering role.

Education

Pillais College of Engineering | Mumbai University, India | Jun 2015 - May 2019

BE in Mechanical Engineering [CGPI - 6.28]

KBP College, Navi Mumbai | Jun 2015 - Feb 2015

HSC [62.92]

Modern School, Vashi | March 2013

SSC [74.91]

Skills

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|--------------|------------------|--------------|----------------------|
| • Openshift | • Python | • RHEL | • Team Collaboration |
| • Kubernetes | • Bash Scripting | • Ansible | • Troubleshooting |
| • Podman | • Automation | • Deployment | • Documentation |
| • Docker | • GoLang | • Debugging | |

Certificates, Badges & Projects

Certificates & Badges:

- Red Hat Certified Openshift Administrator
- Red Hat Certified Specialist in Containers
- Crash Course on Python
- Python Gold Badge on Hackerrank
- Cloud Badge from IBM

Projects:

- Portfolio Website
- Crowdfunding Website

Experience

Red Hat India Private Ltd.

Nov 2022 - Present

- Provide advanced technical support to enterprise Red Hat OpenShift customers, resolving complex issues in OpenShift-based distributed systems.
- Conduct deep root cause analysis across OpenShift, Linux system internals, and storage components across multiple OpenShift installation types.
- Lead and manage high-severity (Sev1) incidents in a 24x7 global support model, ensuring timely resolution and strict adherence to SLAs.
- Investigate customer-reported defects by reproducing issues, analyzing upstream and downstream behavior, and raising engineering bugs to drive permanent fixes and prevent recurrence in future OpenShift releases.
- Author and maintain high-quality Knowledge Base (KCS) articles and reusable solutions to enable customer self-service and reduce overall case volume.
- Serve as a trusted technical advisor to enterprise Red Hat customers, applying sound judgment to resolve complex issues in high-impact production environments.

Dolat Capital Market Services Private Ltd.*Jul 2021 - Nov 2022*

- Automated day-to-day operational tasks using Bash and Python scripting to improve efficiency and reduce manual effort.
- Managed Linux-based infrastructure for algorithmic trading applications processing real-time NSE and BSE market data.
- Ensured high availability and performance of HFT servers through proactive monitoring, incident management, and adherence to defined SOPs.
- Monitored and maintained uptime of HFT production servers to meet strict availability and performance requirements.
- Diagnosed and resolved connectivity, operating system, and application-level issues in a time-sensitive production environment.

Hitachi Payment Services Private Ltd.*Jan 2020 - Jul 2021***Monitoring of servers:**

- Managing & configuring Nagios tool using web dashboard. Also, Monitoring the servers through Nagios & cacti tools.

Installing and configuring the servers:

- Installing and configuring Red Hat Enterprise Linux, CentOS, Ubuntu and Kali Linux in physical servers as well as in-house Virtualization Environment (Hypervisor) like VMWare ESXi and Nutanix.

Server Hardening and Server Patching:

- Good Knowledge of server hardening for ensuring the secure system. Managing Patch Schedule of Linux servers. Fetching vulnerability report using Nessus tool and closing vulnerabilities as per PCI recommendation, troubleshooting yum installation issues, patching issues and rollback of patching.

Local Storage Configuration:

- Handling disk space issue and increasing disk space to VM when required from storage system. Configuring LVM & extending LVM. Upgrading the storage capacity, RAM capacity and CPU core in the server and VM as per performance requirement.

Administrating Mail Server:

- Managing admin tasks on Mail Server using web console. Admin tasks like Creation, Deletion and Modification of mail user, managing mail flow restriction for employees, whitelisting the requested new trusted domains for mail user, browsing mail logs for troubleshooting the mail issue.

Setting up physical server from scratch:

- Physical server setup like Rack Mounting, attaching the ethernet cable to patch panel for management port, management port configuration within server i.e., iDRAC setup, RAID configuration, LVM configuration.