Ravi Naik M

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Aspiring for Lead Role in IT Operations/Infrastructure.

PROFESSIONAL SNAPSHOT

- 11+ Years IT experience in Datacenter Services, System Administration (Linux/Solaris/Aix), Linux Scripting (Bash/Ansible), Cloud Administration (OpenStack), Configuration management (Chef/Ansible), VMware Administration and Monitoring (Nagios, Logic Monitor, Pingdom, catch point, wave front, Alertra, Datadog, Grafana, Splunk, Squred up Graylog, Sensu).
- Good knowledge of deploying Linux infrastructure and executing highly complex projects
- Good knowledge of deploying and configuring VMware infrastructure
- Good knowledge on Configure Management tools like Chef to configure servers and manage the changes under the ITIL framework.
- Working on fixing Vulnerability through python pexpect scripts and Chef for PCI servers
- Experience in Building Linux server through Satellite server(foreman) with automation scripts to reduce the deployment time
- Experience in installed and configuring and upgrading Veritas Cluster Server 5.x/6.x for databases and applications
- Experience in Installing and configured clustered file system (VxCFS/VxVM) Veritas Volume manager
- Working on building new Clouds for Walmart Applications for all tenants
- Working on installing firmware/Bios on HP hardware through python scripts (python-hpilo module) and IPMI modules
- Accountable for resolving P1 and P2 Incident Activities with stringent SLA's and reducing the count of recurring incidents.
- Lead change process end to end which includes creating change process, ensure implementation and create RCA Report.
- Key role in Problem management; reduced recurring incidents; created and reviewed workaround docs and uploaded them in a shared database.
- Train & Mentor L1/L2 Teams on Multiple Application Support and Project workflows.
- Deft in successfully resolving problem/incident within the SLA/benchmark time in a prompt and efficient manner and presented to the higher management team. Won multiple Appreciation Awards

TECHNICAL SKILLS

Platforms	Linux (5/6/7), Aix, Solaris, and Windows (2003, 2008 2012 2016, R2)
Configuration Management Tools	Puppet, Chef, Ansible
Cloud Management & Virtualization	Openstack, AWS, Azure, VMware ESX/ESXI server 4.x/5.x/6.x
ITSM	Service manager, BMC Remedy, ServiceNow, Jira
Programming/scripting Languages	Bash, Ansible, and basic knowledge on python
Hardware	HP(G7/G8/G9), Dell, Aix, Solaris, Cisco
Remote Management Tools	HP ILO, Dell IDRAC, IBM HMC
System Management Tools	Cobbler, Red Hat Satellite Server 5.X/6.X, Foreman
Databases	Oracle 9i/10g, MySQL, Psql, MongoDB, Cassandra
Cluster system	Veritas cluster server
Big data	Clodera Hadoop and Matrix (MPP database) mon

CERTIFICATIONS

- RED HAT CERTIFIED SYSTEM ADMINISTRATOR IN RED HAT OpenStack
- RED HAT CERTIFIED ENGINEER IN RED HAT OpenStack
- VMware Certified Professional 5 – Data Center Virtualization (VCP5-DCV)
- ITIL Certified

ORGANIZATIONAL SCAN

Nov 2017 – Till Date : Logmein, INC GEC   *Senior Site Reliability Engineer*

- o Leading and Troubleshooting all alerts from different monitoring tools and works to resolve all L2/L3 issues related to applications, database, storage, and network infrastructure.
- o Monitors, resolves, and/or manages all incoming operations incidents in the Jira ticketing system.
- o Maintain 99.99% uptime of the products and services.
- o Proactively monitoring different monitoring tools and fix the issues before product degradation or outage.
- o Process Automation, Application Automation (shell/Ansible scripting).
- o Maintain the production servers and Load balancers.
- o Actively handled in production server maintenance, patching, and code deployment. Actively handled the DRT test.
- o Capacity planning.
- o Building automation and processes that reduce the impact of mistakes.
- o Principled monitoring to improve MTTD/MTTR (mean time to detection/recovery)
- o Revising software designs to mitigate failures in other parts of the stack.
- o Works with other Department leads to develop and properly catalog SOP documents on the internal Opswiki and Knowledge Base.
- o Create/Update incident and problem management procedures.
- o Working on Root cause analysis (RCA), Reason for Outage (RFO) of a customer impact incident.
- o Working for a permanent solution for the incident by creating follow-up action items with the owners/Stakeholders/Engineering.
- o Owning and driving the call bridge. Logging the incident in the call log.
- o Performing the initial Incident diagnostics. Owning, monitoring and communicating the status page.
- o Updating records (call log, incident sheet) with the resolution.
- o Progressing any follow up action (for example, following through into problem management).
- o Gather customer-impacting statistics. Creating reports. Driving the RCA and Problem Meeting.

Sept 2016 – Nov 2017: Walmart Labs GEC(on intelliswift payroll)   *Senior consultant systems Engineer*

- ➲ System administration
    - o Delivering advanced solution support on Unix/Linux/VMware platform Infrastructure.
    - o Building the servers using Satellite Infrastructure & Package Management.
    - o Root cause analysis of server reboot/hang/crash.
    - o Patch upgrades on Linux & Sun Solaris (Sparc/Intel) using the BMC - BladeLogic Server Automation
    - o Troubleshooting server related issues at hardware/Operating System-level
    - o Document existing systems/storage/tools infrastructure and procedures as well.
    - o Working with OS and hardware vendor to fix any critical bugs

- ➲ Configuring managing chef server for our infrastructure
    - o Configured chef server for 4 Datacenters
    - o Configured chef-client to frequently and keep the configuration like NTP, ssh, healthy.

- ➲ VMware Support

    - o Installation, Configuration, Administration and Troubleshooting of ESXi 4.x/5/x/6.x
    - o Creating and Managing Virtual Machines and Templates
    - o Configured Resource Pool, V Motion, Alerts, Alarms, NTP
    - o Creation of Virtual Switches, Ports and Port groups and setting up Layer 2 Security Policies for Virtual Networks.
    - o Performing Snapshots, Cloning, Cold Migrations, and Hot Migrations

- ➲ Cloud Support

    - o Troubleshoot on OpenStack cloud issues related to Keystone, Nova, Neutron, Ceph, Glance
    - o Creation of new OpenStack Tenants/Projects and allocating quota
    - o Worked on improving cloud Monitoring by adding a new plugin on sensu
    - o Adding New networks and Images to the Cloud
    - o Working on OpenStack command line and Horizon

June 2015 – Sept 2016: Indecomm Global services(Client: **Actian)** *Technical Lead*

Key Assignments:

➲ Infrastructure support

- o Manage tasks that are done on a daily basis in UNIX Infrastructure Operations based on Linux (x86 hardware).
- o Complete VMware infrastructure support (install/upgrade troubleshoot ESXI, deploying VM with templates, managing alarms/resources,)
- o Deploying Virtual machine on AWS
- o Provide guidance and help to resolve technical and non-technical challenges faced by QA/Dev team members on all UNIX platforms used in the firm.
- o Installation & Testing of Matrix DB (Parallel) on Hadoop Ecosystem.
- o Matrix (MPP Database) Installation & upgrading on different Clusters
- o ODI Integration with Matrix DB (MPP Database).
- o Setup and configured MIT Kerberos for Matrix database.
- o Being the point of contact for technical and procedural issues faced during changes, incidents, and problem resolutions.
- o ODBC Drivers for Matrix DB

July 2008 – June 2015: Fidelity Investments *Senior Systems Engineer*

Role and Key Assignments:

➲ System administration

- o Responsible for performing upgrades, applying OS patches and file system management on Linux, AIX and Solaris platforms.
- o Installed configure and upgrade Veritas Cluster Server 5.x/6.x for databases and applications.
- o Installed and configured clustered file system (VxVM) Veritas Volume manger
- o Analyzed and remediate causes for performance issues on UNIX servers like slow application responses and root cause analysis for Operating System crashes.
- o Co-ordinated with hardware technicians during hardware replacements and upgrading hardware on servers.
- o Technical escalation contacts for issues faced during change activities
- o Responsible for creation of technical documentation for server environments being built.
- o Build, configured and provisioned servers as per enterprise standards.
- o Handled the tasks of Decommissioning Linux servers
- o Installing and configuring TeamQuest tool on servers like AIX Solaris Linux ESX and Windows. Monitoring data collection agents using TeamQuest manager.

➲ VMware Support

- o Installation, Configuration, Administration and Troubleshooting of VMware ESXi 4.x, ESXi 5.x Virtual Center
- o Upgrading/applying security patched on ESXI with update manager
- o Creating Clusters for High Availability (HA) and Distributive Resource Scheduling (DRS) in VMware virtualization platform.
- o Creating Virtual Machine Templates and deploy virtual machines from templates and allocate resources
- o Performing Cloning, Cold Migrations, and Hot Migrations and taking Snapshot
- o Implementation of iSCSI SAN, FCSAN and NAS Storage.
- o Migrate Physical Servers to Virtual Server using VMware Converter and Veem

➲ Cloud support.

- o Responsible for maintaining and troubleshooting internal Private cloud infrastructure which is running more than 12000 VM's across 2 data centers.
- o Responsible for installing and upgrading OS patches on hypervisors in our internal private cloud.
- o Troubleshooting day to day customer issues with Cloud infrastructure and components

Achievements:

- o Promoted to Senior Systems Engineer based on consistent performance
- o Handled all incidents and change requests for the UNIX team which consisted of managing about 9000+ servers spread across multiple data centers
- o Improved technical procedures used for operating system management
- o received numerous awards in recognition for work done in the UNIX team

ACADEMIA

2008   **BE in Mechanical**   **VTU university**

References - Available on request