ROBERT SMITH

Jr. System Support Engineer

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SUMMARY

Almost 6+ years of experience in remotely handling data centers of various clients for more than 2000+ physical servers & 4000+ virtual hosts by following ITIL process. Implemented Xen hypervisor with Openstack Juno & Devstack for PCOIP VDI Setup. Good Knowledge on Openstack nova-compute node configurations on Ubuntu 14.

SKILLS

Management, Coding.

WORK EXPERIENCE

Jr. System Support Engineer

ABC Corporation - May 2009 – December 2010

- Worked as a Linux Engineer in 24/7 team responsible to Maintain Oversee.net data centre and their Production Servers.
- Responsible for Strong administration and troubleshooting skills on Linux/UNIX, Windows and LAN.
- Very confident with Apache, DNS, DHCP, HTTPS and samba Servers configurations & Installed on Red Hat Linux.
- Responsible for Very Good Hands on experience on Monitoring tools like SCOM and NAGIOS tools.
- Performs full lifecycle management for all alerts and production issues (including initial response, triage, troubleshooting, and escalation).
- Monitors the trend of critical servers disk space and network fluctuation.
- Provides Root Cause Analysis (RCA) and creating tickets by using RT ticketing tool and Jira ticketing tool for different severity level.

System Support Engineer

Delta Corporation - 2005 – 2009

- Worked at the Bellsouth Regional Data Center Installed and configured 9 E10ks Supported and maintained 19 E10ks Installed and implemented Sun Disk .
- Worked at Wal-Mart headquarters Installed and configured Enterprise systems Provided account management for Wal-Mart accounts Installed and .
- Responsible for writing and analyzing test procedures and ensuring products met specifications.
- Performed verification and testing of equipment for both factory and customer acceptance.
- Responsible for maintenance and repair on various real-time signal processing systems and workstations.
- Responsible for operations and maintenance of various main frame computer systems.

- Responsible for real-time operations and maintenance of several Large Earth stations and associated signal processing equipment.

SCHOLASTICS

- Certificates In Digital Multiplex Switching Systems - 1984(Nortel Networks - Dallas, TX)