

**Neeharika A**

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**Summary**

* **Over 11 years of experience in system administration on both Windows Server (2008–2019) and Red Hat Enterprise Linux (RHEL 6.x–8.x)**, supporting hybrid infrastructure and automating configurations on both Windows and Linux platforms.
* **Configured and managed web and application servers** such as **Apache Tomcat and Microsoft IIS**, ensuring SSL/TLS implementation, firewall rule setup, and application performance tuning for IIS and Tomcat-based deployments.
* **Skilled in scripting and automation using Windows PowerShell and Ansible** for both Windows and Linux, performing infrastructure provisioning, patching, and security policy enforcement using Windows PowerShell automation and Ansible playbooks.
* **Implemented CI/CD pipelines and Infrastructure Code (IaC)** using **Terraform and Azure DevOps**, automating deployments in Azure and AWS, and provisioning infrastructure via reusable Terraform modules.
* **Developed and maintained Single Sign-On (SSO) integrations using OAuth and SAML**, including user authentication workflows, token validation, and identity federation across enterprise apps using OAuth2 and SAML 2.0.
* **Strong hands-on knowledge of networking concepts including LAN/WAN, DNS, DHCP, and firewall configurations**, as well as experience resolving TCP/IP, DNS, and firewall-related issues across hybrid cloud networks.
* **Extensively used Dynatrace and other debug/monitoring tools** (e.g., ELK Stack, Prometheus) for application and infrastructure health diagnostics, proactively identifying performance bottlenecks using Dynatrace dashboards and logs.
* **Configured and maintained systems in both Azure and AWS cloud environments**, including containerization support, networking configurations, and workload automation using Terraform, Azure CLI, and AWS CLI.
* Strong expertise in **Windows Server OS (2012–2019)**, **PowerShell scripting**, **security patching**, and **DNS/DHCP administration**. Skilled in performing root cause analysis, documenting technical procedures, and delivering Tier-3 support in mission-critical environments.
* **Used Windows PowerShell extensively to automate Windows tasks** such as Active Directory updates, IIS configurations, and patch validation; also scripted **Linux automations using Ansible and Bash** for compliance checks.
* **Worked on multiple projects requiring strong knowledge of SSO, SAML, and OAuth**, ensuring seamless user access and secure identity management integrated into Microsoft Azure and cloud-native apps.
* **Created network diagrams and infrastructure documentation using Microsoft Visio**, documented firewall rules, and maintained architecture runbooks for Linux, Windows, IIS, and Tomcat environments in Azure/AWS/GCP.
* Exposure to **software licensing** compliance in enterprise environments with Red Hat, VMware, and Oracle
* Hands-on support for **hardware**, **networking**, and **OS-level** troubleshooting across hybrid infrastructure
* Strong verbal/written communication skills and history of working with **vendors**, **business users**, and **cross-functional teams**
* Consistently produced **documentation** including SOPs, runbooks, and architecture diagrams for audit and team use
* Supported hybrid cloud infrastructure with **AWS**, **Azure**, and **VMware vSphere**
* Troubleshot and resolved **DNS issues** (e.g., **zone files**, **forward/reverse lookups**, **resolver configs**) by collaborating with **networking teams** in **multi-site hybrid environments**.
* Utilized tools like **dig**, **nslookup**, and **resolvectl** for **DNS diagnostics**, supporting **hybrid cloud deployments** and ensuring **high service availability**.
* Integrated **CI/CD pipelines** using **Jenkins**, **Git**, and **Ansible** for automated server configuration and code deployments.
* Supported **AWS environments** including **EC2 provisioning**, **EBS volume management**, and **S3 backups** for hybrid cloud use.
* Migrated **legacy infrastructure** to modern **RHEL** and **VMware platforms**, ensuring minimal downtime and performance gains.
* Led **disaster recovery (DR)** exercises and performed **system rebuilds**, **data restores**, and **failover testing**.
* Collaborated with **networking**, **application**, and **DevOps teams** to ensure **high availability (HA)** and stable deployments.
* Documented **SOPs**, **runbooks**, and **infrastructure diagrams** to support **audit readiness** and standardize operations.
* Proven success working in **mission-critical and high-availability environments**, supporting 24/7 production operations.
* Collaborative team player with cross-functional experience in **DevOps, networking, storage**, and **application support teams**.
* Strong **analytical skills** in debugging, RCA, system optimization, and collaborating with cross-functional teams on infrastructure enhancements.

**Trainings-Certifications:**

* AWS Certified Solutions Architect
* Devops workshops - Terraform, Ansible, Git, Grafana.

**Technical Skills**

* **Operating Systems:** Red Hat(6.x, 7.x, 8.x), CentOS, AIX, Solaris 9,10,11,HP-Ux, Ubuntu, SUSE, SCO Unix, Windows Server (2008/2012/2016/2019).
* **Virtualization & Cloud:** VMware vSphere, Oracle VM, AWS (EC2, S3, VPC), Microsoft Azure, Ansible, Jenkins, Terraform Docker, Kubernetes, RedHat OpenShift
* **Storage-Backup Management:** EMC, NetApp, Hitachi, Dell, Veritas NetBackup, Veam, Rubrik, Avamar, Data Domain, Tivoli Storage Manager,
* **Scripting & Automation:** Bash, KSH, Python, Perl ,Ansible, Jenkins
* **Web & Application Servers:** Apache, Nginx, IIS, Tomcat,
* **Databases:** Oracle, MS SQL Server, MySQL ,Oracle RAC, DB2, Sybase, Postgres
* **ITSM & Incident Management:** Incident, Change, and Problem Management, Jira, ServiceNow
* **CI/CD & DevOps:** GIT, Jenkins, JFrog Artifactory, Bamboo, GitLab CI

**Brief Work Experience**

**State Farm Insurance, remote** **Jan** **2022 – Present**

**Senior Linux /Windows Administrator**

* Supported 200+ **RHEL and AIX servers** across production, QA, and DR zones with a focus on stability, performance, and compliance.
* Administered **RHEL 7/8 systems and Windows Server 2016/2019** in a hybrid cloud environment, ensuring OS-level hardening, patching, and uptime across Azure and AWS.
* Supported 100+ Windows Server instances (2012/2016/2019) across QA, production, and DR environments.
* Automated monthly and emergency security patching cycles using **WSUS**, **SCCM**, and **PowerShell**, reducing patch turnaround time by 40%.
* Maintained DNS forward/reverse zones and DHCP leases for hybrid cloud VMs and desktops; resolved frequent dynamic update and IP conflict issues.
* Integrated and maintained **SSO using Azure AD (OAuth/SAML)** for enterprise applications; handled token troubleshooting and claims-based auth.
* Documented patching SOPs, SSO token flow diagrams, and DNS migration steps for internal teams and audit readiness.
* Developed and deployed **Terraform and Ansible** scripts to automate patching and configuration of Linux and Windows systems; also integrated with Azure DevOps pipelines for IaC.
* Managed **Apache Tomcat and Microsoft IIS** across environments, applying SSL/TLS, firewall rules, and access control policies in compliance with SOX and HIPAA.
* Built and maintained **SSO integrations with SAML and OAuth** using Azure AD and enterprise identity platforms; ensured secure access across internal apps.
* Diagnosed complex issues using **Dynatrace and ELK Stack**, creating alerts and dashboards for Windows, Linux, IIS, and Tomcat services.
* Wrote **Windows PowerShell and Bash scripts** for log rotation, compliance verification, and backup validation across Windows and Linux environments.
* Applied strong **analytical skills** to troubleshoot complex issues using Dynatrace, identifying root causes of performance degradation in IIS, Tomcat, and Azure-hosted services.
* Resolved LAN/WAN and DNS issues using nslookup, dig, and packet analysis; configured firewalls to support secure IoT and cloud service connectivity.
* Designed Visio-based diagrams for **network architecture and server layout**, documenting SFTP, firewall, cloud VM setup, and access protocols.
* Participated in DevOps and Agile sprints using **ServiceNow** and **JIRA** for change management and ticket tracking.
* Authored SOPs, patching documentation, and architectural runbooks to support audit readiness and DR preparedness.
* Utilized **Bash** and **Python scripting** to automate system checks, backups, and patch compliance verification
* Implemented and supported **secure SFTP configurations** for internal teams and external vendors using **OpenSSH**, managing **key-based authentication**, **file-level permissions**, and **directory isolation** to meet security standards.
* Automated SFTP user onboarding, **SSH key management**, and log monitoring using **Ansible** and **Bash**, improving provisioning speed and audit compliance.
* Collaborated with security and compliance teams to enforce **data governance policies**, conduct **key expiration audits**, and ensure file transfer workflows aligned with **SOX** requirements.
* Integrated **SFTP transfer logs** into **centralized monitoring (ELK/Prometheus)** to enable real-time alerting and forensic analysis.
* Provided 24x7 on-call support for escalated system issues, maintaining SLA response targets.
* Utilized **Infrastructure as a Service (IaaS)** to provision virtual machines and storage for flexible resource scaling, while managing cloud infrastructure to support CI/CD pipelines in a dynamic environment.
* Configured **Microsoft IIS** web servers to host multiple applications with SSL and load balancing, and implemented custom IIS modules for enhanced request filtering and logging.
* Created and optimized SQL queries and stored procedures using **Microsoft SQL Server Management Studio (SSMS)** to boost database performance, while monitoring backups and database health to ensure data integrity.

**Environment:** Red Hat Linux, Windows, Solaris, VMware, Jira, Hitachi, Avamar, Dell R740, SunT4-2, Ansible, Terraform, Puppet, VMware vSphere, SSL/TLS, PKI, HAP Roxy, F5 BIG-IP, Windows PowerShell, Bash, Python, Azure, ServiceNow.

**Costco, Remote**

**Linux System Administrator**  **Dec 2019 – Dec 2021**

* Managed production workloads across **RHEL, AIX, and Ubuntu**, automating routine tasks using **Shell and Python** scripting.
* Built and maintained **Ansible playbooks** for patching, compliance checks, and application deployment across hybrid infrastructure.
* Administered and patched VMs running on **VMware vSphere**, implementing snapshots, health checks, and updates.
* Utilized **analytical** **skill** to resolve firewall rule conflicts, DNS misconfigurations, and service disruptions in hybrid Azure deployments.
* Administered **Windows and Red Hat Linux VMs** on VMware and Azure; automated patching using Ansible, Windows PowerShell, and Terraform across 100+ servers.
* Deployed and configured **Apache Tomcat and IIS web servers**, managing SSL certs, NTFS permissions, MIME types, and firewall exceptions.
* Automated IIS configuration, user creation, and service monitoring with **PowerShell scripts**, integrated into **Azure DevOps** pipelines.
* Supported hybrid Active Directory, configured **GPOs** for login scripts, folder redirection, and Windows Firewall policies.
* Designed and implemented **SSO integration using SAML and OAuth2**, collaborating with security teams and Azure Identity services.
* Developed automated compliance reports for patch status, account expiry, and password policies using custom PowerShell dashboards.
* Supported DNS zone delegation and DHCP reservations for Windows deployment services and VM provisioning.
* Implemented **OAuth2 and SAML-based SSO integrations** for hybrid apps, collaborating with security and Azure identity teams.
* Monitored system health and application logs using **Dynatrace and Prometheus**, identifying issues in IIS, Tomcat, and SQL Server backends.
* Used **Azure and AWS** services for provisioning, backup, and access control; maintained hybrid DNS zones and cloud networking.
* Documented **LAN/WAN architecture**, VPN configurations, and firewall rules using Visio and shared SOPs.
* Automated access approvals and provisioning via Windows PowerShell scripts tied to ITSM workflows in ServiceNow.
* Documented infrastructure setups, patch runbooks, DR procedures, and troubleshooting playbooks.
* Performed **system backups and restores**; documented and executed DR procedures in test environments
* Conducted **network configuration improvements** and contributed to **firewall and access control rule enforcement**
* Supported **Oracle RAC** and application stacks behind **OBI dashboards**, improving performance during peak loads.
* Implemented file archival/purging schedules via **automated scripts** and job schedulers (cron, Task Scheduler).
* Created and validated system backups performed test restores, and supported disaster recovery scenarios.
* Applied OS patches, upgraded system utilities, and **hardware upgrades** as part of lifecycle management.
* Supported and maintained **enterprise SFTP services** for secure data exchange using **OpenSSH** and **Accellion**, managing external partner connections for compliance-based workflows.
* Resolved **SFTP authentication failures**, file permission issues, and network-level blocking by coordinating with firewall and security teams.
* Maintained and secured **Microsoft IIS** servers through regular patches, configuring Application Pools and worker processes for optimal resource use and application isolation.
* Designed complex database schemas and relationships using **Microsoft SQL Server Management Studio (SSMS)**, while tuning performance through execution plan analysis and indexing strategies.
* Drafted IT infrastructure layouts and service interaction diagrams with **Microsoft Visio**, used for stakeholder presentations and automating workflow documentation.
* Transformed **XML** data with XSLT to generate dynamic reports and implemented XML-based configuration files for flexible application settings management.

**Environment:** Red Hat Linux, Windows, Solaris, VMware, Jira, Hitachi, Avamar, Dell R740, Ansible, Terraform, CentOS, Ubuntu, AIX, HP-UX, Docker, Kubernetes, Git, Nagios, Prometheus, Splunk, ELK Stack (Elasticsearch, Logstash, Kibana).

**US Bank, Minnesota**

**Sr. Systems Administrator Oct 2018 – Nov 2019**

* Administered **RHEL-based systems** in banking environments, automating system checks and compliance scans using **Ansible**.
* Created and deployed **Shell scripts** to monitor system health, automate backups, and enforce compliance baselines.
* Used **analytical skill** to perform RCA for recurring Linux memory and disk bottlenecks, tuning OS parameters for quarterly financial batch workloads.
* Supported **VMware vSphere**, managing snapshots, VM migrations, and performance improvements during quarterly peak loads.
* Implemented Windows system hardening policies as per CVE bulletins; automated patch validation and audit reports using PowerShell.
* Managed DNS/DHCP services for remote branches and data centers; diagnosed replication delays, stale DNS records, and DHCP scope overflows.
* Integrated **Active Directory logs with ELK Stack** and alerting systems for forensic tracking and real-time SSO event visibility.
* Documented CVE handling procedures, forensic investigation steps, and DNS troubleshooting workflows used in audit and compliance reviews
* Integrated CI/CD pipelines using Azure DevOps and Jenkins for configuration automation and application deployments across Windows/Linux environments.
* Built and maintained **SSO workflows** via **OAuth and SAML**, enabling secure authentication across internal financial systems.
* Used **Dynatrace and custom scripts** for monitoring server performance and resolving incidents related to Windows and Linux application stacks.
* Automated system scans and patch compliance reports via Windows PowerShell for Windows and Ansible for Linux, reducing audit issues.
* Created Visio network and application topology diagrams for audits and DR preparedness, including DNS, SFTP, and firewall documentation.
* Performed daily monitoring of server health, resource consumption, and job execution status.
* Automated system patching and performance reports via **Windows PowerShell and Ansible**.
* Participated in system recovery testing and documented restore procedures for critical apps.
* Leveraged **Google Cloud Platform (GCP)** to build a serverless data processing pipeline using Cloud Functions and Pub/Sub, improving scalability and reducing operational overhead. Automated deployment workflows on GCP with Cloud Build to ensure consistent releases.
* Utilized **Infrastructure as a Service (IaaS)** to create a resilient virtual network with load-balanced VMs, enabling high availability and disaster recovery capabilities. Implemented automated scaling policies to optimize infrastructure cost and performance.
* Developed IoT firmware and cloud integration for smart devices, collecting sensor data securely and performing edge processing for real-time alerts in the **IoT** ecosystem. Ensured end-to-end encryption and device lifecycle management for IoT security.
* Configured **Microsoft IIS** to host legacy web applications with URL rewriting and authentication modules to enhance user experience and security. Monitored IIS logs and performance counters to troubleshoot latency issues.
* Managed databases using **Microsoft SQL Server Management Studio (SSMS)** by performing regular query tuning and managing replication to ensure data consistency across environments. Created automated maintenance plans for database health.
* Produced comprehensive technical diagrams and flowcharts using **Microsoft Visio** to document application architecture and integration points, facilitating smooth knowledge transfer between teams.
* Implemented **XML** data exchange formats for integrating with external payment gateways and developed XML parsers to validate and process incoming transaction data.

**Sonata, Bengaluru, India**   **July 2013 - June 2018**

**System Engineer**

* Maintained **Red Hat and SUSE Linux** environments, performing daily health checks, patching, and performance reviews.
* Developed **Bash/Korn Shell scripts** to automate user management, log cleanup, and system monitoring.
* Administered **Linux (RHEL, SUSE) and Windows environments**, managing patching, backups, and application support via Ansible and Windows PowerShell.
* Configured and supported **Apache Tomcat and IIS servers**, applying web security best practices, SSL configuration, and firewall access rules.
* Created **SSO and OAuth-based logins** for internal web tools, supporting identity federation and access control policies.
* Administered **Microsoft IIS** servers by setting up SSL certificates, configuring request filtering, and tuning performance settings to ensure secure and efficient web hosting.
* Developed and maintained complex stored procedures, triggers, and views using **Microsoft SQL Server Management Studio (SSMS)**, improving data retrieval efficiency and supporting business reporting needs.
* Designed process workflows and network topologies using **Microsoft Visio**, facilitating clear communication of infrastructure changes to stakeholders and supporting project planning.
* Implemented security policies including **file permissions**, **firewall rules**, and **monitoring scripts**
* Participated in **on-call support**, ensuring timely resolution of issues during critical operation windows

**Education**

Master's in computer science University of North Texas August 2018 - August 2019

Bachelor's of Technology in Computer Science, India ￼ June 2009 - May 2013