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|  | **First Name**  **Last Name** | E. first.last@gmail.com  C. 347-000-0000  City, NY 10000 |

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| **OBJECTIVE**  Hard working, dependable Linux System Administrator seeking position within a growing or strong organization today  **Education and Training**  B.A  Some College  **TECHNICAL SKILLS**  **Operating System**: Redhat/CentOS, Ubuntu and Windows  **Computer Languages**: Linux scripting in bash  **Networking**: NIC Bonding, DNS, FTP, SFTP, SSH, SCP, NTP, NFS, TCP/IP, LAN, WAN, Ethernet config  **Database**: Installation and configuration experience in Access, Oracle, Informix, MySQL  **OS Applications**: SVM, LVM, Veritas, Jumpstart, Kickstart, Active Directory, MS office suite, Sendmail, Apache, rsyslog etc.  **Hardware:** HP DLs, Dell R series, etc.  **Storage**: Sun SAN, HP MSA, Hitachi  **Monitoring Tools**: Sitescope, Spiceworks and Nagios  **Virtualization**: VMWare, Citrix Xen, Oracle virtualization  **Change Management/Ticketing**: ServiceNow and ServiceDesk Plus | **Classes/Courses**  Complete Linux Training Course - udemy.com  Linux Troubleshooting Course - udemy.com  **Work Experience**  **ABC**  *Linux System Administrator | New York City, NY   01/2015 to Current*   * Perform installation, configuration and management of Linux servers that runs Braintree mobile and web payment applications for e-commerce payment processing. * Three main applications are Checkout UI, Payment Method Types and Customer Data. * Manage 3 infrastructure environment, (production, QA and development) consisting of approximately 7000+ virtual machines and 500+ physical servers. * Log and troubleshoot issues reported by customers such as Uber, Airbnb, Dropbox, Skyscanner, Pinterest, Nokia and PagerDuty. * Support a mix of HP and Dell hardware running multiple operating systems (Redhat, CentOS, Ubuntu, Windows and some SUSE). * Solve infrastructure related issues by collaborating daily with peers and other teams in the Braintree ecosystem to answer merchant questions. * Collaborate via Slack (Braintree internal chat tool) channel to crowdsource answers to tough questions that come from our merchants and to serve as a technical knowledge hub for other teams. * Management of monitoring tools such as Nagios and Sitescope which covers about 90-95% of infrastructure devices. * Manage, monitor and test individual and group user access privileges and security. * Analyzing and interpreting system and application log files. * Install, configure and manage of services such as DNS, NTP/Chronyd, HTTP, NFS, FTP, Sendmail, OpenLDAP etc.) * Perform incident analysis like process management, CPU and memory analysis to quickly recover from service interruptions, and to prevent recurring of issues. * Filesystem management, system upgrade, software patches using yum and rpm tools. * Experience with logical volume management (LVM), analyzing the disk usage and create disk partitions. * Respond to high volume of support tickets reported by service desks. * Working knowledge of virtualization (VMWare). * Write and maintain documentation such as instruction guides, troubleshooting procedures, incident process, SOW, Root cause analysis etc. * Create and manage Solaris Jumpstart and Linux Kickstart servers and processes to automate and standardize the installation process, reducing installation time by 35% and post-installation errors by 50%. * Document and implement a disaster recovery plan that included backup schedule policies, regular testing, and off-site recovery plans to ensure data integrity and assurance. * Install and configure LDAP servers to authenticate between Linux, Apple and Windows environments. * Improve overall system's performance and reduce cost by introducing new technology.   **XYZ**  *Help Desk Associate |  New York, NY   01/2014 to 01/2015*   * Break-Fix hardware and software related issues on desktops/laptops workstation and printers. * Troubleshoot issues that arise with Windows desktops/laptops from the network drop to the desktop/laptop prioritizing systems infected with viruses. * Maintained updated knowledge of company products and services to better provide customer support and service solutions. * Gathered customer and technology information to determine technical support level; escalated issues to the appropriate department as necessary. * Assisted team members and provide support and solutions to customer queries to meet company objectives. * Created spreadsheet reports regularly as required by manager for asset management, asset information of new hires' devices, etc. * Utilized Active Directory to add/remove users, unlock accounts and reset passwords. * Resolve tickets and request in in timely manner. |