

THANMAI D L

Bengaluru, Karnataka

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Skills

Technical: Computer Networking, Internet Protocol Suite (TCP/IP), Virtualization (KVM & Docker), Linux System Administration, Configuration Management (SaltStack), Git, Troubleshooting

Tools: Microsoft Office Suite, Atlassian (Opsgenie & Statuspage), Cloudflare, F5 Load Balancer, Zendesk, NS1

Programming: Bash, Python

Experience

Systems Engineer I

January 2023 – January 2024

Catchpoint

Bengaluru, Karnataka

- Managed daily team operations to ensure high uptime for global node infrastructure. Monitored, investigated, diagnosed, and resolved application, server, network, and infrastructure issues across various data centers and cloud providers (AWS, Azure, GCP).
- Performed sysadmin tasks, including configuring file permissions, user accounts, storage, file systems, networks, and security. Utilized troubleshooting tools like ip, traceroute/mtr, dig, tcpdump, nmap, netstat, top, lshw, df, journalctl.
- Coordinated the roll-out of multiple Catchpoint Agent releases and devised automation scripts (using Python and Bash) for OS/application patches and roll-outs using SaltStack.
- Built new nodes and executed node rebuilds to new environments using Packer images.
- Reviewed node capacity for existing nodes quarterly to ensure optimal resource allocation, adjusting resources as needed to balance cost-effectiveness and performance.
- Accepted and registered escalations from the Support team, taking immediate action to address customer incidents and closely tracking the progress of owned incident tickets to ensure timely resolution, updating them accordingly.
- Created knowledge base documentation for various technical processes, providing detailed instructions and solutions to common issues.
- Interacted with customers and executive management using written and spoken communication, providing status updates on major incidents and outages.

Education

Bachelor of Engineering in Information Science

July 2018 – July 2022

Global Academy Of Technology

Bengaluru, Karnataka

Certifications

Red Hat Certified System Administrator (RHCSA)

April 2024

Red Hat, Inc.

Cisco Certified Network Associate (CCNA)

October 2022

Cisco Systems, Inc.

Projects

oddball-infrastructure (Self-Hosted Homelab) | Ubuntu, Docker, Cloudflare, Git

February 2024 – Present

- Configured the domain "oddball.pro" for a homelab server and set up appropriate DNS records.
- Implemented SSH hardening measures, such as setting up password-less login with SSH keys and disabling root login, to enhance server security.
- Improved file transfer efficiency by implementing a network-attached storage solution using Samba and NFS.
- Utilized Cloudflare tunnels and the cloudflared application to safely expose the homelab server to the public internet.
- Deployed various open-source self-hosted services, including media streaming with Jellyfin, multimedia backup with Immich, and container management with Portainer, all within Docker containers.
- Configured and deployed a reverse proxy service (Nginx Reverse Proxy) Docker container to access self-hosted services using appropriate subdomains.
- Ensured smooth operation of the homelab server by installing and utilizing the server administration tool Cockpit for regular maintenance and rsnapshot/rsync for regular system backups.

Additional

Languages: Fluent in English and Kannada