

Site Reliability Engineer Site Reliability Engineer Site Reliability Engineer - Systems Administrators, Engineers Campbell, CA Seeking a varied and challenging Site Reliability Engineer position to utilize my vast experience to support and facilitate the organization's IT needs. Work Experience Site Reliability Engineer Various Inc - Campbell, CA June 2018 to Present Serve as an escalation point for other Systems Administrators, Engineers, and other technology teams in the resolution of server and system problems. Plan, schedule, test and perform software installation and upgrades.

Create and maintain documentation of systems and processes for existing and new systems Coordinate changes with application owners to ensure minimal user impact. Leverage automation tools like Puppet, in order to decrease end-to-end deployment times, reduce downtime, and increase reliability. Implement and maintain monitoring solutions at the server and application level in order to increase visibility into day-to-day operations and issues, Tivoli, Nagios, Solarwinds etc. Provide systems support by participating in rotational on-call support as well as performing recovery, maintenance and upgrades during weekend and evening hours. Manage the coordination, documentation and tracking of critical incidents ensuring rapid and complete issue resolution and appropriate closed loop to customers and other key stakeholders. Work upstream with Service Operations and Development to develop and maintain standard operator procedures and troubleshooting guides that improve time to mitigate. Good experience with Data center operations, VMWARE and storage applications. Senior Systems Engineer Armia Systems Pvt. Ltd May 2016 to April 2018 Participated in root-cause analysis of recurring issues, system backup, and security setup Worked on Jet Backup, Pyxsoft Anti Malware application and disaster recovery operations Monitored server performance and prevented resource exhaustion Maintained security and mitigated threats as new ones were identified Interacted with clients using LiveChat, Teamviewer, Mattermost, Pidgin, Skype etc Systems Administrator Syntrio Technologies Pvt. Ltd July 2013 to May 2016 Worked as a Team Leader ? Maintained web servers, file servers, firewalls, directory services, and user accounts ? Interacted with all other support teams in support of the UNIX Midrange account ? Worked on XenServer, Cron Job, Puppet, Mail Server Systems Administrator Quintet Solutions Pvt. Ltd July 2010 to August 2011 Resolved WHM and cPanel

related issues ? Experience in installation and troubleshooting of Linux Application Software and Tools from source as well as RPM ? Solved server problems regarding mail, Apache, firewall etc. ? Mastered Apache, OpenSSH, Exim, and DNS servers Systems Engineer Host Dime Pvt. Ltd November 2008 to February 2010 Provided third level response, analysis, and resolution for detected issues ? Set up user and group login ID's, password, network configuration, resolving permissions issues, user and group quota ? Advance level of experience in researching OS issues, applying Patches Education B.S in Computer Science and Engineering College of Engineering Kalloppara, Cochin University of Science And Technology - Kochi, Kerala Skills Data center, Data center operations, Nagios, Solarwinds, Tivoli

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