

LEON NUNES

System Administrator

Contact

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SKILLS SUMMARY

- Linux Server Administration
- AWS(EC2, VPC, IAM)
- Linux Server Hardening
- Python, Bash and Golang scripting
- Monitoring using Icinga2
- Ansible Automation
- Container management using Podman/Docker
- Load Balancing and reverse proxies such as Hapxroxy, Nginx.
- Terraform(AWS)

EDUCATIONAL HISTORY

St. Andrews College

Bachelors in

Information Technology

2015 - 2018

CERTIFICATIONS

- AWS Cloud essentials by AWS
- cPanel & WHM Administrator Certification by cPanel
- Docker Quick Start by LinkedIn

Personal Profile

My goal has always been about solving problems and helping people, I was fortunate enough to get into a job where I was constantly solving problems that customers had. I am highly motivated when it comes to solving complex problems and building robust solutions. I enjoy learning and I have a dedicated homelab I use for learning new technologies and building my skills.

Work History

NewFold Digital(Directi)

Hosting Product Specialist/ System Administrator

March 2021 - present

- Performed initial server configuration and OS hardening of Private servers using Ansible and bash scripts.
- Handle escalations from the L1 Support team.
- Manage and troubleshoot issues in shared/cloud servers of industry-leading hosting players like Bluehost, Hostgator, BigRock and Resellerclub.
- Monitored customer environments using industry-standard tools to identify and resolve issues such as unusual load spikes, spam, and network congestion.
- Configuring Networks, firewalls, Web servers, Mail, DNS, MySQL, FTP.
- Automated daily tasks using Bash, Python, Golang.

Senior Web Specialist

February 2020 - March 2021

- Collaborated with team members to build a tool that automated log parsing.
- Reduced escalation between teams by improving knowledge base/documentation
- Managed and directly supported 30 tier 1 agents by answering customer questions and providing technical expertise

Web Specialist

September 2018 - February 2020

- CPanel/Plesk troubleshooting.
- Providing direct assistance for customers with domain and hosting queries including Virtual Private Servers.
- Provided assistance with customer queries over chat, calls and tickets.

Scripts/Projects

- Linux Server Hardening using Ansible
- Google/MS team Webhook bots using Go and Python.
- Kafka aggregated dovecot postfix log parser

Presently learning

- AWS Fargate
- Kubernetes
- Cloud Services