

Ayaan Ahmad

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LinkedIn

SUMMARY

Detail-oriented Production Operations Engineer with hands-on experience in enterprise-scale data centers, specializing in rackmount and blade servers, RAID configuration, and virtualization technologies. Strong background in troubleshooting Linux systems, managing ticket workflows, and optimizing infrastructure processes. Skilled in server hardware, networking protocols, and process documentation with proven success supporting large-scale production environments.

TECHNICAL SKILLS

Systems & Hardware: Rackmount Servers, Blade Servers, Dell PowerEdge, Cisco UCS, RAID Configurations, iDRAC/CIMC, Hot-swappable Storage

Virtualization: VMware ESXi, vSphere, Virtual Machines, Resource Clustering

Operating Systems: Linux (Ubuntu, CentOS, Debian), Windows Server

Networking: DNS, DHCP, HTTP, VLANs, Subnetting, Network Troubleshooting

Scripting & Tools: Python, Bash, SQL Basics, Git, Jira/ServiceNow (Ticketing Systems)

Other: Incident Response, Rack Lifecycle Management, Process Documentation, Knowledge Base Creation

EXPERIENCE

Data Center Operations Assistant — City of Atlanta (2022 – Present)

- Supported large-scale data centers with enterprise rackmount and blade servers.
- Configured and managed RAID arrays, hot-swappable drives, and storage systems.
- Monitored and maintained virtualized environments (VMware ESXi/vSphere).
- Responded to hardware/software issues through ticketing systems, escalating and resolving incidents.
- Assisted in retrofits and hardware lifecycle management across multiple racks.
- Documented troubleshooting processes and contributed to internal knowledge base.

Homelab Engineer — Independent Project (2021 – Present)

- Built and maintained enterprise-grade homelab environment with Cisco rackmount servers (48 cores, 380GB RAM, 4TB SSD).
- Deployed Linux-based VMs for networking, DNS, DHCP, and automation testing.
- Automated server monitoring and VM provisioning with Python and Bash scripts.
- Simulated production incident workflows for ticketing and resolution practice.

Software Development Intern — Cabbage Soup (2023)

- Developed and debugged applications in Python with version control (Git).
- Assisted with backend integration, applying structured debugging and escalation processes.
- Gained exposure to production troubleshooting and collaborative workflows.

Co-Founder & Tutor — Rooh Review (2021 – Present)

- Taught STEM subjects (Math, Science, CS) to middle/high school students, including students with learning impairments.
- Strengthened communication and documentation skills by explaining technical concepts clearly.

EDUCATION

Georgia State University — B.S. Computer Science (In Progress)

Planning Transfer to Georgia Tech, Computer Engineering

Relevant Coursework: Networking, Operating Systems, Discrete Mathematics, Data Structures