

## PRAVIN JALINDAR BHAGADE

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## EXPERIENCE SUMMARY

- ❖ **Total 6.7+ Years** of professional experience in the Information Technology industry.
- ❖ Specialized experience in Linux, Hadoop and Hadoop security.
- ❖ **4 years** of experience in the field of Hadoop technologies at **Hortonworks** later merged with **Cloudera** as **Staff Product Specialist**
- ❖ **Subject Matter Expert/Backline Engineer for Hadoop Security.** Go to person for security related issues for Hadoop in APAC/EMEA.
- ❖ Providing technical support to Enterprise Customers for issues like Hadoop core including **HDFS, YARN, Security component (Knox, Ranger, Ranger KMS, Atlas, Solr), Zookeeper, SQL (hive), SSL, LDAP/AD**, remaining all other security config related issues.
- ❖ Diagnose problems, troubleshoot customer issues, and develop solutions to technical issues.
- ❖ Working knowledge on Public and Private cloud (Openshift, docker, K8,AWS)
- ❖ **Contributing to the Knowledge base writing technical articles** or answering queries over **HCC**.
- ❖ **Good Knowledge of SSL, LDAP/AD** setup and configuration and troubleshooting.
- ❖ Exceeding customer expectations by providing outstanding customer service.
- ❖ Good analytical and problem solving skills,
- ❖ **Highly charged, self-motivated, and ambitious** Support Engineer with the ability to work as a Team Leader

## CERTIFICATIONS

- ❖ Red Hat Certified System Administrator (**RHCSA**) in RHEL 6.0
- ❖ Red hat Certified Engineer (**RHCE**) in RHEL 6.0 Certificate Number: **140-149-857**
- ❖ **Online Certifications:** Udemy (Ultimate AWS Certified Solutions Architect Associate 2021), CKA, CKAD, DCA, Openshift, AWS Essentials
- ❖ **HDPCA:** CERTIFIED BADGE <http://bcert.me/sqzewnoq>
- ❖ **CKA:** [Certified Kubernetes Administrator:](#)

## TECHNICAL SKILLS

- ❖ **Big Data Ecosystems:** Hands-on experience in Hadoop, MapReduce, HDFS, Zookeeper, Ranger, Ranger KMS, Knox, Atlas, Solr, CDP, CDP-DC, CDP-Private Cloud
- ❖ **Databases:** MySQL, Postgres
- ❖ **Tools:** DbVisualizer, DBeaver, Excel, Tableau, squirrel, Teradata SQL client, HWX ODBC
- ❖ **Platforms:** Linux, Mac, Windows, AIX, Ubuntu,
- ❖ **Automation Tools:** Puppet, Saltstack, Foreman, Nagios, Docker, Check\_MK
- ❖ **Knowledge Area:** AD, LDAP, SSL, Kerberos, Openshift,K8,docker,AWS, Git.

## WORK HISTORY

### 1. Hortonworks Currently Merged with [Cloudera], Bangalore Cloudera Data Platform India Private Limited

Currently : **Staff. Product Specialist**

Feb 2021 – Present

- In addition to my previous role (**Support Backline engineer**).
- Goto person in APAC/EMEA hours for Security issues or Enterprise Pillar components.
- Help in Critical/Escalated issues and guide them to resolution.
- Develops and operationalizes team processes for solving technical issues within the CDM framework
- Performs periodic Closed Loop Review (CLR) and technical review of Cloudera product components to provide recommendations for continuous improvement of product quality and supportability.
- Locate and direct resolutions for critical issues related to hardware and software interface.
- Communicating with Account Management and Product Management team representing customer requirements.
- Collaborates with Support SMEs and Engineering on approaches to enhancing product quality and supportability
- Engages engineering resources as necessary to resolve product development-related issues and contributes to those solutions
- Impacts COE organization through thought leadership, and enhancing and developing new and unique techniques and approaches to achieving customer success.
- Facilitates and drives cross-functional collaboration.

**Role : Sr. Product Specialist**

Dec 2019 – Jan 2021

- Perform the role of a Subject Matter Expert (SME) on components like Knox, Ranger, KMS, Atlas, Infra-solr, Ambari, Zeppelin, Kerberos, SSL, AD, LDAP and all other components in which security comes of the HDP/HDF/CDP/CDH Stack.
- Work on complex issues along with the Front Line Support Engineers to help troubleshoot and resolve complex customer reported issues.
- Perform the role of a technical bridge between Front Line Team and Break Fix/Engineering.
- Write detailed runbooks and knowledge base articles for the components in the area of expertise. ● Own the automation requirements for the components in the area of expertise.
- Proactively engage on customer reported issues to bring down case resolution times.
- Root cause analysis reports on any Severity 1 incidents including recommendations to improve proactive management of Hadoop deployments
- Troubleshoot performance, scalability bottlenecks and suggest solutions
- Design and build advanced lab exercises for the components in the area of expertise.
- Conduct workshops to train support engineers.
- Ensured the critical customer issues are addressed quickly and effectively.
- GitHub documentation: <https://github.com/bhagadepravin/commands>

**Role: Technical Support Engineer,**

- Provided enterprise level support for Hortonworks and Cloudera Products.
- Troubleshoot **upgrade** related issues and fix them without impacting the production cluster. ● Ensured the critical customer issues are addressed quickly and effectively.
- Investigate product related issues and report to the Product Engineering Team.
- Provide status reports to management regarding security components cases.
- Closely work with the SME team and Engineering team to fix the issue and provide the quick resolution or hotfix to the customer based on the issue.
- Contributing to the Knowledge base writing technical articles or answering queries over HCC. ● Created some mind maps for support engineers that will help them in narrowing down the issue.

## **2. Total System Services (TSYS Company), Pune**

### **Role: *Unix/Linux Server Administrator I***

**Description:** Support OS related issue, Release activity on Application Servers, managing traffic through F5 Load balancers, Manages and Maintaining LDAP, RHN, CVS, Maven Release, etc. Monitoring servers, Fulfil Server Build requests.

Coordinate with application customer support till the issue gets resolved.

## **3. Synechron Technologies Pvt. Ltd., Pune**

9 Sep 2014 – 15<sup>th</sup> Jun 2015

### **Role: *System Administrator***

**Description:** Install, Configure and Troubleshoot Linux server and Network related issues. Manage user access privileges, fix hardware issues. Setup mail and FTP for end users. Perform process management. Automate administration tasks through use of scripting.

## **Synechron Technologies Pvt. Ltd., Pune**

**Client:** Appnexus .Inc, US

**Role:** *Offshore SysOps*

**Description:** Support hardware, OS, Network, Infrastructure Services, and up/down monitoring/alerting.  
This includes deploying, monitoring, troubleshooting and granting access to systems.