Burhanuddin Dawood Mandasourwala

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OBJECTIVE

To orchestrate cutting-edge DevOps strategies, leveraging cloud technologies, automation, and a strong Linux foundation, to architect robust, scalable, and high-performing IT ecosystems that fuel innovation and business success

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PROFESSIONAL PROFILE

Experienced IT professional with a 6-year track record which includes 4-Year experience in multi-cloud and Linux-based systems support with troubleshooting and implementing expertise across AWS resources physical systems. Accomplished 1-year tenure as an Associate Technical Support Engineer, skilled in swiftly resolving production issues and enhancing team efficiency. Currently excelling in Application Support, managing functions and collaborating with SRE (L2) engineers for development, seeking a dynamic DevOps role to apply technical progress for organizational growth.

PROFESSIONAL EXPERIENCE

18th August 2022 – Present   JPMORGAN CHASE & CO, Application Support Engineer

- Actively supporting in maintaining and optimizing cloud-based applications on AWS, working on services such as EC2 Instances, EKS (Elastic Kubernetes Service), ECS (Elastic Container Service), and CloudWatch, as well serverless components which including Lambda functions, Glue Jobs, and Step-Functions, to streamline data processing for application, contributing to enhanced system performance and operational efficiency.
- Working closely SRE & Developer teams to ensure smooth operations and continuous monitoring of applications and maintaining its uptime.
- As a BAU have been participating in creating process level Automation with help of Python & shell scripting which is used for log maintenance and analysis, resulting in initial progress towards streamlining data processes.
- Supporting application availability with help of monitoring and alerting tools, such as Splunk, Geneos Monitoring, Grafana, and Data-Dog, which promptly help us to respond to incidents, minimizing downtime and ensuring optimal performance.
- Actively participated with SRE/Developer team for implementation and optimization of Jules CI/CD pipeline for making enhancement at infrastructure and code level changes.
- Also actively working on Jira, process and creating documentation over confluence for recording technical processes/troubleshooting, workflows, and best practices, contributing to the knowledge base and facilitating knowledge transfer within the team.

2nd August 2021 – 17thAugust 2022   Red Hat, Pune, Associate Technical Support Engineer

- Handling customer cases for various production-level issues, which include complete system downtime, slowness, kernel-level errors, and providing suggestions on tuning the system for suitable applications & databases.
- Working as the first point of contact for technical issues and engaging with customers over remote sessions/telephonic discussions to expedite issue resolution.
- Also used to work on finding differences/issues with product components and collaborated with the product engineering team to resolve them by raising bugs.
- Incorporate in providing findings for troubleshooting/informative knowledge base from users and internal team collaboration.

18th July 2017 – 1st August 2021   NETMAGIC SOLUTIONS (NTT Com), Mumbai, Senior System Admin.

- Provided assistance as a Linux and AWS admin, where I used to perform daily administrative tasks such as troubleshooting business-impacted issues and worked on their change request on infrastructure, which including extending/Add new storage on server via LVM or NFS, user account management, configured remote logging using rsyslog in Linux and executed security-level patching and OS upgrades.
- Implemented OS hardening and infra-management per organizational guidelines, including BIOS, Firmware, and ID-rack/ILO upgrades on physical servers.
- Leveraged AWS services for enhanced system functionality, including provisioning EC2 Instances and S3 buckets, and supported BAU troubleshooting based on customer requests.

EDUCATION

March 2017	**K J Somaiya Arts and Commerce, Mumbai, Maharashtra.**
	Bachelor in commerce (B.Com)
	Performance: CGPA 4.40

February 2014	**NKTT College, Thane, Maharashtra.**
	Higher Secondary Certificate (HSC)
	Performance: 72.31%

March 2012	**JVM New English School, Thane, Maharashtra.**
	Secondary School certification (SSC)
	Performance: 58.36%

CERTIFICATION & TRAINING

Jetking Institute, Thane, Maharashtra
- **Jetking Certified Hardware and Networking Professional CLOUD (JCHNP)**

Performance - "Sem - 1" - 62%; "Sem - 2" - 72%

RST Form, Mumbai, Maharashtra
- **Cisco Certified Network Associate (CCNA)**
    - Certification ID - CSCO13174651
- **Cisco Certified Network Professional (CCNP)**

RST Form, Mumbai, Maharashtra
- **Red Hat Certified System Administrator\Red Hat Certified Engineer (RHCSA & RHCE)**
    - Certification ID - RHCSA: 210-176-293 (RHEL-8)

Sadhiq Institute, Thane, Maharashtra
- **AWS Certified Solutions Architect – Associate**
    - Certification ID: F99JXQPBKJB11HKL

Skills

Operating System	**→ Ubuntu, SUSE, RedHat, CentOS.**
Scripting Language	**→ Shell, Python (Basic).**
C.I Tools	**→ Jenkins**
Version Control	**→ GIT, GitLab, Bitbucket.**
DevOps tools	**→ Jenkins, Maven, Docker, Kubernetes, Container, Ansible, Terraform, Docker Swarm.**
Monitoring tools	**→ Splunk, Datadog, Grafana, Checkmk, Geneos.**
Cloud Environment	**→ AWS, VMWare ESXI.**
Ticketing Tool	**→ Service-Now, salesforce.**
Project Management/Bug Tracker	**→ JIRA, Confluence.**
AWS	**→ IAM, EC2, ELB, S3, RDS, Route53, VPC, CloudWatch, SNS, EKS, ECS, Lambda, Step function, Glue Job, Event Bridge, CloudFront, Elastic-Cache, EBS.**
Other Tools	**→ putty, WinSCP, Postman.**

Personal Information

Date of Birth	**→11th April 1996 (Mumbai)**
Citizenship	**→ Indian**
Marital status	**→ Married**
Language	**→ Hindi; English; Marathi; Gujarati.**
Blood Group	**→ B(+)**
Passport No	**→ N5236380**

I hereby declare that the above-mentioned information is correct up to my knowledge & I bear the responsibilities for the correctness of the above-mentioned particulars.

Place: - Mumbai