Chaitanya Ambaselkar

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Senior Linux Administrator

10+ years experienced & result-oriented Senior Linux Administrator & DevOps Professional possessing in-depth knowledge of cloud-based technology for handling development, configuration & deployment of critical infrastructure & services. Adept at conceptualizing and implementing strategic initiatives to optimize operations and streamline multiple points of the Development Life Cycle. Armed with a track record of deploying complex MicroStrategy concepts and administering servers to facilitate business intelligence and optimize infrastructure performance. Proficient in liaising with key stakeholders to resolve escalations and deliver compelling value to end-users.

KEY SKILLS

• DevOps and Linux Administration • Infrastructure Management • Cloud Technology & Computing • Technical Leadership • Database Administration • AWS Instances • User Servicing • Stakeholder Management • Microstrategy Business Intelligence • Scripting • Load Balancing • Quality Assurance • Migration • Server Maintenance • Technical Documentation • Issue Resolution

TECHNICAL SKILLS

- **Business Intelligence Administration** - MicroStrategy
- **DevOps Tool Chain** - **Jenkins**, Ansible, Docker, Kubernetes, Git, GitHub, **GitLab**, Puppet, **Nagios**
- **Databases** - **MySQL**, PostgreSQL, SQL Server 2008/R2/2012
- **Operating Systems** - **Linux** (CentOS, RHEL, Slackware, Ubuntu, Debian), Windows Server 2003, 2008, 2012
- **Application Administration** - **Bugzilla**, OTRS Helpdesk, ntop, **Zabbix**, Wordpress
- **Servers & Virtualization Servers** - **Apache Tomcat**, SVN, Sendmail, **Zimbra Mail**, JBoss, VMWare ESXi and **KVM technologies**
- **Misc. - ITIL,** Bugs Reporting Tools; **Monitoring Tools** - ntop, Zabbix, Nagios & rsyslog; **Bash Scripting**

PROFESSIONAL EXPERIENCE

Dunnhumby IT Services India Pvt. Ltd.

Senior Linux Engineer   Gurugram, IN | 📅 Aug '15 - Present

Spread across 27 countries & a global leader in Customer Data Science to analyze data and insights from 800m shoppers across the globe

- **Mentoring** the **new employees** on technologies & institutional knowledge while directly reporting to the **Technical Manager**

Linux & DevOps Infrastructure
- Leading & developing technical expertise in Linux, Storage and **MicroStrategy Administration** to oversee tasks like:
  - Migration of object & project, user administration, security, project delivery & server/backup maintenance
- Supervising and maintaining **HP Blade** and enclosure hardware by deploying **HP OneView**
- Administering the **DevOps tools chain** & directing **storage systems** like HP 3PAR, **EMC Isilon** & **Quantum StorNext**

Issue Resolution & Stakeholder Management
- Collaborating with service providers to facilitate repairs & **resolve 3000 tickets annually** pertaining to hardware issues
  - Coordinating with **service providers** like **HPE, EMC,** Quantum, Logicalis, **Peak10** & Violin on a day-to-day basis
- Playing an instrumental role in ensuring **periodic maintenance** of **4 data centers** on a quarterly basis
- Participating in **on-call rota** for maintaining critical infrastructure as a pivotal senior member of the team

Key Achievements
- **Reduced SLA breaches** by **5%** & ensured **99% up-time** of critical infrastructure including production servers
- **Formulating** and maintaining up-to-date **process documentation** for ~2.5k end-users and technical users

InfoCepts Technologies Pvt. Ltd.

Linux Administrator   Nagpur, IN | 📅 Nov '11 - Jul '15

Winner of 8 International Data Visualization Awards delivering Business Analytics & Information Management System solutions for 200

MicroStrategy Infrastructure Management
- Developed and maintained **technical lead** for Linux and MicroStrategy Administration w.r.t tasks like
  - **Backups, MicroStrategy** for Linux administration and **MS SQL** administration for metadata & warehouses
  - Project and object migration, management of applications on Apple Appstore, user administration and security
- Led the initiative to **migrate** from **VMWare ESXi** to **KVM** on CentOS for enabling **maximum utilization** of **server hardware**
- Designed, developed & managed **MicroStrategy infrastructure** to enable project delivery by Administration & Project Teams

- Developed and maintained mission-critical infrastructure spanning **Rack Mount servers**, backup servers and **applications**

AWS & Escalation Management
- Liaised with vendors to resolve **~60 monthly tickets** pertaining to **complex hardware & software escalations**
- Created & maintained **AWS instances** while managing POC/technical architecture for new tools & technologies

Key Achievements
- Led a team of **4 Linux/Desktop Engineers** while eliminating **manual intervention** in **service delivery**
- Developed **infrastructure monitoring** environment via **Zabbix** & played a key role in maintenance activities & on-call rota
  - **Ensured 99% service availability** & facilitated effective **project delivery** and **client services** for stakeholders
- Designed & deployed backup policies & drafted **~15 technical documents** for the **IT team** of **11** members & **~700 end-users**
- Implemented **ITIL compliant service ticketing tool** using OTRS & designed reports to minimize & **eliminate SLA breaches**
- **Consolidated** MS SQL **servers** & MicroStrategy environments on Linux to achieve significant **savings** w.r.t **licensing costs**

White Digital Media

Linux Administrator
Mumbai, IN | 🗓 Mar '11 - Nov '11

Offers wholesale books, periodicals & newspapers with ~250 employees updating global executives around business news & lifestyle trends.

AWS & Server Management
- Maintained & administered **DNS** records for **150+ websites** & updated the code deployment to initiate & manage **versioning**
- Administered Amazon Web Services (**AWS**) **Cloud profile** while maintaining Bash & **Amazon EC2 scripts**
- Maintained & administered **Varnish Cache Servers** on **Ubuntu Amazon Instances** to store static content & **reduce latency**

Infrastructure Management & Policy Formulation
- Defined & executed backup policies using **rsync** & designed **technical documentation** for the **Infrastructure Team**
- Played an instrumental role in supporting critical infrastructure to **enable server backup** by participating in **on-call rota**
- **Monitored infrastructure** and ensured availability on call while **coordinating** with **CEO** & directly **reporting** to the **CTO**

Key Achievements
- Ensured **99% up-time** of AWS instances & maintained daily backups via **AWS Snapshots** using scripts
- **Deployed AWS** to host **30+ high volume websites** with **100,000+ hits/month** each via elastic **load balancing**

Inspirebridge Technologies Pvt. Ltd.

Senior Systems Administrator
Nagpur, IN | 🗓 Mar '08 - Mar '11

Offers Application Integration, Infrastructure Management, Consultancy & Application Development to clients across colleges & universities.

- Led a team of 4 to design **backup policies** & created the entire **Active Directory infrastructure**

Server Configuration & Administration
- Configured, maintained & administered **web server** using **Apache HTTPD** & database server using MySQL on **CentOS**
- Configured, maintained and administered **file server** using **Openfiler NAS** & database server using **MS SQL** Server 2005
- Developed & administered Active Directory while configuring & maintaining **Web Server** using **IIS** on Windows Server 2003
- Configured, maintained & administered **mail server** using **Zimbra** & proxy server using Squid and DansGuardin on CentOS
- Configured, maintained and administered **Visual SourceSafe versioning** on Windows Server 2003

Symantec

Software Quality Analyst Engineer
Gurugram, IN | 🗓 Sep '07 - Mar '08

Provides cyber security software and services headquartered in US with 12,518 employees generating revenues of USD 401.9 crores in '17

- Rendered critical assistance as a key member of the Solaris Veritas File System **Quality Analysis team**
- Tested the **VxFS build** for Solaris while installing the packages, running the tests and uploading the results on the portal

CERTIFICATIONS

- **Micro Strategy** Certified Platform Administrator - 9.3.1 | Oct '13
- **Microsoft Certified Technology Specialist**, SQL Server 2008 - Implementation and Maintenance | Oct '12
- **Red Hat Certified** Technician | Feb '06

EDUCATION

Bachelor of Engineering - Computer Technology

Nagpur University - Rashtrasant Tukdoji Maharaj
Nagpur, IN | 🗓 Oct '02 - May '07