**Chaitanya Ambaselkar**

**Senior Linux Administrator**

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| **chaitanya.ambaselkar@gmail.com** | **+91 98602 58532** | **Gurugram, IN** |

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 & implementing strategic initiatives to optimize operations & streamline multiple points of the Development Life Cycle. Armed with a track record of deploying complex MicroStrategy concepts & administering servers to facilitate business intelligence & optimize infrastructure performance. Proficient in liaising with key stakeholders to resolve escalations & deliver compelling value to end-users.

**KEY SKILLS**

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

**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** **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**

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**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 customers.*

**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 & managed **MicroStrategy infrastructure** to enable effective 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 achievesignificant **savings** w.r.t **licensing costs**

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**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 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**

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**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

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**Symantec**

**Software Quality Analyst Engineer** Pune, 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