Chetan Sharma

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Muscat, Oman

Technical Skills

OS:
RHEL 6,7,8,9
Ubuntu Linux,Unix,Windows

Backup:
Veeam, Backula

Virtualization:
Kvm, HyperV, RHV

Webserver
Apache-tomcat
Apache http server / Nginx

Cloud computing
Redhat Openstack
AZURE , AWS

MDM:
SOTI, IBM360

Monitoring Tools
NagiosXi, Nagios Core,
Zabbix, Sensu,
Granfa+Prometheus+node_
exporter

Middleware Tools
IBM MQ, ActiveMQ,
Tomcat, Weblogic

Ticketing Tools
OTRS, Jira, ServiceNow

Technical Certifications
RHCE, RHCSA, ITIL V3,
Rancher K8s, Ubuntu
Administration, C++

Current Working Technologies:
Satellite, RHV, Openstack,
Openshift, IDM, Ansible
Tower, STF, Grafna, Cisco
Hardware, Netapp,

B. Tech in Electronics and communication Engineering, having 15+ years of System Administration experience in IT industry with Linux and Open-Source technologies in Enterprise Data Centers. Deep expertise in administration and implementation of Linux & Windows systems. Good implementation experience in emerging technologies like Virtualization, Cloud and Automation

OBJECTIVE:

Seeking a job to utilize my skills and abilities that offer personal growth while being resourceful, innovative and flexible.

PROFESSIONAL STRENGTH:

- ➢ Having **14 + years** of experience as a Senior System Administrator and cloud Engineer.
- ➢ Having experience in managing **Openstack Cloud infrastructure deployment.**
- ➢ Having good experience in Automation, DevOps tools.
- ➢ Knowledge on public cloud Azure / GCP / AWS.
- ➢ Having experience of working in world's largest project **AT&T (AIC), US , GSL (aviation) Qatar and Vodafone, Oman**
- ➢ Having good experience in Cluster computing.
- ➢ Having experience in Data center management.
- ➢ Having good knowledge of data Backup infrastructure.
- ➢ Having good knowledge in cluster computing.
- ➢ Having experience in managing team and a good team player.
- ➢ Having good communication and interpersonal skills.

PROFESSIONAL EXPERIENCE SUMMARY

Currently working with OMAN DATA PARK, **Muscat, Oman since** 23rd Jun 2022**.**
Designation: **Senior infrastructure Specialist**
Client: Vodafone, Omantel, Bank Muscat.

ROLES AND RESPONSIBILITIES

Private Cloud - Redhat OpenStack, Openshift, Redhat Virtulization, IDM, Ansible Tower.

- ➤ Experience as an OpenStack administrator in creating, tenants, managing users, roles, security groups, domains, services, endpoints; managing quotas, instances, snapshots, creating new images; managing and creating networks, routers, subnets, allocation pools; managing swift objects, cinder volumes.
- ➤ Build, test, and deploy scalable and highly available OpenStack private cloud environments.
- ➤ Experience in Openstack minor and major upgrades.
- ➤ Manage OpenStack infrastructure upgrades via Ansible, expansion, expansion, scaling, troubleshooting and debugging.
- ➤ Upgrading security/config related packages on both compute and controller nodes via Ansible.
- ➤ Expertise in troubleshooting OpenStack issues from fault detection, fault isolation and resolving many key issues.
- ➤ Configuring the OpenStack components keystone, glance, neutron, cinder, swift, Heat and ceilometer.
- ➤ Co-design, implement, and manage hybrid virtualization and containerized platforms based on OpenStack, VCF and/or Red Hat OpenShift ensuring platform stability, performance and compliance with industry standards and best practices.
- ➤ Collaborate with architecture and engineering teams on technology stack component evaluation and selection ensuring solutions are designed following best practices and optimized from both functional and non-functional perspectives.
- ➤ Conduct regular capacity planning exercises to anticipate and accommodate the growing demands on the virtualized environment, ensuring it meets current and future requirements.
- ➤ Develop and implement plans to enhance the reliability of the computing infrastructure, addressing potential points of failure and ensuring high availability of services.
- ➤ Explore, analyze, and implement performance optimization strategies for the cloud computing environment, ensuring optimal resource utilization and responsiveness.
- ➤ Collaborate with relevant teams to conduct regular performance assessments and implement improvements based on findings.
- ➤ Prepare and participate in complex changes to production environments supporting operational teams.
- ➤ Debugging logs for understanding component failures, Identify the bugs and reporting to concerned team.
- ➤ Provide L3 expert support including on-call shifts with focus on immediate incident management and resolutions, such as outages, breaches, and system failures.

- Write and maintain relevant documentation ensuring completeness and quality. Prepare and provide trainings for operational teams in the related technical domains.
- Collaborate with security management teams to ensure that systems are safe and secure against cybersecurity threats.
- Work closely with process management and operational teams and contribute to process development standardizing collaboration framework and improving collaboration efficiency.
- Coordinate, supervise, and validate activities.
- Manage Current Working Technologies upgrade, expansion, scaling, troubleshooting
- Troubleshoot and fix infrastructure and customers services incidents.
- Installs, configures and maintains approved system hardware and software components.
- Implements predetermined software or hardware changes to rectify any issues.
- Collects and maintains tracking and configuration documentation and plans.
- Manage provided IaaS and PaaS customers services.
- Generates and validates IT system baselines, including validation of documentation.
- Ensures Infrastructure system security baselines are met and security improvements are implemented across the server environments.
- Generates processes to ensure appropriate user privileges and access granted, ensuring data integrity and security is met.
- Works across teams to ensure Infrastructure system upgrades and service pack deployments are implemented with minimal impact to production operation.
- Recommends updates to operating systems to deliver cost benefits without reducing production performance and availability.
- Analyzes data from monitoring activities and define comprehensive, system wide improvements.
- Monitors performance and proactively identifies uptime issues, making recommendations for eliminating those issues.
- Actively monitors and publishes the availability plan discussing the ability of the infrastructure to meet the availability requirements of the business.
- Works with vendors and architects to understand their technology roadmaps
- Develops plans to adopt new technology.
- Administers virtual in physical environments.
- Administers infrastructure platforms and solutions
- Executes capacity management for systems.
- Installs and configures new systems expansion.
- Installs and configures new storage systems.
- Administers SANs and NASs.
- Defines process for disk space provisioning and executes disk space provisioning.
- Monitors and reports on disk performance and utilization.
- Analyzes storage system behavior and baselines to resolve complex IO problems.
- Recommends storage system layouts according to data usage behaviors and criticality.
- Validates and executes disk space provisioning process.
- Maintains and controls backup and replication solutions.
- Administers archival, backup and replication activities such as installing, upgrading, configuring, and scheduling and monitoring jobs.
- Coordinates data and systems replication procedures.
- Defines and ensures implementation of data replication and business continuity processes.
- Maintains and controls the tape library.
- Maintains and controls the tape library and manages the shipment and transporting of tapes.
- Analyzes data from monitoring activities and define comprehensive, system wide improvements.
- Providing L3 support to Openstack, Openshift, RHV, Satellite, IDM, etc.
- Handling L3 cases in Jira along with on call support.
- Involved in Openstack architecture design where Openshift needs to run over Openstack.
- Handling capacitiy palnning for openstack, ceph Storage, NetApp and Openshift.

- Handling Openshift minor and major Upgrades.
- Handling Linux and windows patching.
- Handling backup and restoration on Openstack Instances using Veeam backup and for Openstack Namespaces using Kasten backup solution.
- Created a test lab for Openstack and Openshift environment on a single baremetal server which saved the lot of cost for company to build the identical lab.

PROFESSIONAL EXPERIENCE SUMMARY

Worked for **IGT Solutions PVT. LTD., Doha, Qatar** from 25th Oct 2017 to 23rd Jun 2022.
Designation: **Technical Specialist**
Client: SITA, HIA, Qatar

ROLES AND RESPONSIBILITIES

- Preparing reports of health of all the sites, and keeping relevant stakeholders informed.
- Escalating issues to a higher-level till their closure.
- Deployment of EAR & WAR files on Web Sphere Application Server and Network Deployment Manager.
- Installation and configuration of Weblogic & WebSphere application server & Webserver in different environments.
- Configured WebSphere Application Server with Database.
- Configuring of JDBC Providers, Data Source, Virtual Hosting.
- As per the requirements planning and implementation of Fix packs, refresh packs & Migration of version.
- Creating Nodes, clusters and cluster members.
- Generating and implementing the SSL certificates in Different environments.
- Administrating and monitoring tasks related to the support of the Weblogic Application Server with OEM.
- Coordinate with different teams like DB, OS & Network teams.
- Preparing RCA's and coordinating with respecting teams.
- Fault and Performance management using **Prometheus and Grafana.**
- Deployment and upgrade of **various sites like Pre-prod, Production and DR,**
  Using DevOps tools like **Docker, Kubernetes, Ansible, GIT, Jenkins, JIRA.**
- Handling local users and onsite users daily based operation.
- Administration of various databases Oracle, Mysql, MSSQL.
- Administration and Managing MSSQL Always using windows failover cluster.
- Deployment and administrating various scripts running on Unix servers.
- Installing new OS and configure various Unix related services.
- Server and application migration from data center to data center.
- OS and application upgrade on timely manner.
- Administrating various sites using NagiosXi.
- Created custom Nagios Plugins for existing running application at HIA Airport (MOI).
- Administration of Docker environment using portainer.
- Day to day troubleshooting of the Applications based on JIRA tickets.
- Executing change on all sites.
- Handling outage and failover of site with minimum downtime.

- ➢ Administration of IBM MQ server which includes traffic redirection to multiple sites.
- ➢ Managing Mobile Devices using SOTI MDM server.
- ➢ Managing Informatica Servers.
- ➢ Administration of MSSQL servers and Managing MSSQL replication between multiple datacenters.
- ➢ Giving support for various ARAS applications like DAS, APP, ITC, etc. built by SITA.

PROFESSIONAL EXPERIENCE SUMMARY

Worked for **Ericsson global India pvt ltd, Gurugram from** 4th Apr 2011 to 23rd Oct 2017**.**
Designation: **Senior Solution Integrator**
Client: T-Mobile, AT&T.

ROLES AND RESPONSIBILITIES

- ➢ Deployment of **Kubernetes cluster on openstack cloud and bare metal servers**.
- ➢ Fault and Performance management using **Prometheus and Grafana.**
- ➢ Deployment and upgrade **Mirantis and Redhat openstack.**
- ➢ Using DevOps tools like **Docker, Kubernetes, Ansible, GIT, Jenkins , Gerrit , JIRA.**
- ➢ Deployment of 5G cores as CNF, VNF.
- ➢ Handling local users and onsite user daily based operation.
- ➢ Manage backup using Netbackup and Commvault.
- ➢ Administration of various databases Oracle, Mysql .
- ➢ Deployment and administrating various scripts running on Unix servers.
- ➢ Installing new OS and configure various Unix related services.
- ➢ Server and application migration from data center to data center.
- ➢ OS and application upgrade on timely manner.
- ➢ Administrating various EMS and NMS like zabbix, Solarwind.
- ➢ Administration of Openstack cloud for AIC project.
- ➢ Day to day troubleshooting of the Openstack deployment tickets.
- ➢ Executing change on Openstack environment.

PROFESSIONAL EXPERIENCE SUMMARY

Worked for **Elevate Marketing India PVT LTD, Delhi from June' 2009 to April' 2011.**
Designation: **Linux/Unix Administrator**

ROLES AND RESPONSIBILITIES

- Administrating Linux server of India and remote location.
- Handling local users and onsite user daily based operation.
- Managing Windows and Linux Virtual server.
- Looking after SAMBA, NFS, DNS, and DHCP.
- Looking after license server like LUM and Flexlm.
- Day to day backup with Bacula open source tool.
- SVN server configuration and repository mirroring.
- Working on day to day in ticketing system.
- Installation and upgradation of packages.
- Day to day monitoring of 4 large Linux cluster.
- Monitoring server health, usage, mounts points.
- Giving support to various Cisco applications.
- Writing Shell script to automate various cluster operations.
- Works with storage and application team for any issue.
- Manage weekly and monthly planned activity like upgrade and reboot etc.
- Worked on day-to-day tickets in BMC remedy.
- Conducting CR management, Problem management for any change to infrastructure.
- Monitoring day to day   production jobs in Linux cluster.
- Managing Datacenter infrastructure.
- Managing Windows and Linux Virtual server.
- Looking after daily backups with EMC networker.
- Looking after SAMBA, NFS, tomcat and apache web servers.
- Troubleshooting issues for Linux servers and window PLM clients.
- Creating Virtual Machines on VMware Esxi, VirtualBox and KVM for development needs.

EDUCATIONAL QUALIFICATIONS

- **B. Tech** in **Electronics and Communication Engineering** from Rajasthan University in 2009.
- **Senior Secondary** from CBSE in 2005.
- **Secondary** from CBSE in 2002.

TRAININGS

- Docker and Kubernetes
- CI/CD, Ansible.
- Redhat openstack platform.
- Redhat Linux administration.
- AWS
- AZURE

PERSONAL DOSSIER

Date Of Birth	:	17.01.1987
Father's Name	:	Yagya Dutt Sharma
Permanent Address	:	I-366, 2nd Floor, Karampura, New Delhi -110015
Present Address	:	Unit-1, Street- 944, Zone-46, Al Mawaleh South, Muscat,Oman
Sex	:	Male.
Marital Status	:	Married
Hobby	:	Writing codes, Analyze new technologies

Declaration: -

I hereby declare that the above written are true to the best of my knowledge and belief.

PLACE: OMAN   **SIGNATURE**