

# Chetan Shinde

Technical Support Engineer • Pune • [REDACTED]

[REDACTED] • <https://www.linkedin.com/in/cshinde07/>

---

## SKILLS AND CERTIFICATION

- Red Hat certified Specialist in Containers and Kubernetes (11/2021 - Present)
- Red Hat Certified Specialist in Openshift (03/2023 - Present)
- Red Hat Certified System Administrator (04/2019 - 04/2022)

[REDACTED]

- |                     |                  |              |
|---------------------|------------------|--------------|
| • Openshift         | • AWS (EC2, IAM) | • Grafana    |
| • kubernetes        | • Jenkins        | • Icinga     |
| • Docker and Podman | • Git and GitHub | • ServiceNow |
| • Red Hat Linux     | • Prometheus     | • JIRA       |
|                     |                  | • Confluence |

## WORK EXPERIENCE

### Red Hat, Pune

*Openshift Technical Support Engineer*

03/2020-Present

- OpenShift administration experience in deploying and managing OpenShift 4.X clusters, including installation, upgrading and ongoing administrating around 9 Openshift clusters running over AWS EC2.
- Logging and Monitoring of OCP clusters and application using Prometheus, Grafana and Icinga. Resolve issues related to Pod, containers, services, nodes, PV and PVC running on clusters which require knowledge of underlying technologies such as Kubernetes, Openshift and Docker.
- Collaborated with development teams to ensure seamless integration of microservices with Istio, enhancing application reliability and observability.
- Understanding of operator-based installation methodologies on Openshift.
- Manage Jenkins CI/CD pipelines to automate the build deployment process.
- Maintain knowledge based articles on Confluence. Follow agile methodologies such as scrum. Working in sprint using JIRA and Miro board for retrospective.

### Capgemini Technology Service India, Airoli

*Associate Consultant*

06/2018-03/2020

- Handling tickets raised by users on the Service Desk plus tool.
- Continuous Monitoring of Red Hat linux, CentOS servers through Nagios Check\_MK.
- Perform weekend maintenance activity which includes patch maintenance and Deployment which includes running Jenkins jobs.

- Perform user creation and administration on windows Active Directory, O365, VMware.

**Orange Business Service** (S2 Infotech payroll), Vashi  
*Trainee Engineer*

06/2016-04/2018

- Handles customer Service request and Incident tickets for AVAYA IP phones and voicemail system along with IVR setup across APJ region.
- Working on AVAYA CM 5.2 and above versions and CMS R17 and R18 version.
- Responsible for co-coordinating with Telco vendors.

## **EDUCATION**

B.E. Electronics & Telecommunication, Graduation Year (2016)  
Vidyalankar Institute of Technology, Mumbai University - Mumbai