

**Masekwameng Mpho**

**Noordwyk Midrand, Gauteng 1682**

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## OBJECTIVE

1. Seeking a challenging and rewarding career as a Linux administrator and DevOps Engineer or Systems Engineer professional where I can contribute my knowledge and skills for growth and development of the organization. I am committed to make a change in my career and I will do anything to achieve my objective. I believe everyone deserves a chance to improve his/her life. I might not have the right number of experience but what I have is sincerity, dedication and passion to work hard. So I will make sure I will leave no stones unturned to satisfy my superiors and get the job done.

## Education

**University of South Africa : 2015 – 2020-ongoing**

National Diploma information Technology

Major: Computer Systems and Technology

**Gauteng Computer College: 1998-completed**

Diploma PC Engineering Networking

Major: Computer Hardware and Software

**Havatech College: 2000-Completed**

Diploma in Software development

Major: Software Engineering

**Boston College/ISETT SETA-2003**

National Certificate information-System NQF Level 5

Major: Computer information science and Support Services

**Edureka / online Training 2020-Completed**

Linux Fundamentals Certificate Training

**Edureka/ online Training 2020-Completed**

**DevOps Engineer Certificate**

**Key Skills**:

Containerization

Version Control

Database Management

Database administration

Load balancing

Configuration Management

Cloud Technology Management

Virtualizations

Cloud Computing

Server Maintence

Infrastructure Monitoring

Security and User administration

Shell Scripting

Networking &Configuration

Deployment & Provisioning

## CLASSES/COURSES

Professional Linux Training:

* Complete Linux Training Course – udemy online Course
* Linux Fundamentals Certicate Training – Edureka
* DevOps Engineer Certificate Training -Edureka
* Completed Linux for Cloud & DevOps Engineers –udemy-online Course
* Complete DevOps Training Course-udemy-online Course
* Completed Microsoft windows server 2016-udemy online Course
* Completed Linux Bash shell Scripting-udemy online Course
* Complete VMWare vSphere ESXI and vCenter Administration-udemy online course
* Completed IT Project Management –University of Pretoria

## AWARDS/RECOGNITIONS:

* Quality Service Recognition (SQR)

## TECHNICAL SKILLS:

## 

## DBMS: MySQL Database

**Operating System:** CentOS/Redhat, Windows, VMWare, Oracle Virtual Box

**Computer Languages**: Java. Shell scripting & python

**Networking**: Static IP assignment, NIC management, FTP, NFS, NTP/Chronyd, HTTPD, DNS/Bind, rsyslog etc etc.

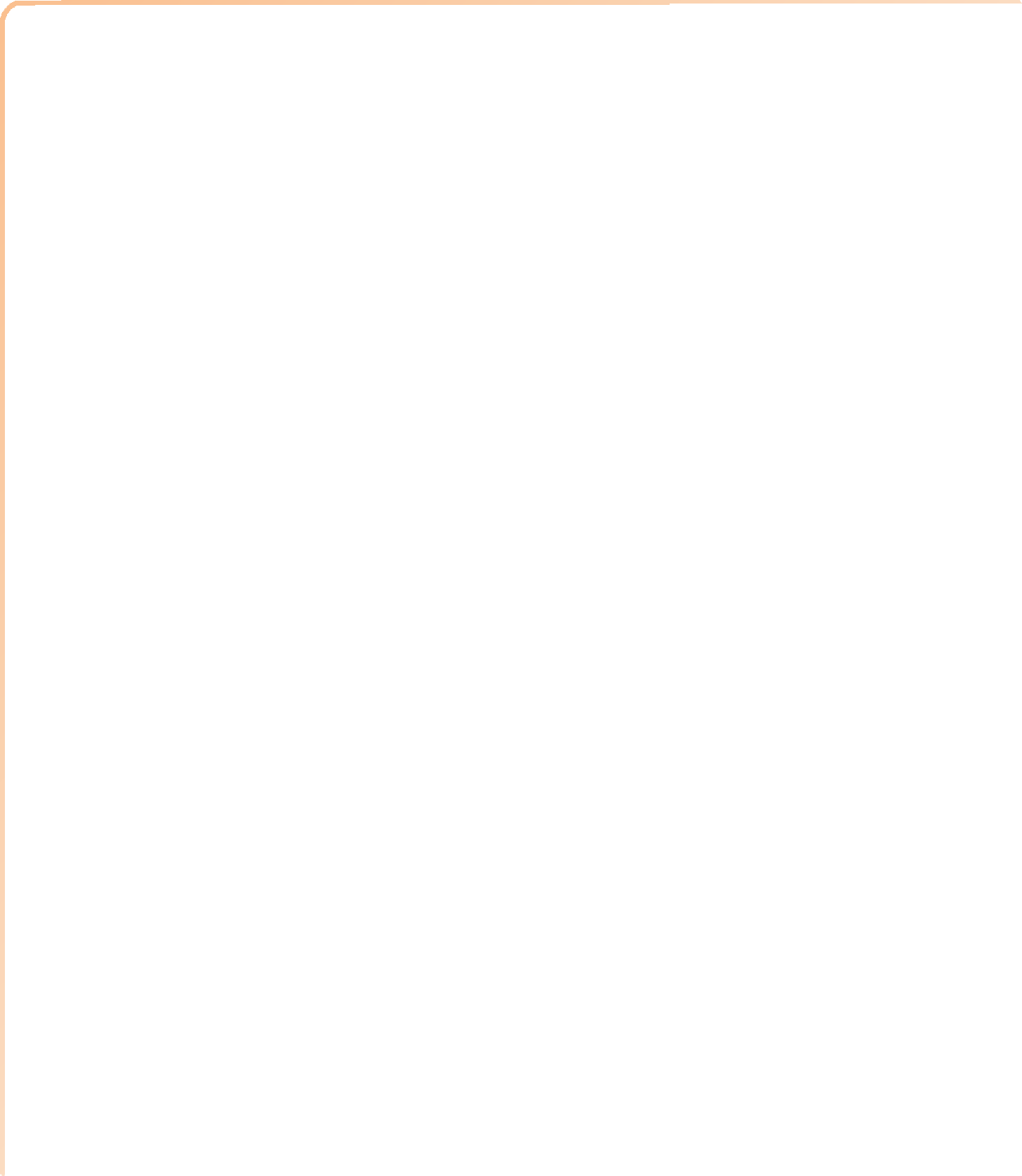
**Version Control Systems:** Git.

**Automation/Build Tools:** Jenkins and jnLp slave Node, Docker, puppet, Ansible, Kubernetes,Terraform and Nagois

**Virtualizations: VMware, Esx**/Esxi.Docker, Amazon aws/Ec2 Cloud and Xen

**Platforms:** Linux, Unix,iOS and windows

## HIGHLIGHTS OF QUALIFICATIONS:



* Remarkable experience in automating rapid provisioning
* Huge knowledge of managing large server environments
* Deep knowledge of Symantec Netback up and virtualization technology
* Solid understanding of Linux and web server security
* Familiarity with SAN & NAS technology
* Amazing ability to implement projects
* Excellent customer service and interaction skills
* Knowledge of different hardware vendors

## Experience

**OVH Studio – Gauteng**

Jun 2017 to Current

DevOps Engineer

Self-Employed/Consultant

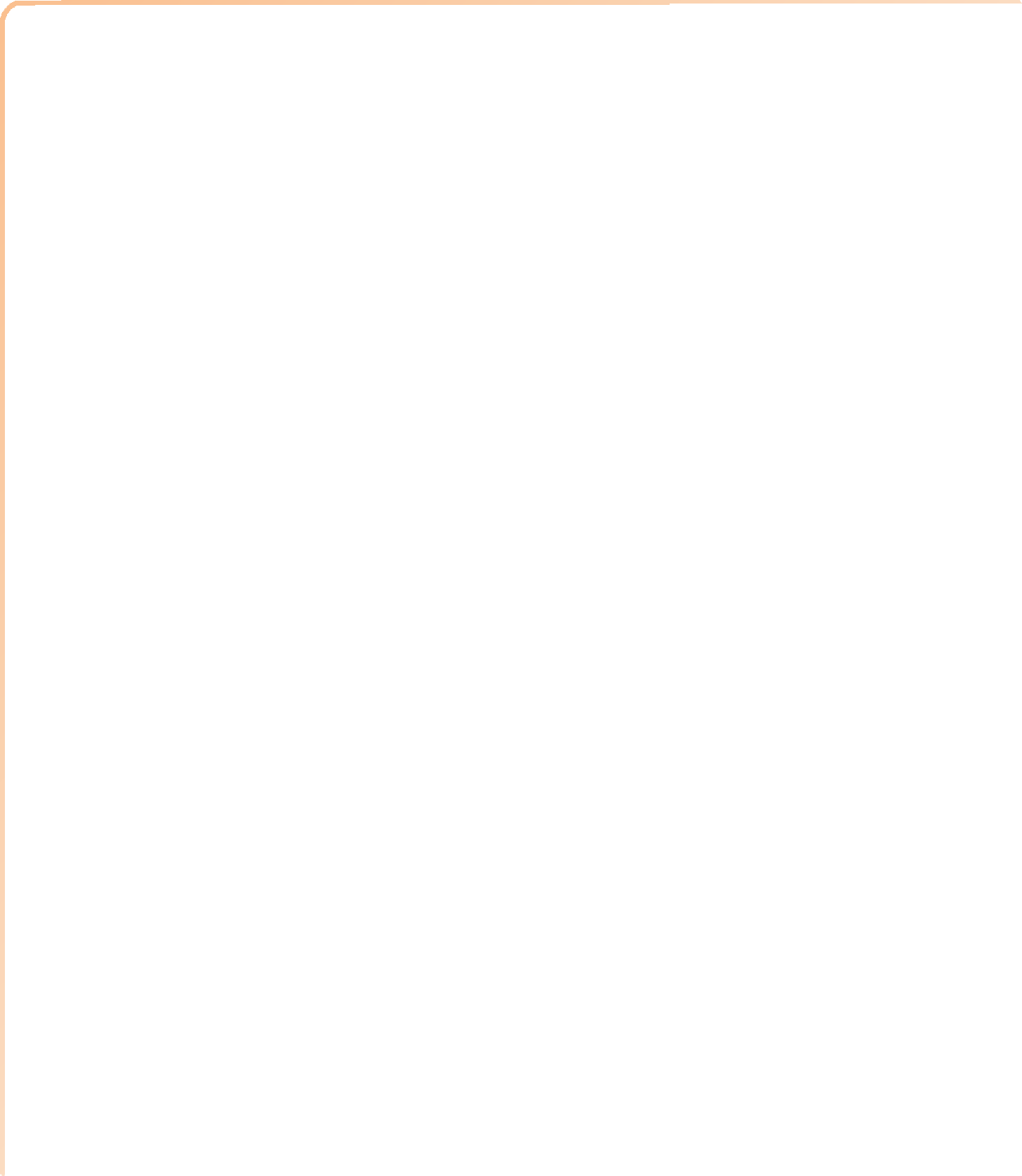
* Design,plan,build,test,debug,deploy and maintain software system
* Procurement and Design of the server infrastructure
* Project Management
* Design and create database on aws cloud
* Migrate client to aws.Azure and GCP Cloud Platform
* Build CI/CD Pipeline on kubernetes using Jenkins
* Client/server support environment
* Installing security patches on client network servers
* Managing backups
* Bash Scripting/Unix Shell Scripting, PowerShell, yaml, playbooks, python, and Java scripting (task automation)

## IBM-Research: June 2015-May 2017

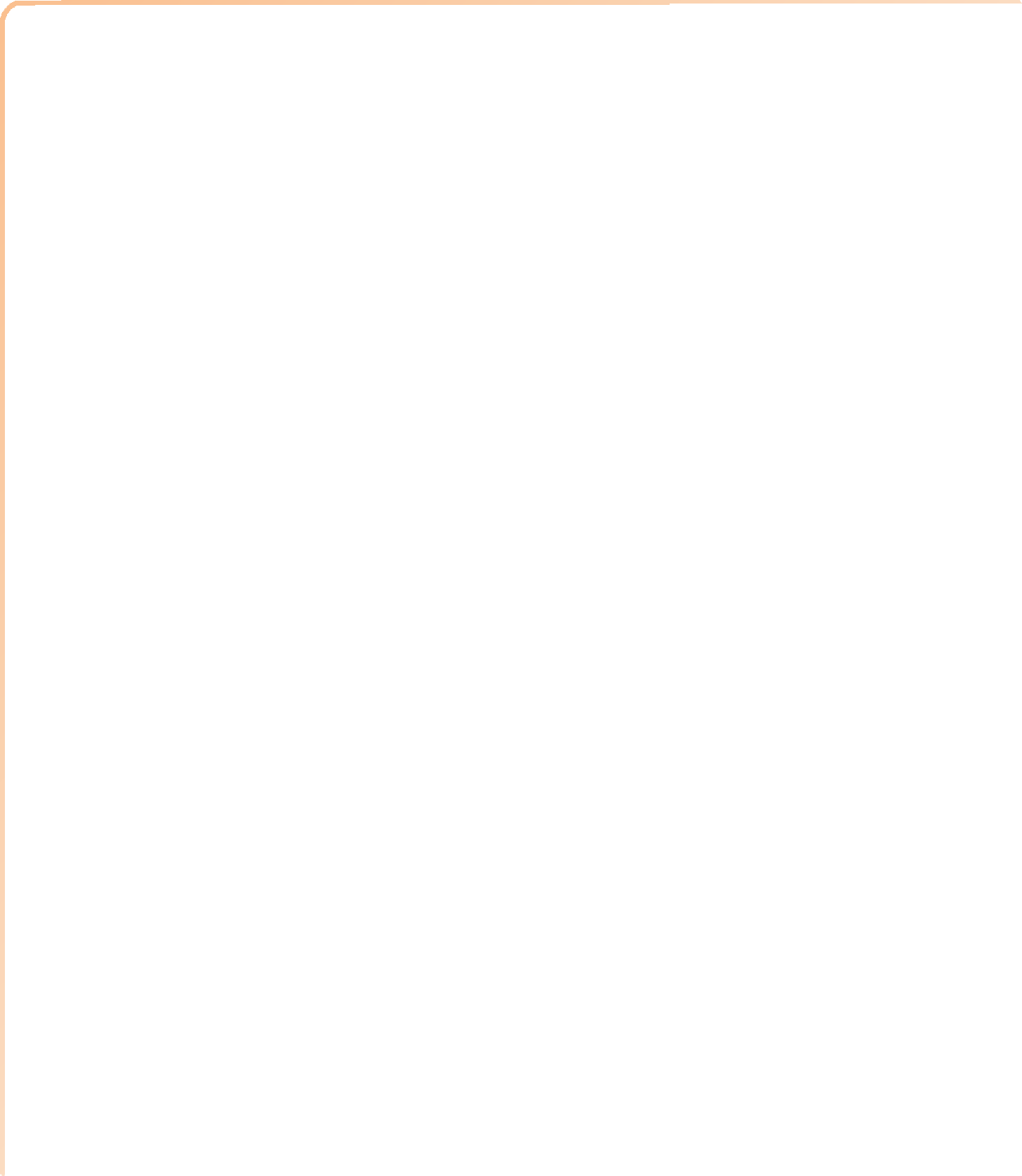
## Datacenter Engineer&IT Technical Specialist

* Install and configure Redhat/CentOS Linux on virtual environment
* Experience in installation, configuration, support of Linux (Redhat) and Windows operating systems
* Provide technical support for both hardware and software issues for end-users
* Create files and directories at user and root level
* Manage multiple operating systems and technologies like Linux, Windows and SQL database
* Alert management from the enterprise monitoring tools, escalations from IT Service Desk
* Extensive experience of addressing Linux systems operations center incidents, reporting, analyzing and resolving production issues
* Perform incident analysis like process management, CPU and memory analysis to quickly recover from service interruptions, and to prevent recurring of issues
* Filesystem management, system upgrade, software patches using yum and rpm tools
* Experience with logical volume management (LVM), analyzing the disk usage and create disk partitions
* Respond to high volume of support tickets reported by service desks
* Working knowledge of virtualization (VMWare)
* Experience in file system maintenance like responding to file system alerts, finding the file system usage and analyzing the highest offender and increasing file systems space
* Managing, installing, and, upgrading software packages using YUM and RPM and creating YUM repository files for offline servers
* Perform and manage system backups and replications running on 3rd party backup solutions and through local RHEL tools (e.g. tarball, gzip, dd etc.)
* Work with Service Desk and other Support teams to quickly resolve high impacting incidents
* Monitor system logs, performance monitoring and capacity planning in anticipation of system resource usage and needs
* Monitored systems, networks and infrastructures using tools such as SiteScope, Zabbix or Nagios
* Support other RHEL versions (5, 6 and 7) running in production and development environments
* Setup and administer user and groups accounts along with setting permissions for users
* Limit user account privileges by configuring sudoers
* Performed kernel tuning based on the applications to be installed and the number of users
* Schedule various regular, periodic, future and queue tasks by using crontab
* Enable system logging and network logging of servers for maintenance
* Work on shell scripts for CPU usage, Memory consumption and number of I/O to collect performance stats and troubleshoot issues on RHEL 5/6/7
* Install and configure SSH key-based authentication
* Managed break/fixes through ticketing solutions

# 2

* Deploy and manage Linux VMs on ESXi server using vSphere client
* Install, administer and troubleshoot NFS, DNS, and FTP servers
* Provide ongoing support on networking services and protocols such as TCP/IP, NIS, DNS, NFS, LDAP, FTP, SSH, SNMP, SSL, and HTTP
* Implementation and Integration of NTP for time synchronization (ntp and chronyd)
* Perform server refresh and maintain server integrity by configuring firewall rules for network communication
* Configure dynamic and static network settings for IPv4 and filter packets
* Install, configure and manage Apache (HTTPD) on Linux production servers
* Perform error analysis and recovery, documentation and procedures required for reference
* Provide 24x7 on call duties on a rotation basis with the other system engineers as part of incident management
* Participate in Change Control Management and documentation of the procedures
* Experience in decommissioning of servers and monitoring inventory
* Install and configured RAID 0/1/5 at hardware level
* Coordinate with Application support, Server Operations, Network Operations, Middleware and Database Support teams in troubleshooting production issues
* Communicate system status and coordinate maintenance activities
* Experience working with SAN storage setup and configurations (Hitachi)
* Maintain systems by keeping them compliant with company standards for optimum performance and capacity utilization
* Report issues and communicated effectively with the IT management
* Perform data center operations task following user guides, operational processes and SOPs
* User files permission management including assigning, adding and updating permissions at the file and directory level
* Provision UNIX accounts, groups, and assignment of accounts to groups
* Initiate and facilitate technical bridges as per businesses need for command center.
* Use help commands for fast and efficient reference (*man, whatis, -help*)
* Everyday use of filters and text processing commands (*cut, sort, grep, awk, uniq, wc*)
* Keep the system secure by monitoring user activity through secure log messages and tools such as who, last, etc.
* System management using commands (*top, df, dmesg, iostat 1, netstat*)
* Setup aliases for ease of management
* Manage OS network (*ping, ifconfig, netstat, tcpdump, networking config files*)
* Build and manage development and QA environment on cloud services (AWS and Azure)
* Troubleshoot issues with VMs running on VMware ESXi 5.5 and 6.0.
* Troubleshoot and resolve day to day issues using Linux native tools and analytical skills
* Install, configure and maintain Windows OS versions 2012 R2 (or later), including OS patching, drivers and hardware firmware
* Demonstrate engineering excellence in the design, systems management, automation, patching, deployment, troubleshooting, and performance tuning for Linux based operating systems
* Recommend and implement process improvements and automation to maximize system availability and consistency
* Set strategic direction and manage implementation.
* Provide accurate project estimates, while meeting project deadlines
* Provide timely, creative and alternative solutions to meet business needs
* Provide significant weeknight and weekend support
* Display exceptional people skills and maintained calm demeanor during every interaction

# 3

* Worked closely with executives/Partners and senior-level management in resolving issues
* Write and maintain documentation such as instruction guides, troubleshooting procedures, incident process, SOW, Root cause analysis etc.
* Setup aliases, short scripts and links for ease of management
* Educated users on business interruption risk and received their buy in for system standardization and update.
* Process management for system updates to minimize risk of application failures
* Created and manage Solaris Jumpstart and Linux Kickstart servers and processes to automate and standardize the installation process, reducing installation time by 35% and post-installation errors by 50%
* Document and implement a disaster recovery plan that included backup schedule policies, regular testing, and off-site recovery plans to ensure data integrity and assurance
* Installed and configured LDAP servers to authenticate between Linux, Apple and Windows environments
* Resolve security vulnerabilities by analyzing and recommending improvements in communications and network security at the component level
* Ensure business continuity by designing, implementing and testing disaster recovery systems
* Manage, monitor and test individual and group user access privileges and security
* Eliminated extended downtime of network and processes by installing and configuring a Nagios server to monitor Windows/Linux servers

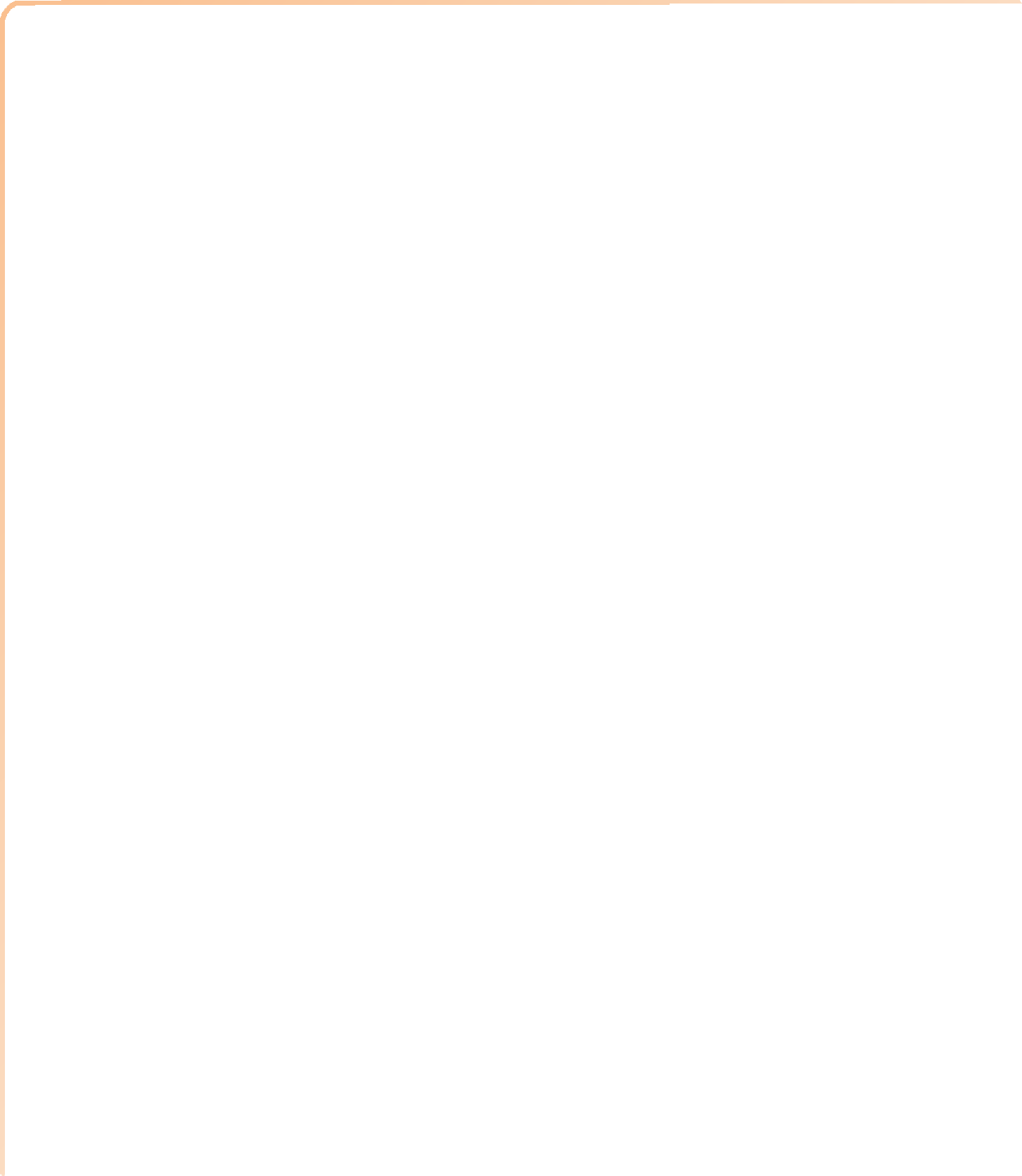
**Business Network - Gauteng** March 2011 to May 2015 Senior Systems Engineer

* Assisted customers having hardware, software and networking issues.
* Assisted business customers with LAN /WAN / Static Ip configuration issues.
* Troubleshoot customer’s issues with home health check / node health check tools for possible outages.
* Troubleshoot any problems or issues that arise with Windows desktops/laptops from the network drop to the desktop/laptop prioritizing systems infected with viruses
* Maintained updated knowledge of company products and services to better provide customer support and service solutions
* Load and reload, configure, and update anti-virus and virus scan software on desktop/laptop as required
* Gathered customer and technology information to determine technical support level; escalated issues to the appropriate department as necessary.
* Assisted team members and provide support and solutions to customer queries to meet company objectives.
* Worked and Assisted various internal projects for company
* Break-Fix hardware and software related issues on desktops/laptops workstation and printers.
* Configured and deploy desktops/laptops for new hires and IMAC service for office moves.
* Created spreadsheet reports regularly as required by manager for asset management, asset information of new hires’

devices, etc.

* Assisted regional IT teams with Smart Hands support in the facilities such as IDF/MDF closets, Data centers and other related server rooms.
* Imaging and re-imaging desktops/laptops using USB/network.
* Provide deskside support in person, on the phone and remote using LogMeIn, Bomgar and Skype.
* Utilized Active Directory to add/remove users, unlock accounts and reset passwords.

# 4

* Resolve tickets and request in in timely manner
* Set up conference room for presentations, physical Video and Audio Conferencing for end users.
* Ordered and replaced necessary parts for user’s machines to be in the correct Operational Unit
* Sustain network integrity, server deployment and security
* Actively participate in process improvement initiatives
* Work cross functionally to develop, implement and support new end user solutions
* Assist in migration existing services from physical data centers to AWS cloud

**MTN-Telecommunication Gauteng** Jan 2009 to Feb 2011 Systems Engineer /Client Server Support

**Glaxo Smith Kline (Pharmaceutical) - Gauteng** Sept 2007 to Dec 2008 Systems Engineer

**Media24IT - Gauteng**

June 2005-Sep 2007

IT Systems Technician

**Triple‘s Solutions - Gauteng**

Jan 2004-Dec 2004

IT Systems Technician

**Moloko IT Company - Gauteng**

Jan 2003-Dec 2003

Technician

## ADDITIONAL INFORMATION PERSONAL SKILLS

* Problem Solving Skills
* Willingness to Learn
* Effective oral and written communication skills
* Strong analytical problem-solving capabilities
* Project management skills

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