

Gopalakrishnan M

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PROFESSIONAL SUMMARY

Linux Administrator with 4.3 years of experience in system administration, network configuration, and troubleshooting. Proficient in managing Linux environments (installation, patching, performance tuning, backups, and security). Comfortable working 24/7 shifts and Strong ability to diagnose and resolve issues quickly, ensure system uptime, and work in high-pressure, mission-critical environments. Excellent communicator and team player, with a commitment to continuous learning and operational excellence.

SKILLS

- RHEL
- CentOS
- Redhat Linux
- Ubuntu
- SUSE
- VMware
- AWS
- Microsoft Azure
- Shell Scripting

WORK HISTORY

Linux administrator, 05/2024 - 02/2025

Nobroker Technologies Bengaluru

- Install, configure, and maintain RHEL, SUSE, Ubuntu, and Oracle Linux servers in both physical and virtual environments.
- Perform system hardening, patching, kernel upgrades, and package management using YUM, DNF, Zypper, and APT.
- Manage file systems, LVM, RAID, and storage provisioning using multipathing and SAN/NAS configurations.
- Maintain user, group, and permission management, including sudo policies and PAM configuration.
- Configure SELinux / AppArmor, auditing, and log rotation for compliance and security.
- Deploy and manage VMware ESXi, vCenter, KVM, and Xen hypervisors.
- Create and manage VM templates, snapshots, cloning, and migration (vMotion / Live Migration).
- Troubleshoot performance issues related to CPU, memory, and disk I/O on virtual machines.
- Perform firmware upgrades and hardware monitoring for physical servers using tools like iLO, iDRAC, or IPMI.
- Manage bootloader (GRUB2) configuration and perform OS recovery during failures.
- Manage Linux instances on AWS (EC2, S3, RDS, IAM, CloudWatch), Azure (VMs, Blob Storage, VNet), and GCP (Compute Engine, Cloud Storage).
- Automate cloud resource provisioning using Terraform or Ansible Cloud modules.
- Implement security groups, IAM roles, and VPN/VPC connectivity for secure access.
- Monitor cloud resource utilization, implement auto-scaling and backup strategies (EBS snapshots, S3 lifecycle policies).
- Develop automation scripts in Bash, Python, or Perl to streamline repetitive administrative tasks (log cleanup, patching, monitoring, etc.).
- Automate server provisioning, configuration, and deployments using Ansible playbooks and roles.

- Manage inventory files, variables, templates, and handlers in Ansible for dynamic configuration management.
- Integrate Ansible with GitHub/GitLab CI/CD pipelines for Infrastructure as Code (IaC).
- Use cron jobs and systemd timers for scheduling automated scripts.
- Deploy and configure Nagios, Zabbix, Prometheus, Grafana, or Dynatrace for infrastructure monitoring.
- Analyze system logs (journald, syslog, rsyslog, Splunk) to proactively identify issues.
- Optimize system performance by tuning CPU affinity, memory allocation, kernel parameters, and I/O scheduling.
- Implement capacity planning and trend analysis to forecast resource needs.
- Configure and troubleshoot network interfaces, VLANs, DNS, DHCP, NTP, SSH, FTP, and firewalld/iptables.
- Implement VPN, proxy, and routing configurations as per organizational needs.
- Manage TLS/SSL certificates using OpenSSL and Let's Encrypt, including renewal automation.
- Perform vulnerability scanning, remediation, and OS security compliance (CIS, STIG, ISO 27001).
- Implement backup solutions using rsync, tar, Bacula, or Veeam for Linux systems.
- Configure snapshot-based backups for virtual and cloud environments.
- Plan and execute disaster recovery drills and document recovery procedures.
- Work with DevOps, Cloud, and Security teams for cross-functional initiatives.
- Maintain detailed system documentation, SOPs, and configuration baselines.
- Provide L1/L2-level support, mentor junior administrators, and review system changes before implementation.
- Ensure compliance with ITIL and ISO standards for incident, change, and problem management.
- Participate in root cause analysis (RCA) and post-mortem reviews after outages.
- Continuously assess emerging technologies for system optimization and cost efficiency.

Linux Administrator, 02/2022 - 09/2022

Teleperformance UK Bengaluru

- System administration, maintenance, and monitoring of day-to-day operations.
- Providing full-fledged support 24/7 for Unix/Linux servers.
- Installing and configuring os RHEL ,Ubuntu ,SUSE Linux
- Creating tickets for alerts received from the monitoring system using customer-provided ticketing tools. Working in a Linux-based environment.
- Troubleshooting and escalating issues when needed without affecting SLA.
- Installing Linux servers in GUI mode. Working on server builds and decommissioning as per client requirements.
- User administration including creating users, groups, and assigning permissions. Providing sudo permissions to users.
- Assigning permissions to files and directories. Configuring cron jobs and managing job automation.
- Checking log files and responding to technical queries from end users.
- Installing software and packages using yum and rpm.
- Mounting and unmounting drives and formatting drives with the proper file system using LVM.
- Patching servers via automation tools and manual patching.

Linux administrator, 05/2019 - 01/2022

Tech Mahindra - Chennai, Tamil Nadu

- Systems administration, maintenance and monitoring various day-to-day operations
- Providing a Full-Fledged support over 24/7 on Unix/Linux Servers
- Responsible for managing more than 1500 LINUX servers through virtualization and including physical server
- Installation, Configuration, and OS patches on RHEL6/7, SUSE Linux
- Creating volume groups, Logical volumes and extending them using LVM
- Package Management using RPM, YUM and ZYPPER
- User Management: User/Group creation, deletion, password reset, unlock
- Diagnosing, monitoring performance and network related issues using PS, top, netstat
- Handling server hung, unplanned reboots and filling up RCA for complex issues
- Performs incident management and change management execution
- Collaborate with Infrastructure, Development and QA to resolve production issues
- File system management (including files and folder permissions, special permissions, ACL)
- Performing system administration activities including installation and troubleshooting
- Troubleshooting issues with live production Linux servers
- Checking log files and answering technical queries of end user
- Planning and resolving the issues within the specified down time
- Automation of jobs through crontab
- Daemon and process management (starting, stopping and refreshing)
- Work on tickets assigned and ensuring tickets meet SLA metrics
- Configuring and maintaining servers like NFS, FTP and SAMBA
- Managed Disks and File systems using LVM on Linux
- Taking Full Responsibility & Ownership of all OS-related issues
- Applied appropriate support packages/patches to maintain system integrity
- Good Knowledge in checking the log and troubleshooting the issues according to the issue
- Providing day-to-day user administration like adding or deleting users, and password aging
- Patching the server (Both Manual & Automation via Blade Logic tool) & Firmware upgrades for the servers
- Using the service now ticketing tool to create an alerts suppression, incident, change request and problem management
- Using the DBArmor tool for reporting purposes, sending a communication to stakeholders, to update the status of the server.

EDUCATION

Bachelor of Engineering Mechanical Engineering, 2015 - 2019

SNS College of Technology Coimbatore

CGPA : 7.1

Course Completion

- AWS Solutions Architect Associate
- AWS DevOps Training and Certification