



L.Naveen Kumar

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Highlights

- Overall 9.5+ years of experience in technical support, Linux Administration with application support, OCI cloud architecture, Kubernetes, Agile methodology.
- **Certified RHCSA, OCI Cloud Associate and Professional and ITIL V4 Foundation** completed
- Till now supported 600 customers, 5+ projects implemented, supported and given hand over

Professional Experience

- | | |
|------------------------------|---|
| May 2021 to Till date | - Working as Sr. Software Engineer in Oracle India Pvt Ltd |
| Sep 2015 to May 2021 | - Worked as Senior Operations Engineer in IBM India Pvt Ltd. |
| July 2013 to Aug 2015 | - Worked as System administrator in IBM through Infinite computer solution Bangalore |

Educational qualifications

- **B. Tech in Electrical and Electronics from JNTU University** with 62.49%
- **Intermediate board of education (PUC) with 72.9%**
- **SSC Board of education with 74.8%**
- **Diploma in CDAC Acts Bangalore for 6 Months and got certified.**

Roles and Responsibilities from current company

- Monitor the Oracle MOS tool to check the severity of SRs and provide the solutions as per the issue described. (Customer facing environment)
- Creating the knowledge documents for every new issues identified in the Service requests and will save it in the Oracle cloud to review further.
- Patch management, Product Migrations, Firmware upgrade will perform in the Labs on quarterly basis.
- Monitoring services, Managing disk, network, memory, instances, VMs, utilizations and alerts
- Product Operations, Build & Release Engineering.
- Supporting Exalogic and Exalytics products.
- Responsible for creating and maintaining Standard Operating procedures for Service request and incident management.
- Collaborate with other teams to resolve the issues
- Business continuity planning in various situations
- Good ITIL process knowledge for Incident, Change and Problem management.
- Experience in strategy planning, problem solving, crisis management, risk management in Production Support
- Full hands on experience in companies own cloud environment services like OCI cloud,
- Oracle Exalogic cloud instances management.
- Understanding new technologies and implement it with best practices in the labs
- Involved in the documentation of all the process and procedures.
- Self-motivated, inventive, ready to take initiatives for new upcoming tasks.

Technical Expertise

OS level support: Red Hat Linux, centos, Ubuntu

Using DevOps Tools :- Kubernetes, Docker, Jenkins, Redhat Ansible

Scripting :- Basic Shell scripting, Core Python

Monitoring: Grafana, Tivoli, Oracle MOS

Tools: Exalogic, Exalytics, Apache HTTPD, Tomcat apache, Open SSH, Yum, RPM, NFS, FTP, LVM, TOP, NTP, Mysql Splunk

Other: Trained on AWS cloud and OCI Cloud, Pacemaker cluster

Work done from previous Organization

- Experience in Installing, upgrading and configuring Red Hat Linux 6, 7 and 8
- Raising change requests, Finding RCA for server crash issues, working on scheduled reboots.
- Working on Job related issues Like restarting the agent, checking the job status and escalating to Batch Infra team in case any issue.
- Preparing daily & weekly status reports, shift roster.
- Managing Incidents and avoiding SLA breaches as much as possible.
- Performing Health check on servers periodically.
- Finding Root Cause for unexpected reboots.
- Managing all kind of user related issues like unlock the password, file permissions, sticky bit, ACLs.
- Housekeeping on Filesystems due to disk usage and filesystem issues.
- Managing LVMs and extending & reducing the LVs as recommended.
- Fixing all Cron related issues.
- Applying log rotation as required.
- Managing swap related issues and suggesting to increase the swap.
- Working on booting issues and resetting root password if it is not working.
- Requesting for the LUNs and bringing those into LVM control to increase the LV.
- Kernel patch up-gradation by using YUM & RPM.
- Tuning the kernel parameters as per the customer & Vendor recommendations.
- Configuring NFS & Samba servers & clients.
- Changing of hostnames as per requirement.
- Removing entire file system and reclaiming the LUNs by Storage Team.
- Changing of Time zone as per the requirement.
- Performing FSCK on filesystems.
- Fixing Booting related issues.

OS patching and Kernel upgradation:

OS patching activity for Linux Servers using Big fix automation tool and through Repo server and Mounting ISO image from the vcenter and Redhat Ansible

Manual patching also done on individual servers as per the application requirement

Installation and up gradation of OS kernel and additional packages using RPM & YUM.

Monitoring and observing the servers after the post up gradation and performing normal health checks

DECLARATION

I am confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

Place : Bangalore

Date :

(L Naveen kumar)