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PROFESSIONAL SUMMARY

- Overall experience of 5+ Years of experience in Linux administration by supporting the servers remotely on 24/7 basis.
- Work on rotational shifts in order to provide support on 24/7 basis.
- Have a good expertise/experience on ITIL environment in managing and maintaining the SLAs.

PROFESSIONAL SYNOPSIS

- The project aimed at managing the IT infrastructure of multiple clients in a shared environment. We manage more than 1000+ Linux servers. It focused on delivering 24X7 supports to clients. Client's domains include Insurance, and Retail, etc.

- 24/7 support: Providing good value services to the customer through L1 and L2 level 24x7 Supporting on shift rotation basis for Linux Servers.
- Good hands-on experience in ITIL process: Incident management process, Problem management process and change management process.
- Good hands-on experience in Linux flavors. Such as Red hat, Cent OS.

- User & Group management.
- Good knowledge of Yum and Local repository configuration for patching and installing packages.
- Creating and Managing File Systems and Building & Maintaining Storage Volumes using Logical Volume Manager (LVM).
- Creating & Extending/Reducing Filesystems.
- Good hands-on experience mounting the file systems.
- Good knowledge on crontab and at.
- Package management through RPM and YUM.
- Monitoring system performance using top and troubleshooting the daily CPU and Disk related issues.
- Good experience on file system Permissions, umask and special permissions.
- Good knowledge on accessing the Server's consoles while doing any major activities.
- Troubleshooting and fine-tuning Server's performances, such as Issues with Swap Space, CPU Utilization and Memory Utilization.
- Vendor coordination in case of OS issues.
- Experience on server migration by using Emmet tool.

TECHNICAL SKILLS

- ➤ Operating Systems   :   RHEL 6.x,7.x,8.x

- ➤ Security   :   SSH

- ➤ Ticketing tool   :   Service Now

- ➤ Monitoring tool   :   True Sight

- ➤ Hyper vision   :   VMware.

ACADEMIC CURRICULUM

- MCA Computers in **Sri Venkateswara College of Engineering**, Tirupati in 2016.

PROFESSIONAL EXPERIENCE

- Worked as a Linux System Administrator for **Capgemini**, Bangalore from Dec 2017 to Aug 2019**.**

- Worked as a Linux system admin for **NTT DATA** from Sep 2019 to Nov 2021**.**

- Working as a Linux systems admin **Tek Systems** from Nov 2021 to till date.

PROJECT: 1

Role: System Administrator
Responsibilities:

- Creating disk partitions & configuring new Ext3/Ext4 file system.

- Managing File system, Permissions & ACL.

- Experience in Using YUM Repository.

- Creating and managing of Cron Jobs.

- Editing configuration and other files using editors like VI.

- Troubleshooting and fine-tuning Servers performances, such as Issues with Swap Space, CPU Utilization and Memory Utilization.

- Remote Support for RHEL Servers.

- Experience with Azure ADO tool.

PROJECT: 2

Role: Linux Administrator

Responsibilities:

- System Administration - including managing the trouble ticket queue, responding to proactive monitoring alerts, executing change controls, routine maintenance, performance monitoring, tuning, and system diagnostics.

- 24x7 rotational on-call support, driving Root Cause Analysis (RCA), Preventative action follow-though, and participation in weekly operations reviews.

- Remote Support for RHEL Servers.

- Restoration and backup using TAR, GZIP and BZIP2 utility.

- Disk management (Creating VG's and managing LVM).

- Monitoring and creating Tickets on Service-Now.

- Maintaining and testing servers, ensuring fine-tuning. Troubleshooting user related issues.

- Worked on user's authentication related issues (account lock out, expired etc.)

PROJECT: 3

Role: Linux System Engineer

Responsibilities:

- User administration by creating and maintaining user accounts and groups. Managing file permissions.

- Managing File systems and Access Control Lists.

- Using the Cron job for file backup and other needs.

- Monitoring the log file for servers and applications

- Worked on RHDS management.

- Worked in CyberArk management issues.

(NAME)

Mahesh Naidu