

KARAN PA

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EDUCATION

Bachelor of Information Technology, RVS Educational Institution
CGPA-8.9

2019 - 2022
Coimbatore, India

SKILLS

Languages/Frameworks	HTML, CSS, Python, React JS, Next JS
Technologies and Tools	ServiceNow, GitHub, VMWare Vsphere, Plutora, Cloud Technologies - Azure Cohesity(Backup Tool), Solarwinds, VSCode
Operating System	Linux, RHEL(Redhat - 7, 8), Windows 2008R2, 2012, CentOS

EXPERIENCE

LTIMindtree	Aug 2022 - Present
Linux Administrator	
Project : Portland General Electric	Hyderabad, India

- **Skills and Responsibilities** - Security Patch Management · Linux System Administration · ServiceNow · Red Hat Enterprise Linux (RHEL)- Incident Management - User and Group Administration - Server troubleshooting
- Managed and maintained Linux infrastructure consisting of **500+ servers**, ensuring high availability and uptime
- **Patch Management** :Installed and Configured monthly patching activities for **Redhat** Linux servers across all DEV/TEST/PROD environments.
- Troubleshot the server **performance tuning** tasks using non-pec commands like - **ps, ss, turbostat, top, vmstat, uptime**
- **Performance Management**:Troubleshot issues such as high CPU utilization alerts by identifying root causes and implementing solutions to improve server performance.
- **User Management**:Responsible for create, modify and delete user accounts and Manage permission and access control in all environments.
- **File System Management**:Troubleshot the LVM(Logical volume manager) related issues and performed LVM size adjustments, both increases and decreases.
- Decommissioned the servers based on the customer requests.
- Experience in package management using **RPM and YUM** in Redhat Linux.
- Creating and modifying using **Perl** scripts to perform daily tasks like health check, Service status
- Implemented a Solarwinds monitoring tool to track server performance, ensuring optimal CPU and storage utilization which resulted in an **80 Percent** increase in server availability, allowing for smoother operations.
- Managed the backup activities and ensure **100 Percent** backup using the Cohesity backup tool.
- Worked on developing a knowledge-based articles addressing identified issues within the customer's environment.
- Good exposure of **ITIL and ITSM** process and ServiceNow tool for Incident, Service- request, Change management, Vulnerability tickets and Problem task with RCA
- Insuring **24x7 support** for Production, Development, Staging/testing and training environment in day-to-day activity to ensure zero alert threshold is met

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals - AZ900 - [Certificate](#)
- LTIMindtree Certified Cloud and Infrastructure Services Professional - [Certificate](#)
- AWS Partner - Technical Accrediation