

# Nadeem Shaikh



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## OBJECTIVE:

Dedicated and highly skilled Site Reliability Engineer with 10 years of experience in designing, implementing, and managing scalable and reliable systems. Proficient in various scripting languages and cloud platforms, with a strong focus on automation, monitoring, and incident response. Seeking a challenging SRE position to contribute technical expertise and problem-solving skills to a dynamic team.

Project Name: Cubes Epsilon - Duration (Sep 2021 – Till Date)	
Description	Cubes Epsilon is an internal Tech Mahindra project that offers end-to-end monitoring solutions to their customers to accelerate their infra and cloud transformation journey.
Operating System	Linux (RHEL and Ubuntu)
Ticketing Tool	Manage Engine
DevOps Tools	<b>CI/CD:</b> Jenkins, Git CLI, GitHub, Groovy Scripts, Maven <b>Configuration Management:</b> Ansible <b>Monitoring:</b> Prometheus and Grafana <b>Containerization:</b> Docker
Databases	MySQL, and Maria DB
Role	Technical Lead
Team Size	3
Responsibilities	<b>Linux Administration:</b> <ul style="list-style-type: none"><li>Linux server setup (installation &amp; configuration) RHEL and CentOS version 6.x, 7.x and 8.x</li><li>User &amp; Group administration, Controlling Access to files with ACLs.</li><li>Created logical volumes and increased the file system on Linux servers (LVM).</li><li>Prior experience in setting up MySQL/MariaDB server (installation &amp; configuration).</li><li>Prior experience in setting up Apache Web server (installation &amp; configuration).</li><li>Executing Changes as per ITIL Change Management process.</li><li>Linux Patching and Upgrades.</li></ul> <b>DevOPS:</b> <ul style="list-style-type: none"><li>Setting Up CI/CD pipeline using Jenkins start from scratch.</li><li>Code commit, build, and deploy through GitLab GUI in Azure CI/CD.</li><li>Creating new Docker container images on Azure AKS cluster.</li><li>Implemented &amp; maintained the branching and build/release strategies utilizing GIT.</li></ul>

	<ul style="list-style-type: none"> <li>• Code configuration and management through Ansible.</li> <li>• Writing Ansible playbooks for Linux server patching, agent deployment on Nagios Client, Copying plugins from source to destination servers, etc.</li> </ul> <p><b>ELK Administration:</b></p> <ul style="list-style-type: none"> <li>• ELK setup and configuration on prem</li> <li>• Index Management, queries, X-Pack, etc</li> <li>• Writing Parse in Logstash</li> <li>• Configure Filebeat, Metricbeat, and Logbeat to collect and store the data to meet the business requirement.</li> <li>• Troubleshooting performance issue and scaling indices.</li> </ul> <p><b>Monitoring:</b></p> <ul style="list-style-type: none"> <li>• Implemented and configured NagiosXI for monitoring AWS EC2 instances, Docker containers</li> </ul>
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Project Name: LaTimes - Duration ( Apr 2020 - Sep 2021)	
<b>Description</b>	LaTimes is an internal Tech Mahindra project that offers end-to-end monitoring solutions to their customers to accelerate their infra and cloud transformation journey.
<b>Operating System</b>	Linux (RHEL, CentOS and Ubuntu)
<b>Ticketing Tool</b>	Manage Engine
<b>Monitoring Tools</b>	NagiosXI, and Zabbix
<b>Role</b>	Technical Lead
<b>Team Size</b>	3
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Implemented an enterprise class monitoring platform (Nagios, NagiosXI and Zabbix).</li> <li>• Experience in setting up Zabbix as Docker container.</li> <li>• Managing Zabbix server, web and proxy docker container through Azure AKS.</li> <li>• Zabbix core components deployed through GitLab GUI.</li> <li>• In Zabbix, periodically scans network and discovers device type, IP, status, uptime/downtime, etc, and takes predefined actions.</li> <li>• Automatically creates items, triggers, and graphs for different elements on a device.</li> <li>• Automatically starts monitoring new equipment with Zabbix agent.</li> <li>• Strong encryption between all Zabbix components.</li> <li>• Enterprise experience in a system monitoring capacity.</li> <li>• Configured SNMP / MIB's / SNMP Traps.</li> <li>• Implemented Linux/Unix, Windows hosts monitoring using NRPE and NCPA agent for Nagios and Zabbix Agent for Zabbix</li> <li>• Network devices monitoring through SNMP v2 and v3.</li> <li>• NagiosXI and Zabbix backup configuration through SSH, FTP and local.</li> <li>• Knowledge of various reports (Availability, SLA, Bandwidth Usage etc) available in NagiosXI and Zabbix.</li> <li>• Multi tenancy for user for categorizing Host/Device.</li> <li>• Prior experience in integrating Nagios with ITSM tools like ServiceNow and OTRS.</li> </ul>

Project Name: IBM Power Cloud - Duration ( Mar 2016 - Apr 2020)	
<b>Description</b>	IBM consulting services for IBM cloud supports an open and secure path to multi cloud transformation. IBM offers end-to-end services to their customers to enable enterprises to accelerate their cloud transformation journey.
<b>Operating System</b>	Linux(RHEL and CentOS)
<b>Ticketing Tool</b>	GitHub and ZenDesk
<b>Monitoring Tools</b>	NagiosCore and NagiosXI
<b>Role</b>	Technical Lead
<b>Team Size</b>	5
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Implemented an enterprise class monitoring platform (Nagios, and NagiosXI). Enterprise experience in a system monitoring capacity.</li> <li>Implemented High availability of NagiosXI through LINBIT DRBD</li> <li>Configured SNMP / MIB's / SNMP Traps.</li> <li>Implemented Linux/Unix, hosts monitoring using NRPE and NCPA agent.</li> <li>Network devices monitoring through SNMP v2 and v3.</li> <li>NagiosXI backup configuration through SSH, FTP and local.</li> <li>Knowledge of various reports (Availability, SLA, Bandwidth Usage etc) available in NagiosXI, Bulk Host Cloning and Import.</li> <li>Multi tenancy for user for categorizing Host/Device.</li> <li>Prior experience in integrating Nagios with ITSM tools like ServiceNow and OTRS.</li> <li>Verified logs on servers which are running Apache, MySQL, Tomcat, Nginx etc., using Nagios XI and log analysis via ELK stack.</li> </ul>



### Linux System Administrator & Team Lead

ESDS Software Solution Limited

Sep 2011 - Mar 2016 (4 years 7 months)

Project Name: EUK Host ( Sep 2011 - Mar 2016)	
<b>Description</b>	EUK Host is an independent solution expert with over 21 years' experience in providing affordable, high-performance web hosting to organisations worldwide.
<b>Operating System</b>	Linux(RHEL and CentOS)
<b>Tools</b>	WebHosting Control Panel: cPanel, Plesk, DirectAdmin
<b>Software</b>	Virtualization: SoluVM, Virtuozzo, OpenVZ
<b>Role</b>	Linux System Administrator
<b>Team Size</b>	5
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>Deployment and maintenance of Linux systems (VPS, Dedicated and VM's) and app software in multiple clusters across 3 data centers totaling approximately 4000 mostly Dell</li> </ul>

	<p>PowerEdge hosts • Deployment PHP, Apache, MySQL, Nginx, Varnish on production servers for websites and webapps management.</p> <ul style="list-style-type: none"> <li>• Latest OS templates deployment, disk management, OS upgrade, Memory management for virtualprivate servers through SolusVM and OpenVZ</li> <li>• Data migration on shared servers , VPS, dedicated servers, VM's and cross platform system.</li> <li>• Architectural planning for redesigns of DNS, internal mail service, configuration change management,and build control systems for all servers.</li> <li>• Evangelized cross-department coordination of monitoring systems, such as Nagios.</li> <li>• Installation and configuration of LAMP stack on RHEL and CentOS 5.X, 6.X</li> <li>• Server security and access control through IPtables, software firewall like csf, TCP wrapper, ssh keys</li> <li>• Server monitoring through monitoring tools like Nagios &amp; NagiosXI</li> </ul>
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## Technical Support Engineer - Linux

IIST Infotech Pvt.Ltd.

Aug 2010 - Sep 2011 (1 year 2 months)

Project Name: Reliance RCom ( Aug 2010 - Sep 2011)	
<b>Description</b>	Reliance RCom was the wholesale Voice as well as several Value-Added Services (VAS) to Tier 1 Carriers, Mobile/Fixed Network Operators, Calling Card Companies and OTTs across the world.
<b>Operating System</b>	Linux(RHEL and CentOS)
<b>Software</b>	Asterisk and SIP Truncalling
<b>Role</b>	Linux System Administrator
<b>Team Size</b>	5
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Management of SMS and Voice broadcasting applications</li> <li>• Extensive critical support and programming for managed Linux server customers</li> <li>• Day-to-day SA work on existing corporate infrastructure</li> <li>• OS development and patching, and deployment using RPM</li> <li>• Implemented custom billing and provisioning software to replace legacy systems</li> <li>• Deployment of open source framework “Asterisk” for building communications Applications</li> <li>• Mail server management like sendmail</li> <li>• Server security and access control through IPtables, software firewall like csf, TCP wrapper, ssh keys</li> <li>• BIND, dns, and IPControl administration</li> <li>• 24/7 on-call support</li> </ul>



## Technical Support Engineer Linux

Aress Software Pvt.Ltd

Feb 2010 - Aug 2010 (7 months)

Project Name: WebMania ( Feb 2010 - Aug 2010)	
<b>Description</b>	WebMania is an independent solution expert with over 10 years' experience in providing affordable, high-performance web hosting to organisations worldwide.
<b>Operating System</b>	Linux(RHEL and CentOS)
<b>Tools</b>	cPanel and Plesk
<b>Role</b>	Assistant Linux System Administrator
<b>Team Size</b>	5
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provisioned and designed Linux, CentOS, Fedora servers</li> <li>• Provided direct support to collocation and advanced Linux customers.</li> <li>• Mail server management like qmail, exim</li> <li>• General website administration, using custom CMS software built from HTML, mod_perl, fast_cgi, and other tools.</li> <li>• Administered MySQL and Win2K servers.</li> <li>• Remote server's backup</li> <li>• FTP server management (proftpd)</li> <li>• Troubleshooting services alerts through monitoring tool Nagios.</li> <li>• 24/7 on-call support</li> </ul>

## EDUCATION



### Savitribai Phule Pune University

Master of Computer Applications - MCA, Computer Engineering

2021 - 2023



### Madurai Kamaraj University

Bachelor's Degree, BCA

2013 - 2015



### K. K. Wagh Polytechnic

Engineering Diploma, Chemical Engineering

2000 - 2003



### Guru Gobind Singh Public School - India

SSC, Science and Maths

1999 - 2000

## SKILLS

**Programming Languages:** Bash Shell and Python Scripting

**Operating Systems:** Linux (RHEL 5,6,7, and 8), Ubuntu and Windows

**Tools & Technologies:** Docker, Terraform, Ansible, Jenkins

**Cloud Platforms:** AWS

**Monitoring & Logging:** Nagios Core, NagiosXI, Zabbix, Prometheus, and Grafana, Prometheus, and ELK Stack

**Version Control Systems:** Git and GitLab

**Database:** MySQL

**Web Application Technology:** Apache, MySQL and PHP

## COURSES & CERTIFICATIONS



**AWS Certified Solutions Architect – Associate**

Credential ID 2N0QMCCC8J4EQR5L



**Monitoring and alerting with Prometheus - Udemy**



**Introduction to Cloud Computing - Udemy**

UC-2fc40bb3-1295-4c2b-b2ec-4f1d966d38d1



**The Complete Splunk Beginner Course 2023 - Udemy**

UC-98348d02-db74-4cbc-918d-36704dc-6613f

## HONORS & AWARDS



**Outstanding performer - ESDS Software Solution Limited**

Nov 2012



**Pat on the back - Tech Mahindra**

Jan 2017



**Pat on the Back - Tech Mahindra**

Jan 2022