

# Suhas C

Bengaluru, KA || Mob: +91 953 554 2305 || [suhas5chandra93@gmail.com](mailto:suhas5chandra93@gmail.com) || [LinkedIn: Suhas.Chandrasah](https://www.linkedin.com/in/Suhas.Chandrasah)

## SUMMARY

Experienced **DevOps and Linux Cloud Infrastructure Operations** leader with over 8+ years' expertise. Specializing in **Linux administration** (RHEL, Ubuntu) and **Windows** environments, adept at designing, overseeing, and optimizing IT infrastructures across **VMware, AWS, Azure, and GCP**. Recognized for proficiency in cloud and Linux automation utilizing Terraform, ARM templates, Ansible, Bash, and PowerShell to streamline deployments, enhance operational efficiency, and elevate application performance. A strategic problem-solver with strong communication skills, ready to catalyze innovation in a Cloud Architect capacity. Proven track record of achieving a 99.9% system uptime and reducing manual effort by 90% through automation initiatives.

## EXPERIENCE

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### ACCENTURE. – Bengaluru, Karnataka

App/Cloud Support Sr. Analyst

June, 2022 to Present

#### Infrastructures Administration:

- Oversee system server administration for VMware, Windows, and Linux infrastructures, ensuring 99.9% uptime.
- Enhanced operational efficiency of VMware VMs, ESXi hosts, and vCenter management servers through strategic performance monitoring and maintenance; minimized service interruptions, achieving a 35% increase in system uptime
- Optimized VMware licensing for ESXi servers and vCenter servers, ensuring optimal resource utilization.
- Handled core administrative tasks including NFS, WDS, WINS, DNS, and DHCP, user/group management, troubleshooting, and ensuring proper access control and infrastructure configuration.
- Monitored and troubleshooted Windows services and operations.

#### Linux Administration:

- Administered and maintained Linux servers (Red Hat, CentOS, Debian, Ubuntu) with expertise in system hardening and troubleshooting applications, including firewall rules, SELinux configurations, and file system permissions.
- Provided technical support and troubleshooting for Linux-related issues and incidents.
- Automated system deployments, configurations, and software installations using Ansible playbooks and Bash scripts, ensuring streamlined operations and efficiency.

#### Achievement:

- ✓ Successfully implemented and deployed Ansible scripts for automating system deployments and updates, reducing manual effort by 90% and enhancing overall system reliability

#### Cloud Infrastructure:

- Orchestrated deployment and managed of cloud infrastructure services across AWS, Azure, and GCP.
- Leveraged Infrastructure-as-Code (IaC) tools like Terraform, ARM, and Ansible to automate cloud infrastructure provisioning, configuration, and deployment across multiple platforms.
- Configured Azure File Shares for cloud file storage and sharing across multiple virtual machines.
- Implemented secure access and permissions for Azure File Share, ensuring data privacy and compliance with organizational policies.

#### Monitoring and Troubleshooting:

- Monitored and troubleshoot virtualized and Windows environments using Microsoft System Center Operations Manager (SCOM) and Operations Manager.
- Provided support, troubleshooting, repair, and maintenance for server issues and security for enterprise and large-scale applications.
- Evaluated business processes and operations leveraging subject matter expertise to drive efficiency and effectiveness.

**Rackspace Technology – Bengaluru, Karnataka***Support Technician Engineer**February 2021 – June 2022*

- Collaborated seamlessly in cross-functional Linux and Windows System Administration teams, ensuring optimal server availability and reliability of critical data services
- Monitored system performance diligently and promptly addressed errors, minimizing downtime and ensuring uninterrupted operations.
- Proactively monitored system performance to identify and address potential issues preemptively, preempting disruptions and optimizing system efficiency.
- Managed ticket queues and adhered to SLAs, escalating as needed for prompt resolution.
- Coordinated closely with shift leads and managers to ensure streamlined operations and efficient communication channels, optimizing team effectiveness.
- Conducted root cause analysis for customer storage appliance failures.
- Utilized CRM systems for effective customer relationship management, ensuring high satisfaction levels.
- Identified issues, analyzed data, and offered effective problem-solving solutions.

**Benchmark Gensuite – Bengaluru, Karnataka***Information Technology Associate**January 2019 – February 2021*

- Troubleshoot and resolve technological issues, providing assistance to the group as needed.
- Oversee the functionality and capacity of servers and networks to ensure optimal performance.
- Provide technical support to Operations and Application Development teams, assisting with daily tasks.
- Manage and maintain application and platform monitoring systems.
- Strong troubleshooting skills for network connectivity, hardware, and software issues.
- Create, prioritize, and resolve tickets using the Ticketing Tool, ensuring efficient issue management.
- Act as the first point of escalation for all incidents and problems.
- Proficient in real-time monitoring of network infrastructure, including routers, switches, firewalls, and servers.
- Analyze and support the migration of systems/applications into the customer's central monitoring environment, following established procedures to ensure accurate IT service reporting.
- Stay updated with the latest technologies and trends, continuously enhancing skills and knowledge.
- Experienced in monitoring database performance metrics, identifying bottlenecks, and ensuring optimal operation
- Proficient in setting up and managing real-time SQL monitoring tools to track database health and performance.

**GLISTEN PROJECT SOLUTIONS PRIVATE LIMITED – Bengaluru, Karnataka***Information Technology Instructor**April 2018 - November 2018*

- Assisted in designing and implementing computer-based training modules for real-time environments, ensuring practical application and user engagement.
- Designed and executed comprehensive technical training programs to enhance team skills and knowledge in real-time environments.
- Created detailed training materials, assignments, and classroom agendas, facilitating structured and effective learning experiences.
- Conducted thorough assessments to identify training needs and certification requirements, aligning programs with organizational goals.

**EDUCATION****Bangalore Institute of Technology – Bengaluru, Karnataka***08/2014-09/2017*

Master of Computer Application;

**Sheshadripuram First Grade College – Bengaluru, Karnataka***06/2011-09/2014*

Bachelor of Computer Application

## ADDITIONAL

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### Technical Skill:

- Linux | Windows System Administration
- Cloud Deployment Operation
- Configuration Management: Ansible
- Containerization: Docker, Kubernetes
- DevOps
- Monitoring Tool: Grafana, SCOM
- Business Acumen | System Reliability Improvement
- Cloud Computing Platforms: AWS, Azure, GCP
- Terraform
- Automations: Bash, PowerShell
- Database Management
- Troubleshooting | Networking
- VMware
- Programming: Python (Moderate)

### Certifications & Training:

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- Google:
  - [GCP: Associate Cloud Engineer](#)
  - [GCP: Professional Cloud Architect](#)
- Microsoft:
  - [AZ-104 Azure Administrator](#)
- Amazon:
  - [Solution Architect Professional](#)
- Simplilearn
  - I. Certified DevOps Engineer
  - II. Cloud Architect