Ganesh Gore

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SUMMARY

- A result oriented professional with **8+ years of experience**.
- Currently associated with **GlobalLogic** as **Associate Consultant(DevOps Engineering).**
- Experienced in Linux performance troubleshooting and tuning.
- Experienced in root cause analysis, troubleshooting in areas of Linux, OpenShift, Kubernetes, Containers, Docker, Ansible.
- Knowledge in automating routine tasks using bash/python scripts.
- Top contributor in Insights project from Pune till Jan 2021(**20% contribution over the globe**) for OpenShift.

EXPERIENCE

- **GlobalLogic** (Feb 2021 to till date)
  Associate Consultant - DevOps Engineering
    - Deploy ADE onprem on **Kubernetes** and **OpenShift** on baremetal, vsphere, AWS etc.
    - Create environments(pre-requisites) needed for ADE onprem:
        - Docker, Kubernetes 1.18/1.19 or OpenShift 4.6/4.7.
        - kubernetes ingress controller, haproxy, NFS, helm, storage class.
    - Deploy, manage and maintain Kubernetes and OpenShift cluster.
    - Fix reported bugs for ADE onprem installer and new features to it.
    - Automate redundant manual tasks using bash or python scripts.
    - Update changes made to internal processes in docs.
    - Update or modify existing jenkin pipelines.
    - Troubleshoot Kubernetes/OpenShift performance and Linux performance issues.
    - Collaborate, coordinate and work with internal stakeholders like Product Engineering, Performance engineering, Customer support, Information development whenever needed.
    - Report product specific issues or issues in helm charts found during deployment or testing, to Product Engineering teams.
    - Conduct training sessions for Customer Support teams.
- **Red Hat India Pvt. Ltd** (May 2014 to Feb 2021)
  Senior Technical Support Engineer - Opneshift (Oct 2020 to Feb 2021)
  Technical Support Engineer - Opneshift (Dec 2017 to Sept 2020)
    - Provide technical support to Red Hat enterprise customers.
    - Diagnose problems, troubleshoot customer issues, and develop solutions to technical issues in areas like:
        - OpenShift installation, upgrade, scaleup, backup, restore
        - docker, crio, etcd, RHCOS, operators
        - node management, node tuning, ansible playbooks
    - Consult and develop relationships with in-house engineers and developers to promote creative solutions and improve customer satisfaction.
    - Provide collaboration to peers and cross-teams in troubleshooting customer issues.
    - Contribute to the global Red Hat knowledge management system.
    - Conduct internal training sessions for interns, new hires and other members of the team.
    - Provide mentorship to new hires, interns.
    - Conduct Ticket walks in order to share the knowledge with the team.
  Technical Support Engineer - Kernel (Mar 2017 to Nov 2017)
  Associate Technical Support Engineer - Kernel (Mar 2015 to Feb 2017)
    - Root Cause Analysis on server hang, panic issues on Red Hat Enterprise Linux.
    - Performing vmcore analysis to find the root cause and provide a solution to the customer.

- ➢ Troubleshoot performance issues in terms of information gathering, collecting supporting data, providing consultation for implementation, configuration & performance tuning of RHEL.
- ➢ Setting up test servers and environments to reproduce issues.
- ➢ Automating daily tasks using shell scripts and writing small C source code in order to reproduce customer issues.
- ➢ Develop internal training modules for Red Hat associates for Learning Management.

Intern - Kernel, Desktop/Tools (May 2014 to Feb 2015)
- ➢ Provide chat and phone support to enterprise customers for initial level troubleshooting.
- ➢ Learn and research on various components in RHEL.
- ➢ Troubleshoot low impact/severity customer issues.
- ➢ Assist engineers in documenting issues and solutions to the knowledge base.

- ➢ **WeShineTech Pvt. Ltd. (**August 2013 to April 2014**)**
  Software Developer: Project: IntellTest Academia.
  - ➢ Developer
    - o Develop and maintain a package for college agent servers and the central examination server.
    - o Monitoring agent server for issues and resolving them.
    - o Maintain daily backup of logs such as database logs, auth logs.
    - o Maintain daily backup of the database as a part of crash recovery.
    - o Send automated mail and sms notification to company authorities in various situations such as central server shutdown, database service not working.
  - ➢ Operations Engineer
    - o Support operations by identifying and solving the operations problems.
    - o Immediate response to client issues and provides technical support for the same.
    - o Investigate and understand the root cause of the issue in operations.
    - o Develop corrective actions for operations issues.

CERTIFICATIONS

Certificate Number: 130-109-861
- ➢ **Certified Kubernetes Administrator** (May 2021)
- ➢ Red Hat Certified Architect In Infrastructure Level 3 (Jan 2016)
- ➢ Red Hat Certified Specialist in Ansible Automation (Aug 2018)
- ➢ Red Hat Certified Specialist in OpenShift Administration (Mar 2018)
- ➢ Red Hat Certified Specialist in Linux Performance Tuning (RHEL 6) (Jan 2016)
- ➢ Red Hat Certified Specialist in Server Security and Hardening (RHEL 6) (Aug 2015)
- ➢ Red Hat Certified Specialist in SELinux Policy Administration (Dec 2013)
- ➢ Red Hat Certified Specialist in Directory Services And Authentication (Nov 2013)
- ➢ Red Hat Certified Specialist in Virtualization (Aug 2013)
- ➢ Red Hat Certified Engineer (RHEL 6) (Jun 2013)
- ➢ Red Hat Certified System Administrator (RHEL 6) (Jun 2013)

ACADEMICS

- ● **Diploma in Advance Computing (DAC)**
  Sunbeam Institute Information Technology, Pune
  First Class with Distinction | Feb-2012
- ● **Master of Science (M.Sc.)** in **Computer Science**
  PVG's College of Science, University of Pune
  First Class | 2009-2011
- ● **Bachelor of Science (B.Sc.)** in **Computer Science**
  S. P. College, University of Pune
  First Class | 2006-2009