LOGESH G

CONTACT

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LOCATION

Chennai

KEY SKILLS

Middleware: WebSphere, JBoss, Apache, IHS, WXS.

Operating Systems: Linux (RedHat, Amazon Linux, Ubuntu, CentOS), macOS, Windows

Ticketing Tools: ServiceNow, Jira

Tools: Venafi, Secure FX, Secure CRT, Putty, MobaXterm

Monitoring & Observability: Dynatrace, Splunk, AppDynamics, SiteScope and Logic Monitor

Virtualization: VMware vCenter, Citrix VDI

Cloud/DevOps (Basics): AWS, Docker, Jenkins, Kubernetes

CERTIFICATIONS

- Red Hat Certified System Administrator (RHCSA -EX200)
- AWS Certified Solutions Architect – Associate

PROFILE

Detail-oriented IT professional with 8+ years of experience in system administration and infrastructure reliability. Skilled in troubleshooting complex operational issues, implementing scalable solutions, and maintaining high-availability environments using Middleware technologies. Passionate about driving reliability, performance, and operational excellence in cloud and on-premise infrastructure.

EXPERIENCE

TATA CONSULTANCY SERVICES

Designation – Middleware administrator (From May 2019 to Present):

- Administered deployments across 2000+ servers and performed production changes.
- Supported patches, upgrades, and fix packs for WAS, IHS, and WXS servers.
- WebSphere 8/9 install and configuration
- Handled P1/P2 incidents with immediate solutions to minimize business impact.
- Providing L2 and L3 support, including JVM, trace log, and dump analysis.
- Renewed SSL certificates on Webservers and App servers, resolving SSL-related issues.
- Delivered 24/7 support on a rotational shift basis.
- Monitored AWS-hosted WebSphere servers using CloudWatch logs.
- Configured Global security, LDAP, J2EE, and J2C authentication.
- Used Venafi for SSL certificate lifecycle management.
- Managed Incident, Problem, and Change Management processes via ServiceNow and Remedy.
- Analyzing issues through various logs (IHS logs, JVM logs, Thread dump & Heap dump) and coordinating with development team.
- Good experience in using Venafi tool for certificate management. Create, renew and configure SSL certificates on Webservers and App servers.
- Responsible for handling the escalated tickets, incident management and problem management and providing solutions with RCA.

- Decommissioning of WebSphere Application Server (WAS) and JBoss servers in alignment with client directives, contributing to significant infrastructure cost reduction
- Configured and added signer certificates to ensure secure communication between enterprise applications and external systems, enhancing system trust and compliance with security standards.
- Implemented and fine-tuned TLS (Transport Layer Security) settings to enforce secure protocols across application servers, aligning with organizational security policies and industry best practices.
- Deployed and configured SAML (Security Assertion Markup Language) authentication to enable single sign-on (SSO) across applications, improving user experience and strengthening access control.
- Created and configured virtual hosts to enable hosting of multiple applications or domains on a single server, optimizing resource utilization and improving application isolation.
- Configured and optimized thread pool counts to enhance application performance and responsiveness, ensuring efficient resource management under varying workloads.

Sutherland Global Services

Designation - Consultant (From Sep 26, 2016 to Feb 04, 2019)
- Amazon Digital and Devices support
Job profile:

- Handling US and UK Customers queries related with Amazon devices (Fire TV, Fire stick, Fire tablets). Handling customers with their account, digital contents, subscription issues and perform real time troubleshooting to fix the issues.

- Fire TV, Fire stick, Fire tablets installation and performing troubleshooting to all sorts of device related issues.Train new employees and explain the process.