Saif Ahmed

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**DevOps/System Administrator**

**Professional Summary**

- System Administrator with sound experience in all versions of Linux OS, installations, patching, troubleshooting issues, scripting and automation.

**Technical Skills**

* Operating Systems: Ubuntu, RedHat, Windows 10/Server 22
* Database: MySQL
* Scripting Language: Python, bash
* Continuous Integration Tools: Jenkins
* Continuous Deployment Tools: Ansible
* Virtualization Tools: Docker
* Clouds: AWS cloud.
* SCM: GITHUB
* Networking: Cisco

**Work Experience**

**Galderma Pvt ltd Apr 2023 – Present IT Infrastructure Engineer.**

**Responsibilities**

* Designing and implementing IT infrastructure of the organisation including hardware, software, servers and data centres to meet the organisation needs.
* Monitoring and maintaining servers and network devices such as managing user accounts, security settings, system backups and performance optimization.
* System and network troubleshooting such as diagnosing and resolving network issues.
* Managing security managements such as firewalls, intrusion detection systems and access controls.
* Maintaining documentations using ServiceNow.

**Appen Oct 2022 - Feb 2023 System Administrator.**

**Responsibilities**

* Provision AWS EC2 instances with required packages per company standards. - Perform S3 bucket creation and IAM policies.
* Maintaining technical documents and procedures.
* Created automation jobs in Jenkins for build agent clean-ups, docker system
* Diagnose and troubleshoot issues related with server performances, connectivity, DNS, storage

**Skills: VMWare ESXI 6.3 · GitHub · AWS cloud · Ansible · Python Jenkins**

**Genpact Jun 2018 – Feb 2020 System Administrator**

**Client - GoDaddy**

**Responsibilities.**

* Installed and Configured Various types of Operating Systems and other packages on the systems. - Routinely analysed, diagnosed and resolved complex technical issues on various linux and windows Systems.
* Build and Configure VMware ESX servers.
* Make policy changes in Firewall, that means creating, modifying and deleting Access Rules also troubleshoot the connectivity issues in the firewall.
* Did Security Hardening in Unix, Linux, and Windows servers
* Worked in OS Customization, Security, User Management, Network design, administration, documentation, etc. - Recommended configuration changes and system addition that optimized performance.
* Ensured configuration and compliance with configuration management tools. Administered and troubleshoot Linux-based systems.
* Provisioned Amazon EC2 Cloud instances and Configuring launched instances with respect to specific applications.
* Performed S3 buckets creation, policies and the IAM Role based Policies.
* Ensured high levels of system availability, capacity, reliability, data integrity, security and performance are maintained.
* First Level troubleshooting of company cloud set up on VMware infrastructure.
* Troubleshoot network and performance related issues.
* Performed regular patching for maintaining the system Security.
* Be on-call on a rotational basis 24x7 to support production computing environments.
* Deploying puppet to manage a wide range of infrastructure components including servers, network devices, storage devices and cloud resources.
* Used puppet to automate and streamline workflow.
* Used ansible playbooks for creating user accounts like installing necessary software packages, configuring network settings and applying security updates.

**Environment: Linux, RHEL, Python scripting, Bash, patching, Monitoring, Puppet, Automation, Ansible, AWS Cloud.**

**Tech Mahindra Mar 2017 – Feb 2018 Information Technology and Network Administrator Client - Telstra and NBN**

**Responsibilities**

* Provide Level 2 technical support for Systems and Network issues.
* System administration: Performing tasks such as user management, installing software, managing permissions and troubleshooting various performance issues on Linux (RedHat, SuSE) and Windows (2008, 2012) systems.
* Researching, diagnosing and troubleshooting the network issues.
* Assist in change management processes
* Participate in Service Improvement Meetings after an application outage
* Troubleshoot issues with individual VMWare hosts as well as the company's VMWare based cloud infrastructure.
* Resolve incidents and problems in accordance within defined guidelines and meet operational level agreements

**Environment: Linux, Shell, Python, AWS, Troubleshooting, AWS, GitHub, Jenkins. Upgrading skill set**

**Education Feb 2020 - Sep 2022.**

* master’s in information technology, Victorian Institute of Technology, Sydney.