

Aug 2020 - Sep 2024

Site Reliability Engineer L2

Dell Technologies (Bangalore Rural, Karnataka, India)

Ensured the reliability and performance of Linux/Windows server infrastructure through rigorous monitoring, proactive maintenance, and timely issue resolution.

- Managed Linux/Windows servers on VCenter and Azure/GCP cloud environments, implementing best practices for system administration.
- Performed patching of Linux servers to maintain required versioning and enhanced system security.
- Installed essential packages and updated kernel parameters, optimizing system performance.
- Addressed file management issues, adjusted disk space allocations, managed Active Directory, and resolved SSH access problems.
- Deployed new Linux machines on Azure cloud and provided comprehensive support for application activities.
- Utilized Avantra for server monitoring and log analysis, proactively identifying and addressing potential issues.
- Resolved an average of 50 P2/P3 tickets daily via ServiceNow, addressing issues raised by clients and internal teams.
- Troubleshooted and resolved Linux server hang-ups and panic issues, ensuring system stability.

Achievements:

Maintained consistent resolution of 50 P2/P3 tickets daily via ServiceNow, exceeding client and internal team expectations.

Oct 2019 - Dec 2019

Application Support Engineer

Turaco Mobile Pvt Ltd (Bangalore Rural, Karnataka, India)

Ensured reliable application performance and system stability through proactive server maintenance, configuration management, and timely issue resolution.

- Installed, configured, and maintained operating systems, focusing on Red Hat Enterprise Linux 6/7 and CentOS 6/7.
- Provided application support for the Greatbuyz product, ensuring optimal performance and reliability.
- Executed memory upgrades of servers, both with and without server shutdowns, to enhance system capabilities.
- Installed and applied Red Hat recommended packages, maintaining system security and stability.
- Managed job scheduling using CRON and configured Access Control Lists (ACLs) for user access.
- Installed and configured essential services, including PHP, Python, MySQL, Mongod, HTTPD, Nagios, and SSH.
- Deployed and tested release patches on production servers, verifying proper functionality.
- Orchestrated creation and maintenance of new virtual machines on DigitalOcean cloud platform.
- Employed Nagios for diligent monitoring of servers, ensuring proactive identification of issues.

Achievements:

Enabled seamless operations by managing and maintaining critical server infrastructure and applications.

Jul 2018 - Jun 2019

OSS solution Engineer

Nokia (Noida, Uttar Pradesh, India)

Managed server infrastructure and ensured system stability through proactive monitoring, maintenance, and user account management.

- Monitored servers for CPU and memory utilization, ensuring optimal resource allocation.
- Conducted daily health checks of servers, proactively identifying potential issues.
- Performed monthly cleanup of user accounts and assessed user management status, maintaining system integrity.
- Managed file systems, including the creation, deletion, and permission settings of files and folders.
- Leveraged third-party tools (ZTE, Huawei tools) to enhance operational efficiency.

- **Intermediate**
R S S inter College, Dhaulana, Hapur
Uttarpradesh
May 2011 - May 2013
- **Bachelors in Technology**
Dr A P J Abdul Kalam university,
Lucknow, Uttarpradesh
May 2013 - May 2017

Languages

English Hindi

Hobbies

Learning Technology
Exploring Adventures
Cooking
Troubleshooting

Achievements

- Completed full Azure DevOps Training from KR network.
- Completed Terraform training from KR network.

- Applied knowledge of VCSCluster for improved system management and reliability.

Achievements:

Contributed to the smooth operation of OSS solutions through diligent server monitoring and system maintenance.

Aug 2017 - May 2018

Linux Administrator

UniOrange Solutions (New Delhi, Delhi, India)

Maintained and supported Linux servers, focusing on stability, performance, and efficient resource utilization.

- Delivered technical L1 support for Linux servers, addressing and resolving a variety of issues.
- Administered RHEL 7 and CentOS 7 servers, ensuring smooth and efficient operation.
- Utilized RPM and YUM for package management, maintaining system software up-to-date.
- Monitored CPU and Memory performance, optimizing resource utilization.
- Managed disk space, ensuring sufficient storage capacity.
- Oversaw process management, optimizing system performance.

Achievements:

Provided efficient L1 support and maintained Linux server infrastructure, ensuring system stability and optimal performance.

My GitHub Projects

<https://github.com/soni12-wp/soni>