Subrata Chakraborty

subrata.voice@gmail.com

+91 8583994757

Kolkata, India

With over 10 years of extensive experience in Server Administration, Configuration, installation, monitoring and troubleshooting various server and application components of Cloud, Windows and Linux servers in enterprise infrastructure. Extensive hands on experience in Linux and Nutanix Hybrid Cloud. I help stakeholders to execute plans by managing monitoring, controlling service resources and communication process. Detail-oriented individual who exemplifies professionalism, and an ability to manage multiple projects and tasks

Certifications

Cisco Certified Network Associate (CCNA) (Cert no: 418404172719JKZK)

ITIL® Foundation Certificate in IT Service Management by Axelos (Cert No: GR750157230SC)

RED HAT CERTIFIED ENGINEER (RHCE) by Red Hat (Cert no: 160-083-770)

AWS Certified Solutions Architect – Associate (License no: T6LCPF1KBNBEQN35)

Nutanix Certified Professional 5.5 (NCP-5)

RED HAT CERTIFIED SPECIALIST IN ANSIBLE AUTOMATION (Cert no: 160-083-770)

Microsoft Azure Administrator Associate (ID: H546-9198)

LinkedIn Profile: www.linkedin.com/in/s-chakraborty

Skills

- **Operating System:** Microsoft server 2003, server2008, server2012, server2016, RHEL6, RHEL7, CentOS, Ubuntu, Amazon Linux

- **Linux Server Administration:** Server Administration, User, Group, Apache Tomcat, Mysql, Mail, LAMP, ISCSI, NFS, LVM, DNS, HTTP/HTTPS, Yum, RPM, ACL, Sudo, Vim, Samba, Openfiler

- **Network Service Administration:** HTTP/HTTPS, FTP, NFS, SMB, SMTP, SSH, NTP, LDAP, SNMP

- **Monitoring Tools:** Nagios, PandoraFMS, ManageEngine OpManager

- **Tracking and Ticketing Tools:** JIRA, Zendesk

- **Network Security:** Pfsense

- **Cloud Computing:** Amazon Web Services (AWS), Openstack, Nutanix Hybrid Cloud

- **Virtualization:** Vmware, KVM, Virtualbox.

- **DevOps Tools:** Docker, Ansible, Kubernetes

Professional Experience

Senior Cloud Engineer   **October 19, 2020 to Present**

Solaris Soft Labs India Pvt Ltd.

- Ensure adequate monitoring is in place and enhance or adjust where needed. Continuously measure the availability, latency and overall system health.

- Respond to incidents and drive change preventing issues from re-occurring. Also look for opportunities to automate the recovery for certain incidents that may be difficult to prevent and using Atlassian Jira to track issues to resolution based on their priority.

- Secure environment from security threats deploying patches and least-privilege configurations.

- Automate repetitive and error prone tasks and processes, using tools like Ansible.

- Installation, configuration, deployment, maintenance, and troubleshooting in a Debian/Ubuntu environment.

NOC Engineer   **May 2020 to October 16, 2020**

YOTI BIOMETRIC IDENTITY PRIVATE LIMITED

- Monitoring and initial response of all system and server related issues in our multi-site India and UK data centre infrastructure.
- Monitoring stacks like Site24x7, Prometheus, Grafana, Kibana, Alert Manager and Nagios.
- Work closely with different engineering teams like Core, Cloud, Devops, Security and NOC. Establish good relationships with service providers for maintaining a clear and concise communications.
- Respond to all incidents, system or server related with special focus on security related issues following the incident management procedures.
- Managing Git branches for maintaining saltstack pillar data.
- Installing, Configuring, tuning, troubleshooting and patching of Red Hat Enterprise Linux, Ubuntu and CentOS servers. Renewal of letsencrypt certs.
- Performing smoke tests for different services

Lead Cloud Infrastructure Engineer   **Dec 2017 to Mar 2020**

Target Associates Private Limited, Bangalore

- Nutanix AOS upgrade and deployed Prism Central within Cluster to monitor and manage Multiple Clusters from single dashboard.
- Analyze system performance and knowledge of system parameters to improve the utilization of system resources. Monitor resource usage. User management, Performance tuning of Linux Servers, Process Monitoring, Disk Management and LVM Administration. Log Rotation.
- Planned, tested, and deployed new systems and services into the infrastructure like DNS, Active Directory, PandoraFMS, OpManager, Nagios, OrangeHRM, FreeRadius, Apache, Zimbra, Maria DB, ACS, LAMP, VoIPmonitor, Speedtest
- Deploy, Administer and Manage heterogeneous services on different platform and OS like Windows, Linux (CentOS and Ubuntu) using Nutanix Cloud Infrastructure.
- Maintaining and monitoring business critical VoIP services.
- Resolving VoIP related issues from the end users escalated by L2. Debugging SIP signaling and RTP packets. Escalating relevant issues to Mobile Operators and resolve issues.
- Successfully deployed granular monitoring of total Infrastructure depending on role, service, and importance using Manage Engine OpManager, AppManager and Desktop Central. Prioritize service and performance matrix, automating notification to responsible team and assist respective team to resolve business critical issues faster.
- Updating and responding project related issues using tool JIRA and Zendesk.
- Figuring out the root cause of failure with vendor assistance, preparing and executing the change plans including application update or security advisories issued by the vendors.

Linux Technical Consultant   **Mar 2015 to Nov 2017**

CWI Consultancy Private Limited

- Understand and follow pre-defined procedures for release management, change management and configuration management
- Provide information regarding assigned projects to Program and Account manager
- Provide deployment and technical service for Network Monitoring systems
- Identify and design improvements to the systems
- Design improvements to the systems
- Improve and maintain monitoring of platforms and services
- Creating system documentation
- Experience in creating Instance Windows, Linux, etc., on VPC network.

- Creating different kinds Instances using AMI's according to the requirement. Creating IAM users Roles & Polices and AWS Login access. Creating security Groups, changing rules
- Maintaining EC2 services like launching instances, attaching volumes,Configuring security group, monitoring.
- Launching Virtual Private cloud (VPC), creating subnet in the VPC, launching EC2 instance
- Hosting static website over S3 bucket.

Senior Linux Systems Engineer   **July 2012 to Mar 2015**

CWI Consultancy Private Limited

- Served as a systems administrator to lead an IT team in configuring, troubleshooting and maintaining Linux infrastructure for a mid-sized VoIP and Software services company. Provide ongoing management, performance-tuning and Tier 3 support for approximately 200 Linux systems. Achievement Highlights:
- Performance Tuning: Performance analysis using different Linux command line tools (like- SAR, vmstat, iostat, top). Ensured that assigned systems were engineered, configured and optimized for maximum functionality and availability. Implemented solutions that reduced single points of failure and improved system uptime to 99.9% availability.
- Project Management: Led enterprise wide hardware/software installations; oversaw major server upgrade/expansion project that improved network access protection (NAP), terminal services and network performance; and integrated new technologies into existing data-center environments.
- Security: Strengthened system/network security and business-continuity planning as a member of company's security incident response team.
- Troubleshooting: Rectified many issues by instituting best practices in system log analysis, backups, network operating center security, user account/permissions management and systems/software auditing.
- Minimize the amount of unplanned downtime in the customer's production environment. Coordination of support teams in order to ensure high availability, capacity and customer satisfaction.
- LVM: creating, reducing, extending and removing
- User and Administration, File permissions, ACLs in Linux, Sudo
- Package installation using RPM, YUM and solving issues.
- Managing of partitions and File System using Logical Volume Manager and fdisk command
- Linking files using Hard Link and Soft Link
- Creating & Managing notes groups, renaming groups, deleting groups.

Linux Support Engineer   **July 2009 to Jun 2012**

CWI Consultancy Private Limited

- Involved with customers to create, change, and update accounts along with password changes and account unlocks.
- Communicate technical information to non-technical users, both orally and written.
- Provided coordination support between networks, Enterprise Applications and the development architecture.
- Set up and administer user and groups accounts, setting permissions for users.
- Build and installed multiple Linux machines.
- System and Application troubleshooting and other related issues.
- Provided management of system process in areas like boot process, startup and system shutdown.
- Diagnosed and resolved problems associated with DNS, DHCP, VPN, NFS, and Apache

Academic Background:

- Bachelor in Computer Application (Veer Bahadur Singh Purvanchal University, 2003)
- Higher Secondary (Bangabasi Morning College, 1998)
- Secondary School Certificate (Adarsha Vidyamandir, 1996)