

# Sudharshan Rao Rajampalli

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## PROFILE SUMMARY

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Linux & Cloud Support Engineer with 2.5 years of hands-on experience providing L1/L2 production support across Linux (RHEL 6/7/8/9) and cloud environments (AWS, Oracle Cloud Infrastructure, VMware). Strong expertise in incident management, system administration, cloud provisioning, monitoring, security hardening, and infrastructure automation using Terraform and Bash. Proven ability to support mission-critical systems, reduce downtime, improve operational efficiency, and meet SLA targets in 24/7 support environments.

## PROFESSIONAL EXPERIENCE

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### HCL Technologies

#### Linux & Cloud Support Engineer (Analyst) | Sep 2023 – Present

- Delivered L1/L2 Linux and Cloud support for enterprise production environments with strict SLA requirements.
- Administered and supported 150+ RHEL servers (6/7/8/9) across on-prem, VMware, AWS, and OCI platforms.
- Handled incident management, troubleshooting, service requests, and root cause analysis (RCA) for OS, cloud, and application-related issues.
- Supported AWS (EC2, S3, VPC, CloudWatch) and OCI resources, including VM provisioning, monitoring, access management, and basic networking.
- Used Terraform (IaC) and Bash scripts to automate provisioning and routine operational tasks, reducing manual effort and errors.
- Performed patching, security hardening, backup validation, and system health checks to maintain compliance and availability.
- Participated in 24/7 on-call support, coordinating with application, network, and database teams for faster incident resolution.

##### ❖ CLOUD INFRASTRUCTURE & AUTOMATION

- Designed and deployed Terraform-based Infrastructure as Code (IaC) templates for provisioning resources across OCI, AWS, and VMware, reducing manual setup efforts by 40% and improving deployment consistency.
- Provisioned and managed AWS services including EC2, S3, VPC, Lambda, and CloudWatch to support scalable, secure, and monitored cloud environments.
- Automated cloud resource provisioning and scaling workflows, reducing infrastructure delivery time from days to hours.
- Supported hybrid cloud environments by integrating on-prem VMware infrastructure with cloud platforms.
- Administered and optimized OCI Exadata Cloud Service (EXC-DB) instances, ensuring performance tuning, secure access control, and high availability for mission-critical workloads.

##### ❖ LINUX SYSTEM ADMINISTRATION

- Administered 150+ Red Hat Enterprise Linux (RHEL 6/7/8/9) servers across production and development environments.

- Performed user and group management, filesystem configuration, disk partitioning, LVM, RAID, swap management, and kernel updates.
- Configured and managed NFS, Samba, and system services for enterprise applications.
- Automated routine administrative tasks using Bash scripting, reducing operational overhead by 40%.
- ServiceNow - Incident, Request, Problem, Change tickets.

❖ PATCHING, SECURITY & COMPLIANCE

- Automated Linux patching cycles, reducing downtime by 30% and ensuring compliance with security standards.
- Implemented SELinux policies, SSH hardening, sudo-based role access, and OS-level security controls.
- Conducted vulnerability assessments and applied remediation to maintain audit readiness.
- Managed ACLs and encrypted file systems for secure data access.

❖ MONITORING & INCIDENT MANAGEMENT

- Integrated monitoring and alerting using OpManager, Grafana, Prometheus, and ELK Stack.
- Reduced Mean Time to Detect (MTTD) incidents by 25% through proactive monitoring dashboards.
- Provided L1/L2 production support, troubleshooting OS, application, and infrastructure issues.
- Participated in 24/7 on-call support, incident resolution, and Root Cause Analysis (RCA) documentation.

## CORE SKILLS

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Cloud Computing, AWS EC2, AWS S3, AWS VPC, AWS Lambda, AWS CloudWatch, Oracle Cloud Infrastructure (OCI), OCI Exadata (EXC-DB), VMware, Terraform, Infrastructure as Code (IaC), Linux Administration, RHEL 6/7/8/9, Automation, Bash Scripting, Ansible, Monitoring, Grafana, Prometheus, ELK Stack, Incident Management, Patch Management, Security Hardening, SELinux, SSH, IAM, Backup & Recovery, High Availability, Scalability, DevOps Fundamentals

## CERTIFICATIONS

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- Microsoft Certified: Azure AI Fundamentals (AZ-900)
- Microsoft Azure Administrator (AZ-104)
- ITIL Foundation – AXELOS
- Oracle Cloud Infrastructure 2024 AI Foundations Associate (1Z0-1122-24)
- Accomplished Internship in DEVOPS from Frontlinemedia.

## EDUCATION

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- Bachelor of Technology (B-Tech) – ECE  
Andhra Loyola Institute of Engineering & Technology                            2019 – 2023  
CGPA: 6.5

## PROJECTS & ACHIEVEMENTS

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- 🏆 1st Prize – National Level Project Expo 2023 (IEEE): Autonomous Vehicle System with real-time sensors and cloud-based analytics.
- Executive Member – MAGIS Club, student technology leadership forum.