Janakiram Suragani

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Professional Summary

- Platform Support and Linux Engineer with around 12 years of experience managing Linux-based infrastructure across enterprise data centers, virtualization, and cloud environments.
- Expert in Linux administration (RHEL, Ubuntu, CentOS, EulerOS), cloud platforms, VMware, and 24/7 production support for mission-critical workloads.
- Hands-on experience in DevOps, automation, and configuration management using Ansible, AWX, Bash scripting, and CI/CD pipelines.
- Proficient in containerization and orchestration with Docker Swarm and Kubernetes, including deployment of stateful applications with persistent storage.
- Strong knowledge of ITIL and Agile (Scrum) methodologies; skilled in creating SOPs, operational processes, and leading teams to deliver projects successfully.
- Extensive expertise in monitoring, logging, and observability using Zabbix, Grafana, Cloud Scope, Cloud Eye, ELK Stack, and performance tuning tools.
- Experienced in cloud security, OS hardening, patch management, IAM, PKI, HSM administration, and vulnerability remediation.
- Proven ability to design, implement, and maintain high-availability platforms using load balancers, autoscaling, backup/recovery strategies, and HA infrastructure components.
- Skilled in troubleshooting server, network, and application issues, performing root cause analysis (RCA), and ensuring SLA compliance in 24/7 production environments.
- Strong documentation and knowledge-sharing skills; adept at preparing operational runbooks, implementation guides, and internal knowledge bases for cross-functional teams.

Technical Skills

Linux Server Administration: RedHat, CentOS, Ubuntu, SUSE

Cloud Operations: G42 Cloud, Microsoft Azure, OCI

Automation: Ansible, AWX, Bash Shell Scripting

Containerization: Docker Containers, Kubernetes, Docker Swarm

Monitoring & Logging: Zabbix, ITRS OP5 Monitor, Grafana & Prometheus, Nagios, Cloud Scope & Cloud Eye

Ticketing & Documentation: Jira, ServiceNow, Kayako, Confluence

Experience

> **Tesnus Technologies – Platform Support Engineer / Systems Administrator** — April 2025 - Present | | Abu Dhabi, UAE

A managed services provider, Moved from Core42 (G42) to Tesnus as part of a project transition, continuing to manage 24/7 Linux operations for air-gapped cloud infrastructure with SCIF access, ensuring secure and reliable production support for enterprise and regulated workloads.

- Provision, configure, and manage Linux servers (RHEL, Ubuntu, EulerOS, CentOS) across dedicated, virtual, and G42 Cloud environments.
- Implement OS hardening, baseline security configurations, and vulnerability remediation.
- Perform patching of virtual machines and Kubernetes nodes using Ansible automation.
- Monitor infrastructure availability and performance using Zabbix, Cloud Scope, Cloud Eye, and Grafana.
- Configure Cloud Scope alarms are integrated with SNS for instance health and state notifications.
- Manage ECS resources including CPU, memory, disks, NICs, EIPs, and perform capacity scaling.
- Install and manage Docker Swarm clusters; deploy and operate containerized applications.
- Deploy persistent container storage using GlusterFS and integrate with Docker workloads.
- Maintain and support internal platform services such as Grafana, DNS, SMTP (OpenDKIM), LAMP stack, Bareos, Barman, PrivateBin, and FreeIPA IDM.
- Manage centralized logging pipelines using Filebeat, Logstash, and Elasticsearch (ELK Stack).
- Administer HSM (Utimaco) devices and PKI infrastructure including TLS certificates and local Certificate Authority.
- Manage VPN gateways, authentication mechanisms, and role-based access control (RBAC).
- Handle hardware fault management including disk, RAM, CPU replacements and coordination with vendors.
- Prepare and maintain technical documentation, implementation guides, and operational runbooks.
- Resolve platform-level incidents using Jira while meeting SLA and uptime requirements.

> **Core42 – System Administrator** — July 2022 - March 2025 | | Abu Dhabi, UAE

A G42 company and UAE-based sovereign cloud & AI infrastructure provider, delivered 24/7 IT operations and production support, managing air-gapped cloud environments with SCIF access,

maintaining Linux systems, and ensuring compliance and reliability for enterprise and regulated workloads.

- Provisioned and administered Linux-based cloud infrastructure across G42 Cloud platforms.
- Created and managed compute, networking, storage, autoscaling, and load balancer services.
- Configured Elastic Load Balancers and Auto Scaling for high availability and resilience.
- Performed quarterly patching, OS hardening, and vulnerability remediation on VMs and Kubernetes CDK clusters.
- Monitored infrastructure health and availability using Zabbix, Cloud Scope, Cloud Eye, and Grafana.
- Configured IAM users, groups, and roles for secure access management within infrastructure tenants.
- Managed ECS resources including disk expansion, CPU/memory scaling, and network interfaces.
- Configured centralized package repositories using Nexus and performed basic database administration (MySQL, PostgreSQL).
- Automated configuration management using Ansible and AWX, including HAProxy application deployments.
- Integrated Ansible playbooks with GitLab CI/CD pipelines for infrastructure automation.
- Maintained high availability for critical internal services such as Zabbix, FreeIPA, GitLab, Vault, AWX, NetBox, Jira Service Desk, and Confluence using HAProxy.
- Managed Docker Swarm clusters hosting applications like Jira, Confluence, Grafana, PrivateBin, MySQL, and Team Password Manager with GlusterFS storage.
- Enabled backup and recovery using server-level and disk-level backup vaults.
- Handled Level 2 cloud service incidents and performed root cause analysis (RCA) as per SLA.
- Authored technical documentation in Confluence and tracked issues, bugs, and changes using Jira.

  - ➢ **Rackspace Technology – Linux Support Engineer II** — Feb 2021 - May 2022 | | Bangalore, India

A leading global managed cloud and hosting services provider, Supported IT operations by handling and resolving complex Linux system issues, troubleshooting and maintaining server environments, and collaborating with cross-functional teams to ensure reliable infrastructure and customer support delivery.

- Provisioned, configured, and administered Linux servers (RHEL, Ubuntu, CentOS) across Dedicated, Virtual, and Rackspace Cloud environments.
- Provided 24/7 production support for large-scale cloud infrastructure supporting 10,000+ customers.

- Automated routine administrative tasks using Bash shell scripting to improve operational efficiency.
- Installed, configured, and maintained core services including Apache, MySQL, PHP, PHP-FPM, FTP, NFS, NTP, and Docker containers.
- Monitored system health, availability, and performance using sar, iostat, vmstat, uptime, and system logs.
- Troubleshot CPU, memory, disk, and network performance issues; performed capacity planning and tuning.
- Managed incidents, changes, and service requests using ServiceNow in alignment with ITIL best practices.
- Collaborated with cross-functional teams and vendors to resolve critical incidents and implement permanent fixes.
- Supported high-availability production workloads, ensuring SLA compliance and minimal downtime.
- Installed and managed caching and messaging services such as Redis and Memcached for performance optimization.

  ➢ **GLOBALFOUNDRIES – Sr Eng IT Engn** — Apr 2019 - Feb 2021 | | Bangalore, India

A leading semiconductor manufacturer, supported critical IT operations, managing and maintaining legacy and critical Linux servers for the Singapore manufacturing unit, ensuring reliability and seamless production support.

- Installed and administered Red Hat Enterprise Linux and CentOS on physical and virtual servers in a semiconductor manufacturing environment.
- Configured server hardware components including iLO, RAID controllers, and BIOS to meet enterprise build standards.
- Provisioned and supported virtual machines using templates in RHEV environments.
- Implemented monitoring solutions using Grafana, InfluxDB, and Telegraf for real-time performance visualization.
- Built custom Grafana dashboards and integrated servers for infrastructure monitoring.
- Installed and tested ELK stack for centralized logging and observability.
- Automated Telegraf agent deployment using Ansible roles.
- Installed, configured, and managed Ansible Tower for centralized automation.
- Maintained 99% uptime for mission-critical semiconductor fabrication servers.
- Administered and supported SFTP servers, ensuring availability and secure data transfer.

Optum Global Solutions INDIA – Sr Systems Mgmt Analyst — Oct 2016 - Apr 2019 | | Hyderabad, India

A technology unit of UnitedHealth Group (Health Care), Supported managing system issues, troubleshooting software and infrastructure, and collaborating with cross-functional teams to deliver projects using Agile methodology.

- Promoted from Systems Management Analyst to Senior Systems Management Analyst based on performance.
- Led and managed a team of 10 engineers supporting the Linux enterprise infrastructure.
- Provisioned physical servers using Foreman for automated OS deployment.
- Configured ILO, RAID controllers, and hardware standards during server build lifecycle.
- Provisioned and supported Linux virtual machines and performed VMware administration tasks.
- Automated infrastructure tasks using Ansible playbooks and CI pipelines in Jenkins.
- Maintained automation code and scripts using Git and internal GitHub repositories.
- Managed build and release operations using HPSA and monitored systems via HPOV.
- Performed LVM management, disk expansion, package management, and OS troubleshooting.
- Monitored system performance using top, iftop, netstat, sar, and related tools.
- Worked in Agile Scrum methodology and supported US clients during night shifts.
- Handled incidents and service requests using ServiceNow and coordinated with vendors and OEMs.

  ➢ **CTRLS Data Centers – Linux Engineer** — Nov 2015 - Oct 2016 | | Hyderabad, India

Asia's largest Tier-4 Datacenter, supported handling and managing colocation, managed services, cloud and hybrid cloud, disaster recovery, and connectivity services, with responsibility for 24/7 operational support and enterprise-grade multi-zone security.

- Installed, configured, and managed Linux servers (RHEL, CentOS, Ubuntu) in a data center environment.
- Provided 24/7 production support for banking and financial clients.
- Delivered services following ITIL processes and SLA commitments.
- Troubleshot incidents via Kayako ticketing system supporting 3000+ customers.
- Installed and administered services including Apache, Tomcat, MySQL, FTP, NFS, NTP, and mail servers.
- Configured monitoring tools such as Nagios, MRTG, and Syslog for infrastructure visibility.
- Performed RAID, LVM, disk management, backups, and package management.
- Maintained DNS services and resolved application-level issues through log analysis.
- Performed hardware troubleshooting using KVM switches and on-site data center access.
- Developed shell scripts to automate monitoring and operational tasks.

  ➢ **Voxvalley Technologies – Trainee Network Engineer** — Mar 2014 - Nov 2015 | | Hyderabad, India

A VOIP-based startup, Managed 100+ Linux servers across global data centers, performing core administration tasks including Linux and Windows OS installation, configuration, and maintenance.

Supported VOIP infrastructure, provisioned servers, and maintained network operations for optimal performance.

- Installed and administered Linux servers (CentOS, Ubuntu) and Windows systems.
- Performed system administration tasks including user management, disk partitioning, and backups.
- Configured and troubleshot FTP, Apache, MySQL, VNC, and VOIP servers.
- Handled basic networking tasks including cable crimping and network setup.
- Managed storage using LVM and RAID configurations.
- Installed and configured Nagios for monitoring and email alerting.
- Performed MySQL backup and restore operations.
- Wrote shell scripts to support automation and monitoring tasks.

Education

- Bachelor of Technology (CSE) JNTU University KAKINADA (2013)
- Board of Intermediate Education, A.P. (MPC) (2009)
- Board of secondary Education, A.P. (2007)

Certifications

- RHCSA, RHCE, RHCSA in OPENSTACK
- Terraform Associate (003)
- AZURE FUNDAMENTALS
- Azure Administrator Associate, Azure Solutions Architect Expert
- OCI Certified Foundations Associate
- OCI Certified AI Foundations Associate
- ITIL FOUNDATION

Personal Details

Name   :   Suragani Janakiram

Father Name   :   S. Narasimharao

Sex   :   Male

Marital Status :   Married

Nationality   :   Indian