SYED SAAD SHERAZI
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Certifications:
• Red Hat Certified System Administration for Red Hat Enterprise Linux 7. (CERTIFICATE ID: 170-155-618)
• 6.00.1x: Introduction to Computer Science and Programming Using Python offered by Massachusetts Institute of Technology. (CERTIFICATE ID: DFAFC104D74F4BD8B8485581371AF696)

Educational Summary:
Bachelor of Science, Electrical Engineering 2015 from University of Engineering and Technology Peshawar, Pakistan.

Coursework Details:
Networking, C, C++, Java, Matlab, Project Management, Operating Systems. Data Communications.

Technical Skills:

Languages/ Technologies: Python, Shell Scripting, C, C++, HTML and Java.	**Software/Tools**: Splunk, MS Office Suite, Google docs and Google slides.
Operating Systems: Red Hat Linux, CentOS, Ubuntu and Windows (2000, 2003, and 2010 Server)	**CI Tools:** Jenkins. **Configuration management tool:** Ansible and Chef **Bug Tracking Tools:** Jira.
Database: Oracle, MS SQL and Hbase.	**Web Servers**: Jetty, Kafka, Apache, Tomcat and Nginx, **Queing:** Apache Kafka
Storage: Netapp Data Ontap 7.	**Protocols**: TCP/IP, UDP, SMTP, POP and IMAP.

Work Experience

Yahoo Inc!   Sunnyvale, CA
Site Reliability Engineer Yahoo Mail   February 2017 — present

- Installed, administered and configured Red Hat Enterprise Linux servers.
- Performed yinst configuration and package installation.
- Performed log monitoring, and troubleshooting of the systems.
- Installed, configured and supported Jetty, Kafka, Apache, Nginx and Tomcat in Linux environment.
- Worked with the application developers, database, network, cloud tech, datacenter, ISP, Incident Management, clients and partner teams to resolve issues/outages.
- Responsible for maintaining successful completion of daily and weekly pushes/updates.
- Responsible for using AWK, SED and GREP commands for data manipulation.
- Extensively worked on routers and switches performance, TCP/IP, and OSI model.
- Highly Experienced in using command line and splunk for triaging and Jira as a tracking tool.
- Systems monitoring and administration of servers for day-to-day problems, patches, hardware failure, monitoring log files, backup, software up gradation and documentation.
- Monitored disk space, CPU usage, memory usage, temperature of the servers and monitored package versions.

- Worked on day to day administration tasks and resolving tickets (both user impacting and non user impacting) with proper closing notes.
- Assisted in performing upgrades to hardware, operating systems, and applications with minimal downtime.
- Earned solid reputation for resolving complex issues and providing exceptional customer service, as a team player and as a team lead as well.
- Solved complex network connectivity issues using tools such as TCP dump, ping, traceroute, mtr, nc, netstat etc.
- Managing all reboots & part replacement activities for Site Ops and Storage Ops for CMRs and Emergency CMRs.
- Interact with different teams, client, non-paid partners and paid partners through mails, conference calls, google hangout, google meet etc.
- Help the team members to resolve the different issues under SLAs. (take the escalations)
- Report to the Management and regularly update them about the team and projects.
- Responsible for resolving tickets and worked extensively on user impacting outages for both Yahoo users and paid partners like AT&T, BT, Rogers, Black Berry, Small Biz etc.

Yahoo Infrastructure Services & Operations Individual MVP Award for Q3 2018:

Yahoo Infrastructure Services & Operations Individual MVP Award for Q3 2018 for researching and then presenting the following SRE fundamental training sessions:
- Linux kernel using strace
- TCP backlog in Linux
- TCP queues and TCP dumps etc.
- Garbage collection
- Cyclic Redundancy Check
- OSI model
- Analyzing jstack, thread dumps and heap dumps
- Mail Metadata
- Mail Backend
- Yahoo's network

Summary:

- Knowledge in System Administration, server builds, installs, upgrades, troubleshooting and performance monitoring in Red Hat Linux Systems.
- Knowledge in troubleshooting various communication protocols like HTTP, UDP, TCP/IP, SMTP, POP and IMAP.
- Expertise in administration of Jetty, Kakfa, Nginx and Tomcat.
- Experience in creating logical volumes and increasing the file system in Linux servers.
- Experience in troubleshooting and supporting 24x7 production mail environments, performance monitoring of CPU, Memory, Disks, Network etc.
- Highly Experienced in troubleshooting issues with OSI model, hardware etc.
- Strong analytical, diagnostics and troubleshooting skills to consistently deliver productive technological solutions.
- Coordinated different teams across multiple layers to troubleshoot mail, data base, search and network issues.
- Skilled at leading teams, working with offshore teams and mentoring team members.
- Experience in maintaining web servers for Java applications.
- Good knowledge in python, bash, java and exposure to java based applications.
- Have closely seen deployments using various tools like Jenkins, Chef, GIT etc.
- Highly motivated, self-starting and a team player with strong oral, written and communication skills and an inquisitive mind to learn more.