

Sonia Chawla

Linux Server Administrator

Haryana, India

+91 9728766474

sonia.chawla1411@gmail.com

[Linkedin profile](#)

SKILLS

- RHEL
- SCOM
- Oracle
- Incident Management
- Microsoft Excel
- Linux
- Word
- PowerPoint

CERTIFICATIONS

- RHCSA 8 certified by Udemy in Nov 2021.
- Oracle Cloud Infrastructure Foundation 2021 by Oracle in Feb 2022.

EXPERIENCE

Infosys Limited, Pune - *System Engineer (Nov 2019 - Present)*

Project Experience: Toll Group

- Linux Server Administrator (Prod /non-prod Environment L2 support)
- Performing Operations of IT Service Management including Incident, Change, Service Request, and Problem Management on ServiceNow.
- Troubleshooting OS-related issues such as user Access, High CPU/Network utilization, Service-related issues, OS booting, Changing the configuration of NIC cards, Configuration of hostname /mount/Sudoers, etc. related files in Unix, Linux LVM.
- Handling MI (Major Incident) calls with the client-side team involved.

- Working with cross-functional Infra teams such as Wintel, Network, security, Storage and Backup, middleware, tool, etc. for Root Cause Analysis (RCA) and documenting the Standard Operating procedures (SOP) solution for the same.
- Testing for Linux servers taking Prechecks, Post checks, and validating the output.
- Troubleshoot Emergency hardware and software issues with the help of support vendors like Oracle, Red Hat, Centrif, Forcepoint, veritas, and HPE.
- Mounting/Unmounting Network and local file systems as per requirements.
- Adding/removing/Extending logical volume, filesystems as per requirement.
- Planning and testing failover and fallback resource group as needed .
- Helping and Coordinating with the onsite team for any changes.
- Working with hardware vendors, to analyze RCA and replace faulty hardware components.
- Monitored and managed the tool SCOM (Microsoft System Center Operations Manager).
- Adding/Removing and Lun and Volume Group
- Knowledge of scripting languages, including PowerShell or Bash
- Basic Knowledge of Amazon Web Services (AWS) services
- Resolve cases per productivity, performance and SLA standards.

Accelerate Projects

- Cloud enablement Support.
- Creating excel based job aids and work instruction.
- Solution Flyers for Machine learning components.
- Python Frequently Asked Questions

EDUCATION

Year	Degree	Institute	CGPA
2016-2019	BCA (Computer science)	MDU (Maharshi Dayanand University), Rohtak	7.5
2015-2016	12th	Vaish Sr. Sec. School, Haryana	9.2

2013-2014	10th	Vaish Sr. Sec. School, Haryana	8.2
-----------	------	-----------------------------------	-----

HOBBIES

- Playing Chess & Badminton
- Cooking
- Listening to Music