

Professional Summary

Around 17 years of experience within the Information Technology field with experience as a Technical Manager, Consultant, and System Administrator in the insurance and e-commerce arena.

Skills

- O.S: Red Hat 6, 7, CentOS, Ubuntu, Debian, AIX and Windows.
- Scripting: Bash
- Web: Apache HTTP, Apache Tomcat, Jboss, Wildfly, and WebSphere.
- Backup: Bacula, Bareos, rsync, tar and zip.
- Networking: DNS, TCP/IP, DHCP, NFS, SSH, SAMBA, and LDAP.
- Azure : Virtual Machines, Monitor, Virtual Network, VPN Gateway, DNS, Load balancer, Advanced Thread Protection and Blob Storage.
- Security: firewall, iptables, Selinux, Alien Vault, and OpenVAS
- Monitoring: Grafana, Elastic Search, Prometheus, NewRelic, Dynatrace and AWS cloudwatch.
- Virtualization: Vmware Esxi, Xen, Docker, and OpenVZ.
- AWS: S3, EC2, IAM, Route53, ELB, VPN Gateway, Cloudwatch, GuardDuty, and SecurityHub.
- Storage: HP 3PAR, HP P2000, HP P4500, IBM V7000, IBM V700F, IBM V5020 and EMC CX4.

Work History

Manager, Consultant, and System Administrator

09/2014 to Current

Ebix Inc – Johns Creek, GA

- Responsible for the end-to-end delivery of Technology as a part of the Hosting Service Group.
- Managing and Leading Hosting Services Group team which creates a project plan and device process for delivery of all Ebix hosted SaaS products.
- Design, implement and maintain all AWS and Azure infrastructure and services within a managed service environments.
- Build of new environments for development, UAT and Prod in Azure and AWS.
- Design, Deploy and maintain enterprise-class security, network, and systems management applications within an AWS and Azure environment.
- Implement process and quality improvements through task automation. Institute security automation and automation or routine maintenance tasks
- Perform data migration from on-premises environments into AWS
- In-charge of undergoing application upgrade project with Ebix Health where the team members of hosting group reporting to him.
- Supervising team of experienced software professionals and is responsible for deciding their work priorities,

day to day activities, personal actions, and performance review.

- Facilitating the senior management team on decision making for Implementation & Delivery for all SaaS products.
- To Installing and configuring Operating Systems (AIX, RedHat, CentOS, Fedora, Debian, and Ubuntu)
- Creates and executes infrastructure-related changes and revises as appropriate to meet changing needs and requirements.
- Installed, configured, and Administrated all UNIX/LINUX servers, includes the design and selection of relevant hardware to Support the installation/upgrades of Red Hat 5/6/7, CenOS 5/6/7, Ubuntu operating systems.
- Installing and configuring Apache HTTP / Tomcat and Jboss Application Server.
- Installed and configured the OCFS2 Cluster for shared fileserver.
- Creating bash scripts to automate the routine tasks.
- Applied patches every quarter regularly to meet audit requirements using apt-get, Up2Date, YUM, RPM tools.
- Administration and support of homogeneous production and development server infrastructure of multiple flavors of Linux.
- Performed Building up of servers, deployment activities, and environment support including installation, configuration diagnostics, planning, and upgrades.
- Responsible for design and implementation of IT infrastructures such as data centers, servers, storage, backup, and virtualization.
- Support for Linux/Unix systems administration, operational support, and problem resolution for server systems.
- Responsible for Installation, Configuration, Maintenance, Deployments, Update, Monitoring, performance tuning on Linux.
- Implemented Bareos Backup servers.
- Installation/Configuration of ESXi servers and applying security patches to the ESXi servers.
- Experienced in monitoring and debug performance issues on different OS Linux (RHEL Centos and Ubuntu).
- Worked on FTP and SFTP servers for sending and receiving files between local and remote servers.
- Actively participated in Product enhancement/design discussions.
- Oversee client/customer/vendor relationship to ensure that we met or exceed Ally service expectations.
- Involved in Capacity Planning requirements.
- Efficiently multi-task, working across multiple client engagements at the same time as well as key internal initiatives
- Providing support for Ebix production and DR Datacenter which includes 1350 servers.
- Handling HSG offshore support team.
- Handling Incidents, CSR's, and working on the change request. Troubleshoot issues on UNIX/Linux Servers.
- Providing necessary training and product knowledge to team members.

Ebix, Software India Pvt. Ltd – Chennai, Tamil Nadu

- Responsible for the end-to-end delivery of Technology as a part of the Hosting Service Group.
- Managing and Leading Hosting Services Group team which creates a project plan and device process for delivery of all Ebix hosted SaaS products.
- Migrating colocation servers to AWS cloud infrastructure.
- To Installing and configuring Operating Systems (AIX, RedHat, CentOS, Fedora, Debian, and Ubuntu).
- Creates and executes infrastructure-related changes and revises as appropriate to meet changing needs and requirements.
- Develop and understands the benefits of the various UNIX scripting languages.
- Installed, configured, and Administrated all UNIX/LINUX servers, includes the design and selection of relevant hardware to Support the installation/upgrades of Red Hat 5/6/7, CenOS 5/6/7, Ubuntu operating systems.
- Installing and configuring Apache HTTP / Tomcat and Jboss Application Server.
- Installed and configured the OCFS2 Cluster for shared fileserver.
- Creating bash scripts to automate the routine tasks.
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- Administration and support of homogeneous production and development server infrastructure of multiple flavors of Linux.
- Performed Building up of servers, deployment activities, and environment support including installation, configuration diagnostics, planning, and upgrades.
- Responsible for design and implementation of IT infrastructures such as data centers, servers, storage, backup, and virtualization.
- Support for Linux/Unix systems administration, operational support, and problem resolution for server systems.
- Responsible for Installation, Configuration, Maintenance, Deployments, Update, Monitoring, performance tuning on Linux.
- Implemented Bareos Backup servers.
- Installation/Configuration of ESXi, Xen, OpenVZ, and Docker.
- Experienced in monitoring and debug performance issues on different OS Linux (RHEL Centos and Ubuntu).
- Worked on FTP and SFTP servers for sending and receiving files between local and remote servers.
- Oversee client/customer/vendor relationship to ensure that we met or exceed Ally service expectations.
- Validate the product/e-commerce site design with the product managers to ensure that the design satisfies the business requirements document.
- Involved in Capacity Planning requirements.
- Providing support for Ebix production and DR Datacenter which includes 1350 servers.
- Providing necessary training and product knowledge to team members.
- Coordinating with various teams across organizations and clients for Infrastructure maintenances.

HCL Tech Ltd – Chennai, TamilNadu

Onsite Experience: (February 2010 to October 2012) North Carolina, USA.

Client: BB&T (Branch Banking & Trust Corporation)

Designation: Manager (Unix/Linux)

Project Role: Providing UNIX (AIX/Linux/ZLinux) Production support.

- Responsible for meeting performance expectations as defined in service and operating level agreements.
- Continually seeks to optimize services through technology innovation and implementation improvements while maintaining quality.
- Provide team leadership for the design, implementation, and support of multi-platform enterprise-wide systems.
- Establish, communicate, and document acceptance criteria for any new or changed service.
- Responsible for providing metrics to support the management of the Operating and Service Level Agreements.
- Advanced understanding of technology to make hardware/software recommendations and facilitate the resolution of technical issues and problems.
- Coordinate overall systems implementation and change control efforts.
- Review systems performance and direct corrective action during and after implementation.
- Manage selection, acquisition, and planning of installations and upgrades for system infrastructure software and hardware.
- Participate in the planning for future infrastructure needs.
- Provides input into the direction and operating policies within the infrastructure area to accommodate future growth while maintaining a productive environment.
- Technical Management.
- Ensure provisions of plans and contracts are being carried out by technical staff.
- Track and manage existing client projects.
- Manage client technical teams to ensure timely and accurate completion of technology maintenance and project-based tasks.
- Identify and commit appropriate resources for client needs and projects (technicians, vendors, etc.).
- Providing onsite support for Client production and DR Datacenter Environments.
- Resolve client and technical team conflicts.
- Providing onsite support for BB&T production and DR datacenter which includes 1250 Unix servers.
- Handling tickets such as incidents, CSR's, and working on change requests.
- Troubleshoot network related issues, backup issues, Memory issues, and Process issues on AIX/Linux Servers.
- AIX OS migration from 5.3 to 6.1 and VIOS migration from 1.5 to 2.2.x.
- Installing and configuring Tripwire Console and agents on Unix servers.
- File System Administration on LVM on Linux and AIX.
- Administrating disk groups, Migrating EMC to Hitachi disk under LVM.
- Installing and configuring RedHat Cluster services using Conga(Luci).
- Configuring and Administrating NFS, autofs on Linux.
- File System creation and extending on AIX/ Linux.

- Installing File sets and TL (Technology Level) upgrade on AIX.
- VIOS Migration using NIM.
- Configuring NIM environment for Software maintenance.
- User administration on AIX using Smitty and mkuser.
- Queue depth setting for the SAN disk's on AIX and Installing HDLM (Dynamic Link Manager) on AIX.
- Mirroring boot disks on AIX.
- Restoring user data using the recover utility of Legato Networker.
- Installing required packages and patches on Linux and AIX.
- Installing and Administrating CentrifyDC (Active Directory) on all Unix servers.
- Upgrading Kernel on Linux server and installing VMware tools and resolving Unix related Production Issues.
- Legato Backup Status Script: This will send a daily backup status HTML report via mail.

System Administrator

01/2006 to 11/2008

Premier Technology Group Pvt Ltd – Chennai, TamilNadu

- Configuration of SmartOffice online application on various Operating Systems such as Linux and Windows.
- Creating LUNs and assigning LUNs to the hosts.
- Configuring Zoning on SAN switch.
- Installing Multipathing Softwares and Navi Sphere agent on hosts.
- Deploying SmartOffice on application servers such as Tomcat, Websphere.
- Performing Upgrades for SmartOffice on Tomcat, Websphere, and Weblogic.
- Installing and configuring Application servers Tomcat and IBM Websphere for SmartOffice.
- Installing and configuring Apache HTTPD web server for SmartOffice.
- Understanding and resolving issues related to the SmartOffice product on application and web servers.
- Identifying areas for improvement, problem identification and resolution, and education of other support and operations personnel.
- Providing On-Call Support to NOC to troubleshoot systems related issues.
- Platform Certification of SmartOffice across various Operating Systems, Applications, and web servers.
- Involved in the implementation of Shell Script-based projects.
- Log files analysis to troubleshoot application problems on the application and web server side.
- Working on SAN related tasks on EMC CLARiiON CX300 and CX320.
- Actively involved in various Crisis Readiness tests for SmartOffice.
- Ensuring timely releases of all the versions of SmartOffice for more than 10 different corporates.
- Act as the key liaison between E-Z Data and HSG in India.
- Business and technical analysis and quality management.
- Product release cycle maintenance.

Akmin Technologies Pvt. Ltd – Chennai, Tamil Nadu

- Maintenance of Akmin's Online (Linux and Windows) servers in the production environment.
- Deployment of Akmin's Products in Client's Servers.
- Setting up Apache (1.3.x and 2.2.x) or IIS-5.0 Web servers.
- Setting up Tomcat (3.2.4 to 5.5.x) Servers.
- Setting up the Mysql Database, Automating system Tasks, and Fine-tuning the applications.
- Implementing Security and System Monitoring.
- Supporting the various requirements of customers after the deployment of Akmin's products in the client's machine.
- Web and Application servers and their Connectivity.
- Hardware, Network Maintenance, Backup, and Storage.
- Local Infrastructure (LAN) Management.
- Maintenance of LAN with the Combination of Windows 2000 servers, Windows server 2003, and Linux
- User Management, Network connectivity, Troubleshooting Hardware, and Network issues.
- Periodic Antivirus updates, Automatic updates from Microsoft for Windows.
- Local Intranet Mail server using Send mail and Periodic Backups.

Education

Bachelor of Engineering: Information Technology 04/2004, **K.L.N. Engineering College, Madurai Kamaraj University** - Madurai, Tamil Nadu

Post Diploma: Medical Equipment Technology 04/2001, **Central Polytechnic** - Chennai, Tamil Nadu

Diploma: Electrical Engineering (Instruments & Control) 04/1999, **C.M.Kothari Technological Institute** - Chennai, Tamil Nadu

Certifications

AWS Certified Solution Architect – Associate, Credential ID: DJMCQDRCCMF41PC8

AWS Certified Security – Specialty, Credential ID: YD7NBM81N2BE18S3

Amazon Web Services Transcript ID:13703406

Cloud Security Basics – University of Minnesota, Credential ID: THQPCENLB49M

IBM Cybersecurity Roles, Processes & Operating System Security Credential ID: H5YMJLDWJ82F

Digital Transformation – University of Virginia, Credential ID: FQZES2NPNNWZ

RHCE Candidate, Credential ID: SR7830510

ITIL Foundation Certificate in IT Service Management (ITILF), Credential ID: 4557487

SNIA Certified Storage Professional (SCSP)

IBM Certified System Administrator - AIX 6.1 Candidate ID: SR7830510