Zaki Bawade

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Linux-focused IT Operations and DevOps Engineer with a proven track record in Linux administration, automation, incident response, and infrastructure monitoring. Skilled in Bash and Python scripting, CI/CD pipelines, containerized deployments, and cross-functional operations. Strong focus on reliability, documentation, and reducing operational overhead.

WORK EXPERIENCE

Tesla Motors · 08/2021 - 04/2025
IT Field Support, IT Operations · Fremont, CA

- Stabilized and scaled retail IT operations across North America by resolving high-volume, high-impact incidents and outages.
- Participated in on-call rotations, triaging incidents and coordinating recovery efforts.
- Automated Linux infrastructure operations using **Bash** and **Python** across production and lab environments, reducing manual intervention by **~40%**.
- Built and managed **CI pipelines using GitHub Actions**, accelerating deployment cycles and cutting **release times by ~30%.**
- Deployed and operated **containerized workloads using Docker**, enabling consistent builds across development, staging, and production environments.
- Built Grafana dashboards to track system health, latency, and availability, **preventing outages through early detection of performance issues**.
- Reduced incident MTTR by **25–35%** through improved alerting, root-cause analysis, and runbook-driven response processes.
- Managed and troubleshot **Linux servers (systemd, networking, storage, permissions).**
- Integrated **Zscaler** connectivity and troubleshooting into infrastructure workflows, improving secure access reliability for internal users.
- Supported enterprise network operations involving **Cisco vManage and Aruba** infrastructure, assisting with audits, configuration validation, and issue resolution.
- Automated recurring operational tasks (health checks, validations, audits), saving **several engineering hours per week.**
- Partnered with cross-functional teams (network, security, application owners) to deliver infrastructure changes with **zero unplanned downtime.**
- Documented operational procedures, incident learnings, and system designs, strengthening team onboarding and knowledge sharing.

Ensono · 05/2021 - 08/2021
Implementation Engineer (Intern) · Downers Grove, IL

- Installed, configured, and supported **Linux web and application servers** via ticketing systems, resolving **20–30 tickets per month** while meeting SLA targets.
- Administered and optimized **Apache, NGINX, Tomcat, PHP, and MySQL** stacks, maintaining stable performance in **production environments**.
- Automated server builds and application provisioning using **Bash, Python, Ansible, and AWX**, **cutting build time by ~20%** and reducing configuration drift.
- Monitored and analyzed CPU, memory, disk, and network utilization using **OS utilities, shell scripts, and scheduled reports**, preventing performance degradation.
- Executed **OS patching, updates, and maintenance windows** to maintain system reliability and high availability.
- Provided **production incident support** for critical systems, resolving outages and implementing root-cause fixes to reduce repeat issues.

- Hardened Linux systems by securing **SSH access**, mitigating **DDoS risks**, and enforcing **host-based firewalls** using firewalld and iptables.
- Built and maintained **LAMP stacks on RHEL**, managed **LVM storage**, and administered **XFS, EXT3/4, and NFS file systems** with ACLs and encryption.

Rochester Institute of Technology 08/2020 - 05/2021
Graduate Teaching Assistant Rochester, NY

- Supported **Network Services and System Administration I** courses for **undergraduate students**, covering **Linux system administration, TCP/IP networking, DNS, DHCP, and routing fundamentals**.
- Guided students through hands-on labs and assignments using **Linux (CentOS), Bash scripting, SSH, Apache, and basic firewall configuration**.
- Assisted faculty with grading labs and exams, providing **clear technical feedback** on networking concepts, system configuration, and troubleshooting approaches.
- Diagnosed and resolved lab environment issues involving **VMware virtual machines**, Linux networking, and service misconfiguration; updated lab manuals to **reduce setup errors.**

Larsen & Toubro Electrical and Automation 05/2017 - 05/2019
Testing and Systems Engineer Doha, Qatar

- Commissioned and supported industrial network systems for **critical infrastructure projects**, delivering **99.9% network availability** during production handover.
- Automated network configuration and provisioning workflows, **cutting deployment time by ~40%** and reducing manual configuration errors.
- Built, configured, and troubleshot **Windows Server environments** supporting SCADA and control systems across **multiple project sites**.
- Executed **Factory Acceptance Testing (FAT)** with contractors and clients, validating **100% compliance** with functional, performance, and safety requirements before site deployment.

EDUCATION

M.S. in Networking and System Administration
Rochester Institute of Technology Rochester, NY • 01/2019

CERTIFICATIONS

Red Hat Certified System Administrator (RHCSA) 10/2025 - 01/2029
Red Hat
Red Hat Certified Engineer (RHCE) 01/2026 - 01/2029
Red Hat
AWS Certified Cloud Practitioner 01/2024
Amazon Web Services

SKILLS

Programming & Scripting: BASH, Golang, Python

DevOps, Automation & IaC: Ansible, Docker, Git, GitHub, GitHub Actions, Jenkins, Kubernetes, Puppet, Rancher, Terraform

Monitoring, Observability & Incident Management: Catchpoint, Grafana, Opsgenie, Splunk

Cloud Platforms and Services: AWS, VMware

Networking & Security: Aruba, Cisco Meraki, Cisco SD-WAN, Cloudflare, DHCP, DNS, Juniper, Routing, VLANs, Zscaler

Endpoint, Identity & Enterprise Tools: Active Directory, Microsoft Intune, Microsoft Power Automate, SCCM