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Profile Summary

- 10+ years' experience in **System Administration, Cloud Operations and Development.**
- Highly experienced in
 - * Deploying and managing enterprise applications on **Cloud (AWS/Google Cloud)**
 - * **Administration and Maintenance of Linux** platforms such as RHEL, Ubuntu among others.
 - * Automating tasks using **Shell, Perl and Python scripting.**
 - * **Installing and managing SSL certificates** and keystores.
- Accomplished in **Troubleshooting Issues** across a variety of platforms and providing quick resolutions.
- Experienced in SDLC along with design, development & maintenance of Enterprise grade applications in a global team.
- Rich knowledge in **Infrastructure, Telecommunication, Banking, Online Retail and IVR** domains.
- Excellent **Oral & Written communication Skills** enabling better Customer / Client rapport and clear understanding of issues.
- Highly proficient **Individual contributor** with strong problem solving and interpersonal skills.
- **Analytical and logical thinker** with an insatiable thirst for technology and knowledge.
- Have **US B1 Visa** valid until 17 Apr 2026



Technical Skills

System Administration	Red Hat Enterprise Linux (5, 6, 7) / Ubuntu (14.04 & upwards)
Cloud Platforms	Amazon Web Services (AWS) / Google Cloud
Virtualization	VMware
Technologies	Shell Scripting (Bourne/Bash/Korn) / Perl / Python
Containerization	Kubernetes / Docker / Docker Swarm
Version Control Tools	SVN / Git
Others	Zabbix / TIBCO Spotfire 7.11
Databases	MongoDB / Sybase / Redis / MySQL
SSL Certificate Management	Installation & Management of SSL Certificates

Certifications

Red Hat Enterprise Linux 7 (RHCSA & RHCE - Certification ID: 170-099-550)

Professional Experience

Bahwan CyberTek Pvt Ltd, Chennai

DropThought / AIRIS Labs

Oct 2017 – Till date

Roles: Cloud Administrator & Engineer, Linux Administrator

Highlights:

- Manage AWS and Google Cloud accounts hosting 100+ instances that host the DropThought stack (EC2, RDS, CloudWatch, ELB, VPC, IAM, EFS, S3, Backup, Route 53, Auto Scaling)
- Sys Admin for Ubuntu and RHEL based Prod, Test & Dev Servers - troubleshooting and deploying servers as required.
- **Planned, designed and migrated** the core application and its modules for all environments (Dev, Prod, Stage, Test and UAT) to Kubernetes with the stack running entirely from Elastic Kubernetes Service (EKS).
- Deployed a high availability, auto-scaling server stack supporting 1000+ concurrent users for an implementation running on AWS.
- Accomplished **performance tuning** the existing Redis instances decreasing latency by **40%** during heavy load.
- Automated the process of clearing the Redis log in PROD to minimize downtime due to low memory.
- Saved **US \$1000** per annum to the project operational cost by implementing LetsEncrypt SSL certificates for the non-critical site.
- Automated the process of renewing the **LetsEncrypt SSL certificates in 6 DropThought servers.**
- Support on the container version of DropThought application (v2.0) using Dockers and Kubernetes.
- Setup monitoring of all DropThought Production servers via Zabbix and CloudWatch for performance issues.
- Setup a Multi-AZ MySQL Cluster on AWS based on Amazon EC2 instances for DropThought v2.
- Troubleshooting server and AWS related issues.

Aviat Networks

Jan 2016 – Sep 2017

Linux Administrator (RHEL, Solaris and Oracle Linux), Cloud Engineer

Telekom Brunei Berhad, Brunei Darrussalam

Jun 2015 – Dec 2015

Linux/Windows/VMware Administrator, Infrastructure Operations and Support, Customer Support

Nook , Barnes and Noble

Jan 2015 – Apr 2015

Linux Administrator, Automation expert

Polaris Financial Technology Limited, Chennai

DOGS Development Team

Nov 2010 – Oct 2014

Software Developer, QA Support, Shell Scripts, Automation expert, Bug Fixing

Tata Consultancy Services, Bangalore

Card IVR & Voice Guided Services

Mar 2008 – Oct 2010

Software Developer, Automation expert, IVR Developer

Educational Qualifications

Bachelor of Technology in Electrical & Electronics Engineering (2007)

Other Details

Nationality : Indian

Languages : English, Tamil

Annexure – Project Details

DropThought / AIRIS Labs

DropThought's Instant Feedback Platform empowers companies, brands, and marketers to engage with their customers and employees in real-time to gather, respond, and analyze feedback to improve customer experience & satisfaction. Feedback is gathered in 3 ways viz. mobile app, embedded API integration, and on-site using tablet devices. The Analytics Dashboard and Manager mobile app can instantly notify managers and brands to feedback reported in the moment, to enable immediate responses, insight, and resolution. Companies can also easily select and promote customers' positive instant feedback on social channels.

Aviat Networks

Aviat Networks is a global provider of microwave networking solutions, providing public and private operators with communications networks to accommodate the IP-centric, multi-gigabit data services. Headquartered in Santa Clara, California, Aviat Networks also has operations in Africa, Asia and the Pacific Rim, Europe, Mexico, the Middle East, Russia and South America.

Telekom Brunei Berhad, Brunei Darrussalam

TelBru is the state Internet Service Provider (ISP) for **Brunei Darrussalam**. It provides Broadband, Leased line and Fibre optic services to both the businesses and end consumers. As part of their Technical Refresh in 2015-17, **Telbru's** CIO division upgraded its datacentre and disaster recovery site replacing their aging hardware and software. This datacentre hosting all 17 of TelBru's internal applications ranging from Retail Billing to Customer tickets, is maintained and monitored by a 10 member IT Infra team.

Nook , Barnes and Noble

Barnes & Noble is the one of the largest retail bookseller and also a leading retailer of content, digital media and educational products in the United States. With the introduction of Nook its electronic book reader, B&N has a firm foothold on the digital content market place. The Nook division also manages the digital portal for the eBook division of Barnes & Noble and is maintained/monitored by a 6 member team.

DOGS Development Team

DOGS - Decentralization of Operations Global Support was a major International Settlement & Clearance system for **CitiGroup Global Markets, UK** that conducted daily real time trade settlement activities as well as overnight batch processing to provide reconciliations plus activity details to various other external systems. This system also generated automated settlement instructions to various Clearing-House agents and received acknowledgments from them so as to facilitate straight through processing of settlement activity with minimum user intervention.

Card IVR & Voice Guided Services

A release based project on Credit card IVR system of Bank of America based in the US. The system was built on Nortel Periphonics platform - a specialized tool used for creating IVR applications.