**Ramu@itechstack.com**

**609-249-3933**

**Summary**

* 12+ years of IT experience in Linux System Administration, Client/Customer relationship management, Project management & People management, DevOps& Cloud technology.
* Experienced middleware Engineer with Apache, Tomcat and IBM Websphere knowledge.
* Experienced in Windows administration, AD and Citrix technologies.
* Experienced in Oracle DB Administration
* RHCE &Openstack Cloud certified administrator

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| **Operating Systems** | Red Hat Enterprise Linux 8/7/6/5, CentOS, Windows 2008/2012 R2, ESX, Xenserver |
| **DevOps** | Knowledge on CI/CD tools, Atlassian Products- JIRA, Bitbucket, Confluence, Bamboo Nexus Repository; Ansible, Puppet, BaldeLogic, SVN  Docker, Kubernetes. |
| **Middleware** | IBM Websphere, Apache and Tomcat, Nginix |
| **Monitoring Tools** | Zabbix, Sitescope, Splunk & AWS Cloud Watch, ELK- Elastic search, Logstash and Kibana |
| **Cluster** | RHCS & Redhat PCS |
| **Cloud** | Openstack, Amazon AWS |
| **Databases** | Oracle, MySQL, SQL |
| **Vulnerability** | Nexpose and Qualys |

**Work Experience**

**Virtusa Corporation**

***Associate Architect-Technology*** **09/06/2002- Present**

**Client- PNC Bank ( Current)**

* Working to remediate Security vulnerabilities in Openshift containers in the Lending space for the bank.
* Websphere JVM cycle automation in the backend Linux systems for Run the Bank legacy application.
* Working with Engineering teams to deploy the automation code from lower environment to prod.
* RHEL related vulnerability patching for legacy applications.
* Working on Docker containers and image updates for vulnerability.

**Itechstack INC**

***Sr. Linux Consultant*** **10/13/2017- 09/03/2022**

**Client- Daimler/ Mercedes-Benz AG**

* Onshore Lead for Unix Track
* Manage operations of AIX and Linux offshore team
* Client relationship management and smooth transition for the Infra project
* Work on CMO to FMO transition.
* Server builds, Server migration, Patching, Vulnerability mitigation
* Facilitate meeting with the client for compliance and projects
* Design and Architecture of Datacentre migration
* Primary contact for engaging IBM and Redhat support
* Manage Server and Infra Licensing
* Collaborate with cross functional teams for application deployment, migration
* Schedule and perform scan in Nexpose tool
* Analyze the feasibility of solutions across the servers and implement them accordingly
* Recommend the solution for compliance
* Working on the Nexpose solution for CentOS, Ubuntu & SLES servers
* Server maintenance and compliance
* Work plan review and publishing the controlled docs.

**Client- American Express (August 2020- July 2021)**

* RHEL Patching monthly support Financial Data Insight Platform (FDIP) hosts
* Linux system administration activity
* Security Vulnerability mitigation for FDIP servers and applications
* Server maintenance like User access, filesystem issues for FDIP applications
* SRE and L1/L2 support for FDIP
* Use Splunk for monitoring
* Release deployment support with the tools GitHub, Stash, Jenkins
* Working on Ansible initiative in the team
* Support for Jenkins job failures and dashboards.
* Server uplift and platform migration
* Providing Infrastructure and application support for user requests, Incidents and Changes
* ELK installation and support along with Filebeat and metric beat.

**Client- QVC (November 2019- August 2020)**

* Redhat Linux system migration, installation and maintenance.
* RHEL upgrades in Clustered and non-clustered environments
* System patching, upgrade using puppet & Ansible
* Leverage RedHat Satellite for managing inventory, content view, Host collection Tiers & applying Errata
* Managing systems in vSphere.
* Providing Infrastructure Support for user requests, Incidents and Changes
* Security compliance project to update different RHEL systems.
* Initiated and driving monthly & quarterly patching for non-prod and Prod servers.
* Coordinated meetings with clients/app owners to bring their systems into patching schedule
* Leveraging Ansible and puppet for tasks across RHEL system
* Client facing focus on satisfaction, incident free time, on-time delivery of requests, life-cycle management of solutions, and management of client requests based on client contracts

**Client- Vanguard(till November 2019)**

**Infrastructure support along with Release & deployment**

* Providing Remote Infrastructure Support to the Data centers at different geographical locations
* Installing Red hat Linux using kick start and applying security polices for hardening the server based on the company policies.
* Production on-call support and Production system maintenance
* Facilitating trainings on technical, communication and client satisfaction
* Scheduling and implementing weekly/monthly/quarterly changes
* Client facing focus on satisfaction, incident free time, on-time delivery of requests, life-cycle management of solutions, and management of client requests based on client contracts.
* RHEL upgrades in Clustered and non-clustered environments.
* RPM and YUM package installations, patching and other server management using Satellite server.
* User creation, Modification and deal with user related issues in Linux servers.
* Unix Administration, System performance, resolving bottleneck in production. User management, disk space management, Scheduling Jobs & coordinating with DBA in production environment.
* Add and remove the nodes in cluster.

**Release and Deployment**

* Provision middleware applications using Bladelogic & Ansible.
* Application elevation through non-production (INT, SAT, PERF, CAT) to production domains using Ansible & Bladelogic
* Leveraged tools like SVN, Bitbucket, Git, Jenkins, Ansible & Bladelogic for application installation and elevation.
* Created Ansible plays for Tomcat & Websphere application deployment and elevation
* Managing systems routine backup, scheduling elevation jobs, enabling system logging, network logging of servers for maintenance, performance tuning, testing.
* Troubleshooting efforts for Linux, network, Middleware applications. Fine tune system for optimal performance.
* Creating technical plans and implementing changes on production servers.
* Switching the Service Groups across the nodes in the cluster during system maintenance activities and clearing the fault in resources and bringing SGs online.
* Creating and maintaining support documentation & checklist and knowledge base repository.

**Cloud Administration**

* Knowledge on Public and Private cloud and Cloud services.
* Implementation and Maintenance of all AWS infrastructure and services.
* Experienced in maintenance and configuration of user accounts, groups and roles Amazon IAM
* Build servers using AWS &amp; Openstack
* Launching EC2, RDS in the isolated Virtual private cloud environment
* Creating security groups, Pubilc/private subnets, NACL, ELBs in the VPC.
* Auto scaling configuration and implementation
* Strong knowledge on Amazon services like IAM, EC2, VPC, S3, SQS, SNS, clod front
* Member of Knowledge sharing community to facilitate trainings on Cloud knowledge

***Cerner Corporation-* 10/03/2011- 10/06/2017**

***Lead System Engineer& Team Lead                          October 2015–October 2017***

***Senior System Engineer September 2014- October 2015***

* Escalation contact for Production on-call support and Production system maintenance.
* RHEL upgrades in Clustered and non-clustered environments.
* Oracle DB maintenance events like DB reboots, Failovers
* Disk Group management in ASM
* Datafile addition and table creation in oracle database for application specific requirements
* Windows Server administration experience
* Experience performing system level back-ups, in deploying and managing virtualization technologies
* Work with different teams to recommend and fix the architecture or code related issues and apply in the client environment.
* Responsible for tier 3 troubleshooting during incidents and root cause analysis of issues
* Client technical and non-technical communication
* Troubleshoot and improve client facing experience in both Frontend and Backend applications along with Database servers.
* Automation of tasks using Bash scripting.
* Using CHEF for SCM

Project management & People management

* Manage Team of direct and indirect report professionals
* Employee related management included interviewing, hiring, training, coaching, motivating, discipline, performance appraisal, conflict resolution, and the administration of human resource policies and initiatives. Recruited quality future employees.
* Evaluate employee performance, set goals and developed improvement plans.
* Escalation contact for on-call support.
* Help organization in internal and external audits
* Lead and coordinate org level themes and projects

***Cerner Corporation – System Engineer                                                  October 2011- September 2014***

* Install, Configure and Maintain Redhat Linux, IBM MQ, and proprietary Cerner Millennium systems
* Citrix, PVS, EAWAS server setup, configuration and troubleshooting
* Manage Oracle databases by add/remove LUN in ASM
* Oracle DB rolling reboots and maintenance events
* Package upgrades and Refresh/Replicate of client domains
* Acted as the primary contact for Frontend & Backend environment related issues
* Performed all the client downtime events during off-hours
* Assisted and developed project workplans, drove monthly code upgrades and downtime events in conjunction with production owner, and troubleshooted both production and non-production related issues
* Migrated from HP-UX and AIX to Linux systems
* Responsible for categorizing and implementing production improvements and standards into all staging, DR, and Production environments
* Work closely with development to find bugs and assisted in driving code fix into stage and production environments
* Package upgrades and Refresh/Replicate of client domains

***Maintec Technologies –System Administrator*04/05/2011- 09/22/2022**

* Managing system security, disk space, user profile creation and user rights management
* Monitor system events to ensure health, maximum system availability and service quality;
* Configuring & using Network Services (ssh, rsh,FTP)
* Configuring network based installation, File System Management
* User and group Management & Administration
* Scheduling jobs using crontab and at job
* Installing of software packages using Smitty,RPMs,YUM and tar balls
* Implementing ACL, Quotas, LVM, RAID, Backup & Restoration
* Managing of Remote System’s Resources (nfs, samba, ftp, DNS, and DHCP)

**Education**

JNTUH                                                                                              *August 2006-May 2010*

**Major**: Bachelors in Electronics and Communication Engineering

* Certified Redhat Certified System Engineer
* Redhat Certified System Engineer in Redhat Openstack
* Trained and pursuing AWS Solution Architect Certification
* ITIL V3 foundation certified

**Distinctions**

*Cerner Star Award*

* For flawless project execution and Client satisfaction in 2014.
* For exceptional efforts and outstanding performance in Train domain stability, exemplary dedication and work effort on numerous issues, code implementations, incident resolutions, and responsive client service in 2011

*Cerner NOTT Award*

* For exceptional efforts and outstanding performance in September 2013
* For exceptional efforts, incident resolutions, and responsive client service during Incident calls and maintaining SLA in Nov2104
* For exceptional efforts, incident resolutions and leading organization projects and help Cerner achieve ISO audit certification by representing in audit in Feb 2017

**Competencies**: System Administration, Unix, Windows, Openstack, AWS, Project Management, People Management, ITIL, Crucial Conversations etc.

**References**

Specific, numerous references will be provided on request for any type of reference, including, coworkers, employers, educators, and previous clients (where applicable due to legal complexity of client relationships).