**Pankaja Kumar Das**

**Site Reliability Engineer**

**E-Mail: pankaja.das@outlook.com**

**Phone: +91 7337850858**

**OBJECTIVE**

* Dynamic, creative and result-driven systems administrator with excellen communication and problem-solving skills. Broad technological skills with a proven ability to keep abreast of emerging trends in the changing fields of information technology. Demonstrated ingenuity in troubleshooting technological issues with resources.

**PROFILE**

* A result oriented individual I have strong analytical ability & loves problem solving. Effective communication skills, I also like to stretch out whenever the occasion demands. Co-operative, hardworking and willing to pitch to get the work done, excellent time management skills & strong desire to learn new technologies.

**BRIEF TECHNICAL SUMMARY**

**LINUX:**

* Installation, configuration and administration of Linux server, maintains and manages various services running in Linux system.
* Management of User/Group Administration, Monitoring, Quota management, LVM and RAID in Linux.
* Managing the user, group and file permission.
* Troubleshooting and configuring the networks.
* Handling issues related Unix servers.
* Installation and Configuration of Web Server (Apache), Proxy Server, Network File System, DNS, FTP etc.
* Installing Packages and Patch Administration using RPM, YUM.
* Involved in day-to-day technical support and troubleshooting.
* Experience of Performance Tuning in Linux Server.
* Participate root cause analysis of recurring issues.
* Installation & configuration of LAMP.
* Knowledge about configuring Nagios monitoring tool.
* Unix and linux system management and administration.
* Experience to Atlassian cloud and confluence.
* Experience on monitoring server through sensu monitoring tool.
* Good exposure to Git.
* Experience to handling alert through pagers duty.
* Experience on deployment and configuration in AWS.
* Experience on handling alert relating to Telecom domain (Freeswitch and kamailio).
* Exposure to ngnix.

**ACADEMIC QUALIFICATION**

MCA from **BPUT**, Odisha.

**GLOBAL CERTIFICATION**

* Redhat Certified System Administrator (140-027-186).
* Redhat Certified Engineer (140-027-186).
* ITIL V3 Foundation (311826814).

**EXPERIENCE DETAILS**

* Working as **Linux System Adminitrator** in Idea Technosolutions Pvt Ltd**, Bhubaneswar** from July-2014 to June-2016.
* Working as **Level-2** **Linux System Administrator** in Datamatics Global Services Limited,**Bangalore** from june-2016 to May-2018.
* Working as **Associate Site Reliability Engineer** in Blackboard Information Technology India Pvt Ltd,**Chennai** from August-2018 to till date.

**PROFESSIONAL EXPERIENCE**

**Idea Technosolutions**

**Associate, Technology**

**RESPONSIBILITIES**

* Taking responsibility as Level 2 System Admin (offshore) on production and test environment.
* Installation, Configuration & management of RHEL-5,6.
* Work on ticketing based system wherein we get requests for Change Management, Incident Management and Standard Service requests.
* Day To day monitoring of alert logs.
* Configuring monitors in sitescope to monitor various resources such as file systems, log files, CPU utilization, memory utilization, ports etc.
* Responding to alerts in timely fashion as per the pre-defined priority levels and SLAs.
* Timely escalation of complex issues to ‘L3s’.
* Availability of production server 24\* 7.
* Working experience in local host monitoring through Nagios.
* Involved in Remote host monitoring through Nagios.
* Working experience in configuration of LAMP server.
* Responsibilities to also include performance monitoring and analysis.
* Responsibilities for supporting UNIX system Administrator customers with Redhat Linux 5/Cent OS 6 problems.
* Extensively worked with lvm to solve customer problems with disk management.
* Performed system support and troubleshooting duties in 24x7 production Environment.

**Datamatics Global Services Limited**

**Senior Linux System Administrator**

**RESPONSIBILITIES**

* Taking responsibility as Level 2 System Admin (offshore) on production and test environment.
* Responsibilities for supporting UNIX system Administrator customers with Redhat Linux 5/Cent OS 6 problems and Ubuntu linux.
* Involved in Remote host monitoring through Sensu.
* Involved handling alerts through Pagers duty.
* Experiencing in creating S3 bucket and uploading datausing AWS**.**
* Setup and attached EBS volumes to Ec2 instances .
* Setup and managed security groups, VPC specific to environment
* Attaching or Detaching EBS volume to AWS EC2 instance.
* Configured Cloud watch alerts and Auto scaling Group.
* Good Exposure in Jenkins.
* Worked on tickets assigned by the supporting team .
* Launching and configuring of Amazon EC2(AWS) Cloud Servers using AMI's (Linux/Ubuntu) and configuring the servers for specified applications.
* Create new repo's for different different teams and assign appropriate access to Users and Teams.
* Worked on Code & Configuration deployments by Opsworks
* Exposure to ansible .
* Used Terraform for AWS infrastructure automation.
* Push code to Remote repository.
* Raising Pull requests and merging.
* Provide access to Users on Scalyr.
* Setup and managed security groups, VPC specific to environment.
* Created Images and containers using Docker.
* Experience in Log Management using Scalyr.
* Experience in Graphical dashboard management metrics using Grafana.
* Experience in Trello Ticket Management.
* Exposure to Infrastructure management tool using **CHEF.**
* Experience in Circle CI and good exposure to Influxdb.
* Experience in Node JS CI/CD with AWS code pipeline.
* Experience in Monitoring Cluster using Ganglia.
* Exposure to ELK(Elastic search, Logstash ,Kibana).

**Blackboard Technology India Limited**

**Associate Site Reliability Engineer**

**RESPONSIBILITIES**

* Worked on **JIRA** , **MH** based Ticket**.**
* Have worked on **Learning Management System**(**LMS**) in SAAS Envirnoment
* Upload the data to **S3** bucket as per Jira Ticket.
* Prepare the **RCA report for Tier-3** Ticket as per the request from the client.
* Participate in the rolling restart and clone activities as per the **JIRA** and **OPSMART** Ticket.
* Participate in resizing activities for client in SAAS Environment.
* Have worked on production server day to day issues in VictorOPS.
* Worked on Application performance issues using **NewRelic** in case of client outages.
* Have worked on **Cloud Formation** to update the stack and add the App server to the production.
* Build the Jobs using **Jenkins** as per the Jira Ticket request .
* Have worked on Terraform for AWS Automation.
* Have worked on Cloud Automation Provisioning Tool (**CAPTAIN)** and **ELB** health check Scripts.
* Have worked on ActiveMQ and stuck course copy issues.
* Worked on corrupt BLOB data issues in SAAS and MH Environment .
* Worked on B2 installation and corruption issues in Cloud Environment .
* Worked on fixing migration issues (in case of URL job change failure,ASG job fail,Branding and Themes error, Move Legacy content error and storage migration)
* Good exposure in Route 53, CloudFront ,RDS,Lambda ,SQS,SNS .
* Exposure to Kubernet and docker
* Worked on EC2,ELB,ASG,CloudTrial,CloudWatch,VPC ,S3 .

**TECHNICAL SKILL SETS**

Installations/Maintenance : Red Hat Enterprise Linux 5,6

System Administration : Linux

Ticketing Tool : Trello, Jira, OPSMART

Monitoring tools : Nagios, Sensu, newrelic

Scripting : Shell Script, Python.

Version Control System : Git, Bitbucket

Configuration Management : Chef, Ansible

Database : Mysql, Rds

Alerting Tool : Pagerduty, Victorops

Log Management Tool : Scalyr

CI/CD : Circle CI, Jenkins

Containers : Docker, Kubernetes

Package Management : RPM,YUM,APT

**PERFORMANCE STRENGTH**

* Sound decision-making skills and handling pressure with ease.
* Excellent team spirit.
* Good communication skills.
* Excellent communication and customer services skill. Can be counted on to represent the organization effectively.
* Fantastic ability to learn new material quickly.

**PERSONAL INFORMATION**

Name : Pankaja Kumar Das

Nationality : Indian

DOB : 2-jun-1984

Marital Status : Married

Gender : Male

Language Known : English, Hindi, Odia

Current Location : Bangalore

**DECLARATION**

This is to declare that all the information given above is true to the best of my knowledge.

Place- Bangalore **Pankaja Kumar Das**