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| **Gaurav Shukla** | Phone: +919650803882 |
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**OBJECTIVE**

Experienced and accomplished Linux Systems, Cloud and Site Reliability Engineer, looking to leverage extensive knowledge in Linux/Cloud/K8s, avid interest towards automation using Shell and Python Scripting and expertise in DevOps philosophy along with CI/CD tools, to pursue a career in a healthy and rewarding environment.

**Summary:**

* 7+ years of experience in IT industry.
* Linux Administration | RHCSA (300/300) | DevOps | Kubernetes | Docker | Security | CI/CD | GCP | AWS | Ansible | Python enthusiast.

**TECHNICAL SKILLS**

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| **Cloud:** | GCP, AWS |
| **Operating Systems:** | Linux, Centos, VMware EXSI, Windows Server |
| **Automation:** | Ansible, Python, Shell, Terraform, Varnish, TCL, NRQL, PromQL |
| **Load Balancers/ API GW:** | Nginx, Apache, GCLB, ALB, Apigee |
| **Containers & Orchestration:** | Docker, Docker Compose, Kubernetes, GKE |
| **Service Mesh/ Service Disco:** | Istio, Consul |
| **Monitoring, Logging & Alerting:** | Newrelic, Stackdriver, Prometheus, Splunk, Nagios, Zabbix, Pagerduty, Salesforce |
| **Build & Release:** | Bitbucket, Github, Bamboo, Github Actions, Jenkins, Nexus, Sonarqube |
| **Security & Compliance:** | Nessus, Stackrox, Secrets Manager |
| **Content Delivery Network (CDN):** | Fastly |
| **Application frameworks:** | Spingboot, NodeJS, Tomcat, PHP |

**WORK EXPERIENCE**

**Current**: **Sr. Site Reliability Engineer at Priceline.com (**Jan’19 – Present)

**Accountabilities:**

* Involved in engineering and operationalizing and debugging the next-gen platform comprising of twelve factor micro services architecture on GCP using Google Kubernetes Engine | Harness| Istio | Stackrox | NewRelic | Prometheus | Ansible | Terraform | Fastly CDN | Python | Shell along with GCP native services like GCR | Stackdriver | GCLB etc.

**Highlights**:

* Implemented comprehensive logging and monitoring for all workloads running on-prem and cloud using Stackdriver, Newrelic, Prometheus, Grafana etc.
* Designed and implemented highly available and optimized traffic routing on Fastly CDN by leveraging google cloud load balancers and Fastly shielding technology.
* Optimized the performance and resources utilization for applications running on VMs, cloud instances and containerized env with heap sizes of 100s of GBs by migrating them to Azul's ZST-less Zing jvm.
* Designed and automated the task of taking cloud regions and on-prem datacenters in/out of service by shaping traffic on DNS, GCLB, CDN and internal LB using python and ansible.
* Designing and implementing the api traffic flow on Apigee with authentication, authorization, rate-limiting and dynamic failover of high-volume traffic in real time.
* Automated using python, the task of auditing the alerts and policies integration with newrelic for application production readiness.
* Implemented cis hardening on 6000+ linux servers using ansible for security and compliance.
* Along with Designing & Project work, also working on day-to-day SRE operational and production support tasks including infrastructure provisioning, root cause analysis and capacity planning etc.
* Acting as a team lead for India and actively participating in the SRE hiring/interview and training process.

**Previous**: **Sr. Cloud Engineer at ION Trading India (**June’17 – Jan’19)

**Accountabilities:**

* Involved in managing and provisioning of cloud (AWS | CenturyLink) and in-house infrastructure along with automation of day-to-day tasks using Python | Shell | Ansible.

**Highlights**:

* Provisioned EC2 instances, RDS instances in AWS and VMs in CenturyLink Cloud.
* Managed custom AMIs in AWS and custom images for VMs in CenturyLink Cloud.
* Designed and Implemented DR plans for business continuity.
* Designing and implemented common CI/CD pipeline using Jenkins, Maven and Git for deploying for applications to multi-cloud environment (AWS + CenturyLink).
* Managed security configuration via security groups, maintaining/restricting access via keys.
* Managed user administration via IAM roles/policies, Keeping an eye on user activities via cloud trail.
* Set up monitoring and alerting using cloud-watch on Linux/windows machines, RDS instances for space issues, health check/instance check.
* Setup load balancer and autoscaling mechanism to balance load on a heavy traffic.
* Automated regular tasks such as system performance check and rebuild activities, daily health check reports, bulk user management using Shell and Python Scripting.
* Performed RCA & providing counter measures for High Severity tickets.
* Handled various Linux admin request tasks such as user management, OS patching, application upgrades.
* Performance tuning by analyzing memory/CPU bottlenecks via sar, iostat, top, vmstat console and graphical output.
* Troubleshooting issues related to disk, server crash, NTP, Mail server, Apache web server, network, firewall, Citrix etc.

**Systems Analyst at Capgemini India (**Jan’15 – June’17)

**Accountabilities:**

* Provide Linux admin support along with upgrade and migration of on-premise Linux workloads from Physical machines to VMs deployed on ESXI Hosts along with automation of this process using ansible, python and shell.

**Highlights**:

* Supporting more than 500 Health Care Clients Linux servers on VMware and Physical platform.
* Upgrade and Migration scheduling with clients.
* Performing Linux administrative tasks including configuring of YUM, Apache, Mail server, nimsoft and Nagios monitoring etc.
* Perform OS, Application and Oracle upgrade and Patching
* Automating upgrade and migration process using ansible, python and shell.
* DICOM/HL7 application-level troubleshooting
* Working with Vendor for hardware related issues caused during migration.
* Perform server reboot activities (Standalone and Cluster) from ILO, RSA and DRAC console via change management
* Perform back-end switch reboot activity using minicom console
* Basic Windows server troubleshooting related to High Load average, CPU utilization
* Providing upgrade training to New-Hires
* Creating SOPs for New-Hires

**Linux System Administrator at Dell International Services (**Nov’13 – Jan’15)

**Accountabilities:**

* Providing Linux admin support to multiple leveraged client applications running on Linux, AIX and Solaris physical and virtual machines.

**Highlights:**

* Supporting 37 accounts via ITIL process (Incident, Change, Request and Problem Management)
* Follow-up on the tasks assigned and finish it within the given time frame.
* Analyse performance data to establish system baselines
* Attend and participate in regularly scheduled operations meetings.
* Performing Linux/Aix server backups, cron job setting,
* Troubleshooting CPU and FS and Swap utilization, Zombie process issues.
* User and Group administration on servers.
* Manage and troubleshoot network issues
* Troubleshoot OS Heartbeat failure.
* Perform customer requested (ADHOC) Server Instances reboots
* Perform restores from backup upon customer request within the agreed SLA
* Perform routine inventory reconciliation activities to validate inventory accuracy
* Periodically review Operating System logs and act upon any issues found
* Periodically review and ensure remote access.
* Submit and process inventory updates to reflect Server Instances changes, additions and deletions
* Troubleshoot and repair NTP time management configuration.
* Creation, Management and Troubleshooting Local/SAN/network (NAS/NFS) file system
* Verify system operability after maintenance activities
* Automation via cron jobs.
* Shell and command line scripting.
* Providing incident, change and request management training to new team members
* Opening requests and following up to provide new team members access on various tools and servers.
* Creating documents for new team members with process and technical steps to perform tasks assigned to them

**EDUCATIONAL DETAILS**

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| B. Tech (CSE) | 2009-13 | Jaypee University of Engineering and Technology | 86% |
| Intermediate | 2006-08 | St. Aloysius High School (ISC Board) | 90% |
| SSC | 2005-06 | St. Aloysius High School (ICSE Board) | 86% |

**INTERNSHIP/TRAINING/CERTIFICATIONS**

* RedHat certified system administrator (RHSCA).
* ITIL Foundation V7 certified.
* Completed 6 weeks of summer internship in PHP, from HP India for designing an online portal which would facilitate an online Movie Rental Service.