**Danish Khan**

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A dynamic IT Professional with 9+ years of experience in Telecom, IT & Banking infrastructure consulting, management and administration with a primary focus on Linux, Solaris, Veritas troubleshooting, build and administration of Middleware application and Protocol related tasks.

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**PROFILE SUMMARY**

* Experienced in strategy and practical consulting and implementation of IT Infrastructure-Specific technologies which include Build/Installation, Upgrade and Migration of Live traffic running on Linux, Solaris, Veritas Cluster and Oracle-RAC clusters.
* Working as SRE for PhonePe Client.
* Promoted to work for “Deutsche Bank” DHSO Oracle RAC PRD clusters as one of the key members out of 3 dedicated resource which includes RAC remediation and pre-checks that is to be done before SAN migration activity from VMAX-2 to new VMAX-3 Symmetrix Storage Array. This also includes, project plan, knowledge transfer, implementations, execution and documentation, etc.
* Worked in Wipro Technologies Ltd. as Lead Administrator for Linux-L3 level for Citi Bank Asia Pacific Region.
* Strong exposure in end-to-end build/installation, configuration, integration and maintenance of Enterprise level hardware, operating systems, database management systems and middleware applications.
* Have working experience in Agile and SCRUM methodology for Ericsson R&D, QA Testing in Ericsson Product development department.
* Have working experience in PROP-C methodology for Project Delivery and Project Hand over.
* Experienced in reviewing technical requirements, designing, writing and executing test cases for IAT and UAT with end customer.
* Good understanding of Incident, Problem and Change Management ITIL services.
* Experience on working ServiceNow ITIL tool.
* Experience on working with tool like Power Broker(pbrun) and RSA Secured Auto Login tool like CyberArk.

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**KEY SKILLS**

* **Responsibility:** IT Infrastructure Configuration & Maintenance.
* **Role:** Site Reliability Engineer (SRE)
* **Build and O&M for Server Operating Systems:** Red Hat Linux,Ubuntu Solaris, OEL.
* **Cluster System:** Veritas VCS, VxFS, VxVM and Oracle RAC Cluster.
* **Data Replication and DR:** Symmetrix Remote Data Facility (SRDF) using SYMCLI command lines.
* **Storage Exposure:** EMC Symmetrix, EMC Clarion, EMC VMAX, EMC VNX, HP-3PAR.
* **Cloud Technologies:** Currently enrolled in online Learning of AWS.
* **Config & Infrastructure Automation/Management:** SaltStack
* **Virtualization:** KVM & QEMU.
* **Containerization**/**Orchestration/DCOS:** Mesosphere/Mesos/Marathon.
* **Database Exposure:** MySql,MariaDB Galera, Aerospike.
* **Web Servers:** Ngnix, HA-Proxy
* **Backup Application**: Used IBM Tivoli & Veritas Netbackup.
* **Messaging Queue Information**: RabbitMQ, ZeroMQ
* **Monitoring Tool**: Nagios, Netcool, HP-OVO, Ericsson OSS-RC, Riemann, InfluxDB, Grafana.
* **ITIL Tool**: Jira, ServiceNow.
* **Documentation Tool**: Confluence.

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**EDUCATION**

* 2010: Bachelor of Technology (ECE), PTU Jalandhar-Punjab.
* 2005: Class 12-Science Major from ISC Board, Marshall School Dehradun.
* 2003: Class 10-Science Major from ICSC Board, Marshall School Dehradun.

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**CERTIFICATIONS COURSES**

* RHEL Certification Course Cert No: #805011412058002.
* Ericsson Certified BUGS Experienced Integration Engineer.
* PostgreSQL Database Understanding (Udemy), Cert No: #UC-LGBSGR82

**WORK EXPERIENCE**

**Site Reliability Engineer (SRE) in Shiksha Infotech Pvt. Ltd for PhonePe Client:**

**From SEP 2020 to Present: -**

* Working as SRE for PhonePe SRE team for its new ICICI BK1 Setup for 250+million subscriber’s UPI requests across PAN India.
* Responsible for 137+ Servers/instances of PhonePe rendered for ICICI Bank as Gateway setup for doing the UPI based transaction with NPCI infrastructure.
* This BK1 ICICI Setup has a mix of instances like: -
  + Application Servers.
  + Load balancers -Ngnix, HA-Proxy Servers.
  + Middleware-RabbitMQ Servers.
  + Database: MariaDB Galera Cluster, Aerospike NoSQL DB
  + Automation: Salt Master & Salt Minions
  + Jump Servers.
  + DMZ Servers, etc.
* Enrolled within a Five (5) team members team taking full responsibilities for Monitoring and updating this BK1 infra setup of PhonePe for ICICI Bank.
* Working on Mission Critical Infrastructure with DCOS-Mesosphere which behaves as an On-Premises Cloud.
* Detecting and resolving Production alerts.
* Monitor the BK1 infrastructure Site and its reliability.
* Doing post audit upgrades and modifications in this BK1 setup.

**Senior System Administrator in Momenta Resourcing India Private Limited for Deutsche Bank:**

**From Jan 2020 to Sep 2020: -**

* Working as Senior System Administrator for Deutsche Bank on behalf of DXC Technologies.
* Enrolled in SAN Migration Project from VMAX2 to VMAX3 Symmetrix Storage for almost 7500+ Servers that includes Oracle-RAC clusters and Veritas Clusters on Linux & Solaris boxes with SRDF solution enabled on PRD boxes.
* Work in coordination with Dell-EMC team for Symmetrix Storage allocation and management along with zoning and masking for the new SAN Fabric Symmetrix LUNs.
* Recommend, schedule, and perform OS and hardware checks Pre and Post SAN migration activity.
* Raise Service now Incidents along with recommendations to the stakeholders if any issues are found related to OS, Cluster and respective hardware.
* Experience in replacing ASM & non-ASM LUNs in RAC and Veritas clusters respectively.
* Experience in replacing LUNs used inside DG of Symmetrix Remote Data Facility (SRDF) for data replication from one Symmetrix storage array to another through a storage area network or Internet Protocol (IP) network.
* Experience on working with SYMCLI command lines and LUNs & storage related identification using SYMCLI utility command line.
* Implemented many new Pre-check points for improvements to running methodologies thus streamline delivery process.
* Responsible for maintaining organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.

**Project Delivered:**

Member of PROD box SME for DHSO RAC clusters in SAN Migration delivery from Unix Factory team. As part of the DHSO team successfully delivering, migration & transition for old VMAX-2 array to new VMAX-3 array for Oracle RAC and Veritas Clusters for **Deutsche Bank Infra.** This includes Project execution, knowledge transfer, implementations of Pre-Post task under SAN Migration, training and documentation for new team members.

**Linux Lead Administrator in Wipro Technologies Ltd for Citi Bank Group: -**

**From November 2019 to January 2020: -**

* Worked as Linux Lead for Citi bank Client for Asia Pacific region for Data Centre migration from Singapore to India location.
* Provided Linux L3 level recommendations and troubleshooting for the escalated issues from L2 level.
* Plan and approve the MOPs shared by L2 level for Linux OS related task required for Data Centre migrations.

**Project delivered:**

Citibank Singapore Data Centre Migration.

**Senior Solution Integrator (SSI) in Ericsson Global India Pvt. Ltd.**

**From September 2013 to November 2019: -**

* SME for a Revenue Manager Middleware Telecom product of Ericsson named EMM- Ericsson Multi Mediation.
* This middleware EMM is running in the heart for Telecom BSS network across 180 countries in all major Telecom Operators and is the source of revenue aggregation and consolidation for Convergent Charging Binary files for offline middleware and Online Middleware using 3GPP IEEE standard Protocols which are used for charging and billing of end customers.
* Sound knowledge on troubleshooting complex issues and working till resolution and issue closure.
* EMM application Live upgrade on Linux and Solaris OS for PRD, UAT & DEV boxes running on RHEL and Solaris standalone and Clusters environment.
* Complete Operational Acceptance Testing (OAT) for project Golive, starting from build phase till live phase.
* Perform Linux OS Patching with Yum tool for OS & Application RPM upgrade.
* Install, Configure and Administer Veritas Cluster Services for PROD and DR servers.
* Handle Level 3 and SME level tasks for Solaris and Linux servers in Production, Dev and Staging environment.
* Upgrade of Solaris and Linux servers in Production environments.
* Extend filesystems for VxVM and LVM in Veritas Clusters and Linux servers respectively.
* Installation, Configuration, PowerOn and Rack mounting of HPC7000 Chassis and HP Gen8/9 Blade servers via HP-OA -OnBoard Administrator and HP-VC-Virtual Connect (VC).
* Live Data Migration/Disk replacement from Hitachi storage to EMC VNX storage in a Veritas clustered environment.
* Performing Backups and Restore on Solaris and Linux via ufsdump/restore and xfs\_dump/restore utilities respectively.
* Preparation of (HLD) High Level Design documents for Installation Upgrade and Migration that includes Linux/Solaris OS, Veritas Cluster and Application components.
* Preparation of (LLD) Low Level Design documents for Installation Upgrade and Migration of OS and application.
* Preparation of tested MOPs -Method of Procedure for approved Changes.
* Preparation of IAT, UAT documents with execution and expected results for technical sign off from Customer.
* Worked exhaustively for Build/Installation, Upgrade and Migration of Live Linux and Solaris PRD boxes, accomplished via Remote and Onsite delivery mode.
* Integration of installed RHEL/Solaris/Veritas Cluster based application with 3rd party and other internal/external Nodes.
* Worked as EMC Storage Administrator for Disk maintenance, Raid group, LUNs & Storage Group creation and host addition and LUN allocation for various hosts.
* Delivered multiple Onsite Projects and excellent with End Customer interaction and delivery.
* Experience in working for diverse environment across the globe.
* Was part of Ericsson R&D for Middleware Platform team for Regression testing, Build and Solution deployment.
* Taken ownership of reported customer issues and giving SME support and resolution for Infra and Application related problems with proper RCA.
* Researching, diagnosing, troubleshooting and identifying solutions to resolve Linux, Solaris, Veritas VCS and volume manager issues reported or encountered during delivery.
* Following standard procedures for proper escalation of unresolved issues to the appropriate Ericsson internal teams.
* Refer to internal database or external resources to provide accurate tech solutions.
* Follow up with clients to ensure their systems are fully functional after troubleshooting.

**Project Delivered:**

Delivered multiple onsite and offshore projects, details below: -

* **Oct 1st ,2018 to Oct 6th, 2019:** STC Operator-Saudi Arabia: (Offshore) Linux Installation, Cluster break and Code development project.
* **April 2nd, 2018 to Sep 30th, 2018**: STC Saudi Arabia EMM15.x Business logic development (Onsite) –Riyadh-Saudi Arabia
* **Feb 12th, 2018 to March 31st, 2018:** Zain Kuwait EMM8.1 to EMM8.3 upgrade & migration (Onsite) – Kuwait City-Kuwait.
* **November 21st,2017 to Jan 18th, 2018**: EMM-15.2 Upgrade and Traffic Migration for Bharti Airtel PAN India (Offshore) - India.
* **August 21st, 2017 to Nov 6th ,2017:** MTN Ghana EMM15.2 Reporting Solution implementation (Offshore) - India
* **January 1st ,2017 to March 29th ,2017:** Grameenphone-EMM Upgrade & EXPANSION (Onsite) - Dhaka-Bangladesh
* **November 29th, 2016 to 12th December 2016:** Mobily Saudi Arabia olm7.2 to EMM8.x upgrade & migration (Onsite) –Jeddah-Saudi Arabia
* **September 2nd, 2016 to November 10th, 2016:** STC Saudi Arabia EMM15.x Business logic development (Onsite) –Riyadh-Saudi Arabia
* **June 29th ,2016 to Sep 02nd ,2016:** Mobily Saudi Arabia olm7.2 to EMM8.x upgrade & migration (Offshore) –Gurgaon-India
* **May 16th ,2016 to June 20th ,2016:** Testing & Verification for EMM-15.1 (PDU/R&D) – Gurgaon-India
* **Feb 08th ,2016 to May 12th ,2016:** Zain Saudi Arabia EMM Hardware Expansion & Traffic migration (Onsite) – Riyadh-Jeddah Saudi Arabia
* **Dec 15th ,2015 to Jan 07th,2016:** Airtel Bangladesh EMM7.0 to EMM8.x upgrade & migration (Onsite) – Dhaka-Bangladesh
* **Oct 19th, 2015 to Dec 20th, 2015:** Grameen Phone-CBiO Installation and upgrade (Onsite - Bangladesh)
* **May 31th ,2015 to Aug 28th ,2015:** Testing & Verification for EMM-15.0(PDU/R&D) – Gurgaon-India
* **Jan 01th 2015 to May 31th 2015:** Idea EMM Expansion & Migration (Onsite) – Pune-India
* **Sept 08th 2014 to Dec-31st 2014:** Etisalat EMM Expansion Phase13-Year1 (Onsite) – Cairo-Egypt
* **June 20th ,2014 to Aug 16th ,2014:** Zain-KSA-EMM-CBIO Phase-1 (Onsite – Riyadh -KSA)
* **February 1st ,2014 to June 20th ,2014:** Grameen Phone-Convergence (Onsite - Bangladesh)
* **November 11th ,2013 to Dec 31st, 2013:** Ericsson Thailand, DTac-Thailand (Onsite)

**Fault Management Engineer for Vodafone India ltd on behalf of NSN with Payroll of Ikya**

**From Jan 2013 Jan To Sep 2013, Vodafone Data Centre, Gurgaon : -**

* Involved in (O&M) Operations & Management of Middleware 5+1 Node Veritas cluster and 48 Redhat IN nodes, running telecom-based applications for Data Charging and billing for 5 states of India.
* Coordinate North India 5 State teams for required configuration and troubleshooting reported issues with application servers.
* Worked in Client premises with business clients to evaluate, streamline, and improve current systems, processes, and workflow.
* 24x7 on-call rotation for support of production systems for End customer of 5 Northern states of India.

**Project Delivered:**

Real Time Charging and Care (RECC) for Vodafone India for Online Mediation

**From June 2012 To Jan 2013 NSN Chennai ODC: -**

* Worked as OSS Tools Engineer and nnvolved in (O&M) Operations & Management of Telecom OSS Clusters and Standalone nodes on Linux, Solaris OS, which are running telecom-based applications for Network management for Vodafone Australia.
* Worked in Nokia Office premises with business clients to evaluate, streamline, and improve current systems, processes, and workflow.
* Doing regular health check for various OSS tools like Ericsson tools i.e. IPTNMS-Circuit & Packet, SO-EM, OSS-RC and Netcool etc. installed on various servers i.e. Linux/Unix/Windows/Solaris/HP-UX.
* Customer Support on Trouble resolution and technical queries for various Netact OSS products.
* Collecting alarms, measurements and radio network parameters from Network Element and managing Network Elements remotely.
* Provides a view to the entire network and used for online monitoring.
* Trouble shooting issues raised by CM, FM and PM functionalities.
* Server Administration for Linux/Solaris/HP-UX.
* OSS User Administration.
* Defining IP Routes and Working on ITSM and NetTk ticketing tools for raising and closing the various issues.
* Experience in DRAC and HP-ILOM remote handling.
* Part of Infrastructure support for more than 640 Servers of Unix-family.
* Works with the team to develop system administration operations documentation.

**Project Delivered:**

OSS Tools migration from Nokia Australia to Nokia-India for Vodafone Hutchison Australia-VHA Operator.

**NOC Associate in Value First Messaging Pvt. Ltd, Gurgaon.**

**From January 7, 2008 To June, 2011.**

* Proving L0 & L1 support for Linux servers.
* Monitoring of Linux based servers using Nagios.
* Monitoring of SMS Gateways through Kannel SMS-Gateway product.
* Maintaining the throughput of SMS Gateways.
* Handling Disk Management, scheduling & Backup/Restoration and Application restart.
* Managing the application servers running SMPP,HTTP-API,XML-API & MO-MT Services.
* Performance monitoring.
* Checking for Error report on servers.
* Monitoring of all infrastructure’s critical applications.
* Managing System related issues.
* Managing Data Centre remotely through DRAC.

**Project Delivered:**

NA, as part of Operations team.

**PERSONAL DETAILS**

Date of Birth : 17th September 1986

Nationality : Indian

Marital Status : Married

Correspondence Address : 15-B Part, New No.57/41, Mohini Road, Dalanwala, Dehradun-248001, Uttarakhand.

Languages Known : Hindi, English.