

ASHWIN VELAPPAN P V

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A proactive and dedicated **System Engineer** with **2.7 years** of experience in **AWS/Linux** Infrastructure Maintenance in Iopex Technologies (Project: Ellucian) and Signzy Technologies (Project: Citi). Person with outstanding relationship building and problem-solving skills. We monitor our internal IT infrastructure and Clients real time hosted application and database servers to handle its performance and troubleshooting issues.

Roles and Responsibilities:

- ▶ Level 1 troubleshooting Linux Server issues.
- ▶ Management of 200+ clients, each client will have 100 to 200+ Servers with Multiple websites (External and Internal) in Heterogeneous environment.
- ▶ Responsible to monitor all Servers which are hosted in both On-Premises and AWS cloud.
- ▶ Monitor Production Server Health of different parameters (System Load, Swap Memory, Hard disk, CPU, apache, tomcat and databases) through monitoring tools Data dog, solar winds and logic-monitor.
- ▶ Performing quarterly maintenance for the ESXi Servers and extending the disk space for VM hosts from ESXi servers.
- ▶ Working on tickets, Incident request & Change Request, using Service-Now ticketing tool. On-call support to users for OS and MS Outlook.
- ▶ Providing 24*7 support to the client to make sure there is no client impact & Incident Handling.
- ▶ Participate in Bridge Calls and engage On-Call personnel across various technical teams, client's management and providing technical support during service disruptions for client.
- ▶ Support application build and deployment activities using Jenkins, artifactory and other deployment tools
- ▶ Handling the shift as a SPOC and making decisions to run the shift smoothly and working within SLA to take ownership, escalate to resolve.

Tools Knowledge:

- ▶ **Monitoring:** SolarWinds, Logic Monitor, Datadog & Dynatrace.
- ▶ **Ticketing Tools:** ServiceNow, Jira and Supportfirst.
- ▶ **Devops Tools:** Github, Git, Jenkins, Docker and Puppet.
- ▶ **Other Tools:** PagerDuty, WPM Player, FileZilla, vSphere, Putty, Status page, VMware workstation, Oracle Virtual box, AD manager, Artifactory, RLM.
- ▶ **Operating System:** CentOS, Redhat and Windows.
- ▶ **OS Applications:** Microsoft (Word, Excel, PowerPoint), Google (Sheet, Doc) etc.

CERTIFICATIONS:

CISCO Certified Network Associate (Trained)

AWS Certified Solution Architect (Trained)

EDUCATION:

Rajalakshmi Engineering College (Anna University)

Bachelor of Engineering (B.E)

Major: Electronics and communication

AWS Knowledge:

- Setup/Managing Linux Servers on Amazon (EC2, EBS, Security Groups, RDS and IAM).
- Managing VPC, Subnets; make connection between different zones; blocking suspicious ip/subnet via ACL.
- Managing CDN on Amazon Cloud Front to improve site performance.
- Create/Managing buckets on S3 (CLI) and store db and logs backup, upload images for CDN serve.
- Setup/Managing Databases on Amazon RDS. Monitoring servers thorough Amazon Cloud Watch, SNS.
- Creating/Managing DNS records on Amazon Route 53.
- Creating/Managing AWS Instances/AMI/Snapshots/Volumes

Linux Key Performance:

- Install and configure Redhat/CentOS linux on virtual environment
- Create files and directories at user and root level and Compare Files (*diff, cmp*)
- Linux file system management and Password management
- Use help commands to understand other commands (*man, whatis, --help etc.*)
- Utilize pipes to manage outputs
- Everyday use of filters and text processing commands (*cut, sort, grep, awk, uniq, wc*)
- Find system information using commands such as (*uname, dmidecode, /etc/redhat-release etc.*)
- Create critical files with vi editor
- User account management and Allow other users sudo access
- Monitor users' activity and Run system utility commands (*date, uptime, hostname, which, cal, bc etc.*)
- Create processes and schedules (*systemctl, ps, top, kill, crontab and at*)
- Monitor system using commands (*top, df, dmesg, iostat 1, netstat, free etc.*)
- Log monitor when system have issues
- Write basic and advance shell scripts such as If-then, for loop, do-while and case statement scripts
- Setup aliases for ease of management
- Manage OS network (*ping, ifconfig, netstat, tcpdump, networking config files*)
- Perform system updates and install required repos (*rpm and yum*)

Personal Profile:

DATE OF BIRTH	:	26 th OCT 1996
GENDER	:	Male
NATIONALITY	:	Indian
LANGUAGES KNOWN	:	Tamil, English & Hindi(R&W)

I hereby declare that the details furnished above are true to the best of my knowledge and faith.