**Sumer Singh**

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RHCE Certification Id 140-150-731

AWS Validation No: XYEJMEY1LNQ41DW9

An innovative & dedicated professional aiming for challenging assignments in AWS & Kubernetes, over Linux and Unix Platform in Architecting, Implementation & Support with reputed organizations.

**SUMMARY**

* Presently associated with **ServiceMax** **(former** **GE Digital entity), Bangalore**
* Past worked with **Ericsson Global,** **Mahindra Comviva, TeleDNA & Spice Digital, Gurgaon as Senior Engineer - System Integration and Deployment**
* Working experience on **AWS Cloud, Kubernetes, Docker, Linux, Solaris (HA platform), Terraform & Jenkins (Basic).**
* Expertise in planning, engineering, managing and executing projects including installation, platform support, operations and maintenance of Servers.
* Deft at handling & executing projects for start-ups, developing technical resources and managing techno-commercial activities
* Received **“ACE”** award in **Mahindra Comviva Ltd.**
* Received **ROCK STAR awards** as a part of recognition from client in **Ericsson India Global Services Pvt. Ltd.**
* “**Employee of the Month**”awardsas a part of recognition from client in **EGIL.**
* **Excellent communication & interpersonal skills** with proven abilities in resolving complex networking, hardware and software related issues

**CORE COMPETENCIES**

* A competent professional with more than 9 plus years of experience in Deployment, Solution Architecture, Implementation, application and production Support at **Linux and Solaris server and on Amazon web services**.
* Good Experience on **ELK – Elasticsearch, Filebeat & Kibana**.
* Setup Production Servers on Amazon (**VPC, EC2, EBS, ELB, SSL, Security Groups & NACL, RDS, Cloud Front, S3, Route53, Cloud watch, Elastic cache, cloud trail, VPC flow logs, Guard Duty, Amazon MQ, SNS, SES and IAM**).
* Customizing Community AMIs, Register New AMIs & De-register AMIs and Docker images.
* Building complex solutions with VPC to Create VPC, Create Subnets, Route Table, Internet Gateways, Elastic IPs, Security Groups and Network ACLs.
* Document system configurations, **Instance, OS, and AMI** build practices, backup procedures, troubleshooting guides, and keep infrastructure and architecture drawings current with changes.
* Run the Application and Database containers as many containers as we need.
* Having good knowledge in service management using Ticketing tools (**Jira & Remedy**)
* Maintaining and Monitoring the Application/Servers using **NewRelic**, **Datadog & Pagerduty.**
* Having good hands on experience with **databases such as MySQL** (independent and AWS RDS) installations, upgradations, backups, replication, user management.
* Utilized Cloud Watch to monitor resources such as **EC2 CPU & memory, RDS DB, EBS volumes, Billing, route53;** to set alarms for notification or automated actions; and to monitor logs for a better understanding and operation of the system.
* Created bootstrap scripts to install additional software and to modify configuration of applications. Experience in **Linux LVM creation, extend Linux partitions**.
* Understanding the client **requirement and** then suggest them best possible solution to provide **elasticity and scalability and the high availability** with minimizing overall infrastructure cost
* License procurement/POC of new tools like Tinfoil, whitesource, SonarQube, Checkmarx and maintaining yearly renewals. Create and manage the **IAM users, Groups, Roles, Polices and providing/revoking tools access for employee joining/leaving.**
* Working with Cyber Security team and Mitigating Scan vulnerabilities to Comply with Security standards and Best practices

**ORGANIZATIONAL EXPERIENCE**

**ServiceMax (former GE Digital), Bangalore Dec 2017 – Till Date**

**Role: Sr TechOps/AWS Engineer**

**Responsibilities:**

* Working as a TechOps Engineer (Dev Ops, Cloud Solution architecture, Container Orchestration and Automation) responsible to ensure the High availability of production application services, non-prod servers
* Planning and implementing, provisioning resources using terraform for applications in Amazon Web Services
* Working with Cyber Security team and Mitigating Qualys Scan vulnerabilities
* Restructuring Network Architecture to Comply with Security standards and Best practices

- Restructured the VPC networks, peered to connect internally with bastion and eco system

- Working to scale the systems infrastructure from small to enterprise level

- Setting up the config management, backup/restore, DR lifecycle

- NewRelic, Datadog Instrumentation, Synthetic, APM configurations and notification

- PagerDuty Integrations, escalation policies and notifications

- Working with CyberSecurity team in Scanning, auditing and mitigating the potential vulnerabilities.

- Setup of Qualys Internal and External scans and mitigated all kind vulnerabilities

- Successfully Setup and established the life cycle policies for Kibana, Elasticsearch central log server + Filebeat harvesting

* Containerized applications for Kubernetes and ECS
* Access control and auditing of user access, group, policies management, credential rotation - SSH and AWS CLI
* Implement basic security on cloud resources, Docker containers to ensure there is no vulnerability
* Dockerizing web applications, and common light weight tools.
* Experience with Kubernetes in application container orchestration
* Automation of Infrastructure provisioning, installation and configuration using terraform and bash scripts. Automating repetitive tasks using python and bash scripts.
* Ensure production stability and maintain smooth running of applications in Dev, Stage, Prod environments in AWS
* Cloud SiteOps technical support to various teams (Server Platform Engineering, Mobile, Automotive Clients, Analytics, QA, Data warehouse and Visualisation)
* Configuring custom NewRelic service monitoring and verify NewRelic alerts.
* Automate, manage cloud infrastructure provisioning and setup using Cloud Formation and Basic Terraform script experience
* Reduce single point of failures
* DNS mapping, maintenance, key rotation and https configurations
* Build on-demand systems for various use-cases on request, scale them.
* Move Applications services to Amazon Linux from other OS'
* Migrate on premise servers to AWS cloud
* Ops Support to all the product lines
* Act to AWS trusted advisors Alerts and configure Audit logs, ELB access logs

**Ericsson Global, Gurgaon March 2015 – Nov 2017**

**Role: Engineer – RSSA SRF/IN (SUM team)**

**Responsibilities:**

* Installation, configuration, Monitoring “Prepaid Charging System (IN)” for Linux/Solaris based Operating Systems for MTN.
* Configuration of Network equipment’s for newly build Servers
* Installation & Configuration of “RedHat High Availability Cluster”.
* Installation and Configuration of NFS for servers and clients.
* Setup/Managing Linux Servers on Amazon (EC2, EBS, ELB, SSL, Security Groups and IAM).
* Setup/Managing VPC, Subnets; make connection between different zones; blocking suspicious ip/subnet via ACL.
* Setup/Managing Databases on Amazon RDS. Monitoring servers thorough Amazon CloudWatch, SNS.
* Creating/Managing AMI/Snapshots/Volumes, Upgrade/downgrade AWS resources (CPU, Memory, EBS).
* Configured Ansible to manage AWS environments and automate the build process
* Creating AWS Instances and Resources Bills.
* Managing servers load using autoscaling
* Developing scripts for build, deployment, maintenance and related tasks using Jenkins, Docker and GitHUB.
* Docker container configuration, activation, handling live webhosting & troubleshooting.
* Configuring and monitoring Disk mirroring, striping using LVM and iSCSI.
* NFS configuration and Administration
* Firmware and BIOS upgradation.
* Actively participate in weekly calls with the client discussing on weekly status.
* Swap space management (making New Swap or increasing Swap size according to the requirement)
* Handling tickets/Escalations based on the priority/severity/SLA using OneTM ticketing tool.
* Interact with R&D team and the program management team to gather requirements.
* Provide regular status reports/updates to immediate supervisors and project stake holders.

**Mahindra Comviva Technologies, Gurgaon August 2013 – Feb 2015**

**Role: Server Engineer – Integration and Deployment**

**Responsibilities:**

* Installation, Configuration and Administration of RedHat/Ubuntu 5 & 6 Linux.
* Good understanding of Web Servers like Apache, tomcat
* Augmenting new servers, implementing, configuring and UAT new products and services.
* **Perform 2nd level Fault Diagnosis and rectification on all systems**
* Installation, Configuration and Maintenance of LVM.
* Database Administration on various platforms like Linux and Unix Servers
* Configuring and monitoring Disk mirroring, striping using LVM
* NFS configuration and Administration
* Swap space management (making New Swap or increasing Swap size according to the requirement)
* Installation of new patches and packages
* Configuring and managing network interface
* Basic creation and troubleshooting on scripting like Shell/Python.
* Managing (adding/removing) disks and partitions (LVM)
* Expert in providing the RCA to the Client.
* Carrying out various Network and signaling level testing & analysis related to SS7 SIGTRAN

**TeleDNA Communications Pvt Ltd. April 2011 – August 2013**

Role: Engineer

**Responsibilities:**

* Involved in end to end installation of Uninor SMS services.
* Effectively installed new servers for A2P SMSC.
* User and group management on Unix based Operating systems
* Permissions and Special permissions
* Effectively maintained database & software up gradations
* Making changes in the configurations of applications when required
* Facilitated O&M of VAS data systems, associated platforms and the services
* Effectively scheduled, created and monitored backup of databases for RBT & VP (voice portal) and Voice SMS
* Developed system health report, application status report on daily basis and maintaining asset detail
* Coordinated with Switch / Network team for resolving VAS related issues
* Communicated with clients for resolving issues and implemented the new services.
* SLA Management of all Techops Team in Unit, including track of SLA adherence by 14 L1+L2 Engineers.

**Spice Digital ltd. October 2009 – March 2011**

Role: Engineer (Customer support)

**Responsibilities:**

* Involved in end to end installation of Uninor USSD services.
* Managing Server with Remote access.
* Integration & Call Testing of USSD.
* User and group management on Unix based Operating systems
* Permissions and Special permissions
* Effectively maintained database & software up gradations
* Facilitated O&M of VAS data systems, associated platforms and the services
* Effective use of Project tracking system for individual performance and Improvement of productivity
* Supervised system health by checking disk space, CPU utilizations and application memory usage
* Communicating with Different N/w nodes Troubleshooting and Resolving various issues
* Publishing Various Reports as per Business needs

**ACADEMIC DETAILS**

**2011 M.C.A.** from Punjab Technical University, Punjab

**2008 B.C.A.** from AIIMT, Rohini, New Delhi, SMU University

**TECHNICAL SKILLS**

* Conversant with:
* Dell power edge, HP ProLiant
* Linux, Ubuntu, CentOS, SUN Sparc and I86 servers, Windows
* AWS, Kubernetes, Docker
* Routed Protocol (TCP/UDP IP)
* IP Addressing/ VLSM/ NAT/ CIDR
* One TM (BMC Remedy), HPSM, JIRA
* Bash and python scripting
* Exposure in:
* Installation of Linux with normal scenario, NFS & FTP
* Troubleshooting OS related issues
* Implemented traffic filters using standard and extended access-lists
* Monitoring & analyzing network performance using utility HP Open view, NewRelic, Cloud watch and Datadog

**CERTIFICATIONS**

* Completed certifications on:
* AWS Certifies Solution Architecture – Associate level
* RHCE 7 certified
* RHCSA 7 Certified
* OpenStack certified engineer from RedHat.
* Completed CS5.3 and CS6.0 training in Ericsson.

**PERSONAL DETAILS**

Date of Birth: 10th June 1987

Address: #12/120, MahabirPark, BahadurGarh - 124507, H.R.

Passport No: K6591831

Languages Known: English, Hindi and Punjabi