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**Passionate about solving client's IT Infrastructure challenges through Consulting, Transformation and innovative solutions thereby enabling excellence in IT Services with a positive ROI & employee engagement.**



## Profile Synopsis

A committed Support Escalation Engineer- Kubernetes (Agile) who specializes in IT Infrastructure Industry with extensive experience on Virtualization, containerization (Docker + Kubernetes), data centre technologies (Linux/ Unix operating system/ Storage and Networking), delivering regulatory, strategic and implementation projects. Having proven track record in delivering complex, multi-disciplined, and highly visible projects to senior stakeholders. Having first class executive leadership, negotiating and communicating skills and capable of providing authoritative guidance and had extensive experience in managing large size projects.



## Functional Expertise

- Results-driven professional, with 14+ years of experience in IT Infrastructure with Bachelor degree & Pursuing Masters in Data Science and Engineering and proven track record in increasing productivity, quality and client satisfaction.
- Experience with structured Enterprise Architecture practices, hybrid cloud deployments, and on-premise-to-cloud migration deployments/roadmaps.
- Experience in enterprise technology buying and evaluation process.
- Understanding of large-scale computing solutions.
- Experience in building, architecting, designing/implementing highly distributed global cloud-based systems.
- Experience in network infrastructure, security, and application development.
- Knowledge of technology solutions and ability to learn, understand, and work quickly with new emerging technologies, methodologies, and solutions in the Cloud/IT technology space.
- Ability to deliver results and work cross-functionally. Ability to engage/influence audiences and identify expansion engagements.
- Build a trusted advisory relationship with strategic accounts and engage with Architects, VP engineering, and C-level, and identify customer priorities, technical objections and design strategies
- Provide domain expertise around public cloud and enterprise technology.
- Make recommendations on integration strategies, enterprise architectures, platforms and application infrastructure to successfully implement a complete solution providing best practice advice to customers to optimize Cloud effectiveness.



## Experience & Achievements

1. Employed with **Microsoft India** at Hyderabad since Oct'19- till date

**Job Role: Support Escalation Engineer- Kubernetes**

### Profile Summary

As a **Kubernetes- Support Escalation Engineer** with Microsoft India; responsible for/to:

- The Support Escalation Engineer is a critical role in the implementation of Azure Platform support capabilities which includes working with the Engineering Group and Azure Supportability PMs to implement asks; identify technology, and/or process readiness needs, and work with Training PMs and Technical Leads to ensure support team readiness; and, develop relationships with and engage with technology-specific support teams for customer incident resolution when required.
- Determining technical support scenarios, supportability asks, support workflow adjustments for Azure Previews (the equivalent of Beta in on-Premises). Identifying required tools, cloud access, training, processes, or capabilities for support to assess issues in less than 15 minutes

2. Worked with **Amazon Internet Services Pvt Ltd (AWS India)** at Delhi & Bengaluru from Jan'16 to Oct'19

**Job Role: Technical Account Manager**

**Job Role: Cloud Support Team Lead- Deployment**

**Job Role: AWS Cloud Engineer**

**Jan'18- Oct'19**

**Jun'17- Jan'18**

**Jan'16- Jan'18**



## Core Competencies

Data Science/ Data Engineering

Cloud/ IT Technology

DevOps

Mathematical Modeling

Network Infrastructure

Artificial Intelligence

Advanced Analytics

Data Visualization

Big Data Systems/ Realtime Processing

Apache Spark, Apache Storm

Container: Kubernetes and Docker, CI/CD- Jenkins, Git and GitHub

## Profile Summary

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As a **Technical Account Manager (TAM)** with Amazon Web Services; responsible for/to:

I worked as a Cloud Support Engineer (CSE). I had led the deployment (DevOps) team in AWS before graduated as a Technical Account Manager (TAM) on Amazon.

- As TAM I was responsible for getting designs right and implementing best practices ensures a cost-effective, reliable, and scalable architecture.
- Technical point of contact for customers and helping to plan, debug, and oversee ongoing operations of business-critical applications.
- Develop a Well-Architected framework to build secure, high-performing, resilient, and efficient infrastructure possible for applications.
- Implement CI/CD governance, best practices, principles, processes. Cultivate and operationalize a DevOps discipline within the organization.

3. Worked with **IBM India** in Hyderabad from Aug'12 to Jan'16

### **Job Role: SME Unix**

## Profile Summary

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**Project Description:** As SME I have to perform both technical and a coordination role in the solution construct, troubleshooting, planning, implementation and managing complex UNIX environment. I am responsible to assist in high quality delivery to clients in response to specific requests. I am also having the responsibility to develop technical skills and absorb professional knowledge to quickly meet the business requirements.

- Effectively negotiating with technical peers and customers to implement technical solutions on issues related to OS, Hardware and Volume Manager. Proving RCA on Problem Incidents.
- Involved in on-call duties as part of production support & following of escalation matrix.
- Preparing Technical Plan for OS migration, VCS upgrade Disks replacement etc. Assisting the Project Manager by providing a technical project coordination role.
- Liaising with relevant support teams for all clients to ensure they are informed about relevant progress and issues relating to Solaris server to be handed over for server management to ensure a smooth transition.
- Abiding by Change Management and Problem Management procedures, including complying with the Service Level Agreements as documented in the Problem Severity matrix.
- Configuring and Maintaining VxVM and LVM which includes adding new disks, creating new volumes, resizing, mirroring, restructuring volume layouts, recovering, encapsulating root disks, DMP multi-pathing etc.
- Installing & configuring Solaris Zones which includes creating, migrating, moving, renaming, adding resources, cloning, attaching & detaching, halt etc..
- Liaising with Backup team to help them in Configure NetBackup policies for new servers and restoring files from backup, upgrading NetBackup clients and fixing various NetBackup issue.
- Linux Administration: Installing and configuring Linux systems. Troubleshooting issues related with NFS, FTP, AutoFS, SAMBA, package administration and performance issues.

4. Worked with **Deutsche Bank** in Singapore from Aug'11 to Jul'12.

### **Job Role: UNIX Administrator**

## Profile Summary

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**Project Description:** As a part of global Infrastructure systems administration team providing daily management of systems infrastructure to assure application service availability. Work with business unit teams to add/modify/upgrade the systems. Worked with Application team for Problem determination and resolution within agreed SLA. Manage and resolve problems assigned by help desk or operations.

- Providing front-line support for operational SEV1 and SEV 2 issues.
- Executing DISASTER RECOVERY exercise on Linux and Solaris box.
- LUN provisioning taking in control of VxVM, creation of file system under VCS. Managing SRDF DG.
- Solaris/Linux Administration, Installation & Configuration (User Administration, Software management, NIS, NFS, DNS, Auto mounting, Data storage & Disk management, Patches).
- Working on EMC storage systems and associated features: SRDF, BCV, Powerpath.
- File System Administration in SVM, VxVM and VCS. Configuring Storage LUN, Native multi path and EMC Power

- Cluster products residing on UNIX platforms: VERITAS Cluster Server.
- Multipath and LVM Configuration Management on the Redhat Linux Servers.
- VERITAS Volume Management on Sun Solaris.
- Configuring and maintaining sun hardware which includes M5k, E25k, Blade 6000, x4600 & T6320 blade modules.
- EMC Symmetrix storage management at the OS level using SYMcli Commands.
- Linux/Solaris OS patching and up gradation and Performance monitoring and tuning.

5. Worked with **Tech Mahindra** in Noida from May'10 to Aug'11

**Job Role: Senior Administrator- UNIX**

**Project Description:** I was working as Sr. UNIX Administrator in "UNIX System Hosting –SE" support team. This team is mainly responsible for, Providing Tier 3 support for Incident Management, Problem Management and Change Management. Also System Maintenance & Production Support for Tier 3 (24x7). Providing support on Technologies like: VERITAS Cluster Server (VCS), SUN Cluster, VERITAS Volume Manager, Solaris 8,9 and 10, Solaris Zones etc.

6. Worked with **HCL Technologies (Infrastructure Services Division)** in Noida from May'07 to Apr'10

**Job Role: Associate Consultant: UNIX**

**Project Description:** I was part of 40+ members providing L1 – L3 level Unix Support. As a UNIX administrator my responsibility is to perform day to day OS and Server related activities and handling Customer escalations. Setting up new facilities. Troubleshooting VERITAS NetBackup, O/S related issues, VERITAS Volume manager and VERITAS Cluster and related issues. Server migrations/build/setup/configuration. Design and execute automated jobs through Blade Logic. Below is the snippet of my job responsibilities but it's not limited to this itself.

7. Worked with **Net Connect** from Oct'06 to May'07

**Job Role: UNIX Administrator**

As UNIX Administrator I was responsible for monitoring servers, analyzing problems and performing research and maintenance to prevent recurrence. Solaris/Linux system Build and Configuration Documentation to agreed standards. File system related issues (SVM, VxVM and LVM). Hardware part replacement, in coordination with hands and feet support from Vendor. Unix Backup Management. Maintain / Develop technical documentation for processes and procedures. Patch and Package Administration, User Administration and NFS Administration.

8. Worked with **Open View Technologies** from Mar'06 to Oct'06

**Job Role: UNIX Administrator**

As Support Engineer I was supporting Linux and Solaris servers for production, development, and test in a 24x7x365 environment. Interaction with developers, DBAs, other system administrators, managers, and customers to resolve technical issues. Installation, configuration, troubleshooting, upgradation, customization and maintenance of systems while ensuring overall system performance and availability.



## Certifications & Education

- Pursuing **Master of Technology in Data Science & Engineering** from Birla Institute of Technology & Science, Pilani
- **Bachelor of Technology**- from Uttar Pradesh Technical University (2005)
- **Certified Kubernetes Administrator (CKA)**- Cloud Native Computing Foundation
- **Microsoft Certified Azure Administrator AZ104**- Microsoft
- **Certified Kubernetes Application Developer (CKAD)**- Cloud Native Computing Foundation
- **Docker Certified Associate (DCA)**- Docker Inc
- **Introduction to Programming Using Python (98-381)**- Microsoft
- **AWS Certified DevOps Engineer (Professional)**- Amazon Web Services
- **AWS Certified Solution Architect- Professional**- Amazon Web Services
- **AWS Certified Solution Architect (Associate)**- Amazon Web Services
- **AWS Certified SysOps Administrator (Associate)**- Amazon Web Services
- **AWS Certified Developer (Associate)**- Amazon Web Services
- **Redhat** certified engineer and system administrator
- **EMC** information storage and management