**S. NAVEEN KUMAR**

#12-A,Cholankeril Green Scape,Manipal County road,Singasandra, Bangalore, Pin-560068

|Mob: +91-7483773573, **+**91-9986451900|**snvk\_2889@yahoo.com**

 **Cloud Operations Engineer**

 Proven Success in Systems Optimization and Strategic IT Solutions

* Accomplished Network & System Administrator with **7 years** of experience managing server infrastructures and Network operations across multiple platforms (**Linux, Windows**) along with **Cloud & Datacenter solutions**. Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.
* Proven ability to create and deliver solutions tied to business growth, organizational development and network/systems optimization. Skilled problem identifier and troubleshooter comfortable managing systems in a range of IT environments.

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| * OS(Redhat/Ubuntu/CentOS)
* **VMware/Amazon AWS/Azure** cloud Handling
* **CCNA** Training
* **HA Proxy server** Installation & Maintenance
* **Php version Support(5.6/7.0/7.2)**
* **Docker Administration**
* **Cluster Administration** /**Load Balancer(Mod\_jk)**
 | * **Azure DevOps Setup & Integration**
* **Azure CDN**
* **Apache Tomcat** **6 & 7** Installation & Administration
* **LAN/WAN** Administration
* **Zabbix** /**Appoptics/NewRelic** Monitoring
* **Jboss EAP/GA server**

Server maintenance* **UCS B-series and C-series** troubleshooting.
 | * **Webserver(HTTP/Nginx)**
* Firewall (**Cyberoam/Azure WAF**)
* Ticketing Tool(**OTRS/Service NOW**)
* Bash/Shell Scripting
* **Basic MYSQL/MariaDB** working /administration
* Handling **Dell Blade** servers & **Rack** servers.
* **SAML Configuration(OpenAM**

/**OpenIDP)** |

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| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Professional Experience** | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. **Working as Senior Software Engineer/SaaS-OPS Engineer for Epicor Software.**

 **(Dec 2018 to Present)**

* Working on Supporting Magento Based Platforms which is E-commerce product called ECC(Epicor Commerce connect.
* Monitoring server uptime and investigating issues relating to load spikes which has LNMP Stack deployed.
* Software: Nginx HTTP/HTTPS servers, DNS, Monitoring tools (Appoptics, Pingdom), Magento M1 & M2 version.
* Server configuration (LNMP) for setting up on-boarded customers environment.
* Migrations, patching and upgrading software’s of Magento platform & LNMP Stack.
* Working on setting up Azure CDN integration.
* Writing bash scripts to automate routine OS administration/troubleshooting tasks.
* Reporting/Tracking defects with Jira tool and working with Engineering/QA Teams.
* Administering lab environment (Private/Public Clouds as VMware/Azure) for reproducing and troubleshooting Customer’s issues
* Writing technical notes and articles in FAQ’s and Wiki
* Migrating/Governing/Managing various Services on all supported Clouds
1. **Worked as Solution Support Engineer (SSPT) for Cisco Systems India Pvt. Ltd.**

 **(Dec 2016 to Dec 2018)**

Hired as a full-time TAC Engineer provides Unix/Linux server administration, Cloud Administration and Datacenter Solutions to Customers.

1. **Allegis Group Worked as System Administrator (Sep 2018 – Dec 2018)**

**(Project: Cisco Datacenter Network Solutions):**

**Responsibilities in Cisco Systems India Pvt. Ltd:**

* Datacenter Solutions Support- vBlock, Flexpod, Hyperflex.
* UCS, MDS switches, Nexus 3k/5k/7k.
* Troubleshoot UCS B-series and C-series server’s hardware issues.
* Troubleshoot driver compatibility issues related to frequent server crash
* Configuring/Troubleshooting LAN & SAN connections, UCS High availability and Clustering.
* Creating and managing Service profiles, IP and MAC pools, policies, role based UCSM access, backup tasks etc. Technical support data collection and analysis.
* Collaborating with different vendors like VMware, SUSE, Netapp to collectively resolve issues.
1. **Collabera Technologies worked as Linux administrator (Dec 2016 – Aug 2018)**

 **(Project: Cisco Cloudcenter/Hybrid cloud product):**

**Responsibilities in Cisco Systems India Pvt. Ltd:**

* Monitoring server uptime and investigating issues relating to load spikes.
* Resolving disk space issues on shared servers.
* Software: Apache HTTP/HTTPS servers, DNS, FTP, monitoring tools Zabbix, PHP.
* Server configuration (LAMP).
* Migrations, patching and upgrading software’s.
* LVM and NFS
* Writing bash scripts to automate routine OS administration/troubleshooting tasks and assisting Customers with their initialization scripts during deployment multi-tier VMs on a Cloud
* Reporting/Tracking defects with Jira tool and working with Engineering/QA Teams
* Administering lab environment (Private/Public Clouds as VMware/AWS) for reproducing and troubleshooting Customer’s issues
* Deploy and Manage Tomcat based application on Linux servers hosted on AWS and VMware.
* Writing technical notes and articles in FAQ’s and Wiki
* Migrating/Governing/Managing various Services on all supported Clouds
* Working on Technical issues related to Clouds orchestrators and management systems.
1. **Bristlecone India working** with Client **SAP Labs India Pvt. Ltd:**

 **Linux Administrator (Feb 2016 to Dec 2016)**

**Responsibilities in SAP Labs India Pvt. Ltd. (LAMP Stack Project):**

* Installation & ensuring proper working of SUSE Linux platform in Production & Test Servers.
* Monitoring of production environment using **SAP-WILY, Pingdom** tool.
* Working on ticketing tool **SAP –Service provider cockpit** & ensuring SLA for problems escalated through clients.
* Installation & Working on **LAMP** servers for deploying PHP files in production environment.
* Databases (**MySQL, Maria DB**) Connectivity resolutions with production servers.
1. **Zolt Info Solutions Pvt. Ltd** - Hyderabad, Andra Pradesh
 **Network Engineer   (Sept 2013 to July 2015**)  **Responsibilities in Zolt Info Solutions Pvt. Ltd:**
* Evaluated and reconfigured company’s Unix/Linux setup, including reallocating SAN disk space.
* Delivered a cohesive solution managing Cyberoam firewalls and containing IDP software.
* Troubleshooting the issues raised in the ticketing tool (OTRS) & resolving them within the given SLA.
* Worked on 24/7 onsite support environment for handling & troubleshooting technical

Issues.

 **Educational Background:**

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| **Examination** | **Board/University** | **College/School** | **Passing Year** | **Percentage** |
| B.E.(I.T.) | **C.S.V.T.U** | G.D.R.C.E.T | 2012 | 77.47% |
| HSSCE(10+2) | C.B.S.E Board | K.P.S, Bhilai (C.G.) | 2008 | 65.03% |
| HSCE(10th) | C.B.S.E Board  | K.P.S ,Bhilai (C.G.) | 2006 | 63.05% |

 **Personal Details:**

* Date of Birth : 28th February 1989
* Marital Status : Married
* Languages : English, Hindi, Malayalam
* Passport No : K1371472