

LEVEL 2 CRITICAL PLATFORM SUPPORT ENGINEER

Career Overview

Over 7+ years of IT experience specializing in CLOUD/Aix/LINUX/Solaris and WINDOWS Administration in Production Support of various systems on AIX 5, 6.1, Linux (RedHat and SUSE). Strong background knowledge of Networking concepts and experience in Network Administration & Troubleshooting on AIX based systems. Experience in installation, configuration, tuning, security, backup, recovery and upgrades of IBM AIX. Experience in Installation and configuration on IBM System P p690/p650, p5-570, p5-550, p5-55A and p6-570, RS-6000 Servers. Experience in installation and configuration of Virtual I/O Server (VIOS) (1.5 and 2.1). Experienced in AIX Migration Installation, Preservation Installation and Complete Overwrite Installation using CDROM and configuring NIM Server. Strong knowledge and experience in Logical Volume Management (LVM), Storage and Disk Management Configured HACMP 4.x/5.x to monitor, disaster recovery, detect and react to failure events, allowing the system to stay available during random, unexpected software problems and also configured to react to system events. Experienced in Infrastructure & Support team as Linux/Cloud/ Administrator. Hands on experience on Cloud Computing. Administering all the RHEL, RHEV and open stack cloud computing. Familiar with designing high level architecture for implementation of Hybrid Cloud. Experienced in doing capacity planning for new AIX environments. Knowledge on AWS OpsWorks. Implementation and Administration of DHCP, NFS and NIS on AIX. Good understanding of error logging subsystem and performance monitoring tools like vmstat, iostat, and netstat on AIX 5L. Familiar with Tivoli Storage Manager (TSM) for backup automation with policies configuration for Web based databases, setup consisted of server and client backup with progressive backup methodology Expert in configuring a TCP/IP network on AIX, adding network routes and debugging network related issues. Expertise in shell (korn) scripting and familiar with PERL. Excellent in troubleshooting and Maintaining AIX and Patching. Expertise in SMIT, LVM, Mirroring, Paging Space management, job scheduling, Performance monitoring, Error logging, Diagnostics, and Fine-tuning. Experience performing problem analysis along with recommending and implementing preventive techniques. Experience in writing Technical documentation. Provided 24X7 support to ensure round the clock availability. Team player with excellent communication and interpersonal skills.

Skill Highlights

Technical Skills: Operating Systems: IBM AIX (v5.3, v6.1, v7.1) Redhat Linux (v6.2, 7.2, Enterprise Linux) Oracle-Solaris 10 Hardware: IBM Blade server, HMC, HP ILO, DELL IDRAC. Vsphere 5.0 Application Server: AWS EC2, NIM, Apache, HACMP clustering, DNS, NIS, NFS, Websphere Application Server 6.x/5.x, Websphere Portal server, Windows 2000/2003 Active Directory, Microsoft IIS Server 4/5, SSL, Distribution Server. Tools: Nagios, Tivoli, Teradata MSM, HUBEQ, ITSM, Peregrine, SSO, EURC, MQ, EMS Tibco, Sharepoint.

Professional Experience

02/2014 to Current

Level 2 Critical Platform Support Engineer Company Name i¼ City , State Day to Day System Administration and Monitoring in an environment of 1800+ servers that includes CLOUD, WINDOWS and UNIX/LINUX (HPUX, AIX, LINUX, SOLARIS) environments, questions and problems via telephone, FAX, and email. Researched the data base for known problems or tested the customers problem on a test system in the same environment. Aided customer in resolving their problem. Applying monthly Patches on Windows as well as Unix boxes using HPSA (HP Server Automation) Tool. Hands on experience on Amazon EC2 web services. Familiar with Identity Management, Access Control and other security aspects on cloud. Experience on Hybrid cloud operations and management. Hands on experience on working with VPC & VPN concepts in cloud. Familiar with Amazon SimpleDB web service that is used for indexing and querying the data. Hands on Experience with different components used in AWS like Amazon S3, Amazon SQS, Amazon SimpleDB and Amazon EC2. Administering all the RHEL , RHEV and open stack cloud computing. Familiar with designing high level architecture for implementation of Hybrid Cloud. Responsible for submitting the requests for opening the ports to the Cloud servers. Created 50 EC2 instances for a POC effort and maintained them. Procured S3 storage servers. Build, Configure and Install Red Hat Linux 5/6, OS on physical and virtual servers. Working on mission critical applications and Middleware tools that includes IBM Websphere MQ, Weblogic, Tibco EMS. Monitoring and Troubleshooting applications and messaging queues alerts. Active as an On call Resource for Windows and Unix Boxes in case of P1s and P2s or failure of hardware. Responsible for coordinating with vendors like HP, IBM, Microsoft, Symantec, Oracle and RedHat for hardware replacement and troubleshooting. Monitoring and Troubleshooting of various services like DNS, Domain Controllers, IIS and Application Services etc. Monitoring and Troubleshooting LAN and WAN. Monitoring user and Databases in SQL Server and monitoring backup and replication of SQL and Oracle Databases. Installation, configuration and administration of Windows/Unix/Linux servers. Maintain and Manage various services running in the environment which included IIS, apache web server, Tomcat, Oracle Databases, Sybase and DB2. Working on Veritas Cluster Server and assisting and coordinating with Application and Middleware teams for timely changes using ITSM tool. Providing Breakfix support for all the systems and OS using HP Service Manager.

02/2013 to 01/2014

Terradata Multi System Manager Company Name i¼ City , State Columbus, Ohio/Chicago, IL Feb 2013 - Jan 2014 Level 2 Unix Engineer Providing Production Support Engineer for over 45000 SERVERS of AIX/LINUX/SOLARIS. Working on wide range of softwares, utilities, applications and protocols that includes Oracle Database, Websphere, Apache, Tomcat, Netcool backup, TSM Client (Terradata Multi System Manager). SSH, SSL, TCP Wrappers, Tripwire. Working on ITSM Change management to upgrade and update Applications as well as Operating Systems. Providing breakfix support on Peregrine Tickets system for Operating System as well as Applications. Mainly responsible for DR Events for backing up and updating Prod Servers. Very good experience with GPFS, SRDF setup as well as Linux, Solaris and AIX clustering. Working on VCS (Veritas Cluster Server) and AIX HACMP. Working on HP ILO (integrated light out), Dell Idrac, IBM HMC web consoles. Hands on experience in VMware and Vsphere 5.0. Installed and Configured Solaris 10 by using Jumpstart server (Jet server) and also installed and configured Linux by using Kickstart server. Involved User Administration (creating user account , password and set the password) on Red hat Linux and Solaris. Involved in Sudo , Batch Job Administrations (cron & at) and Send mail configuration Creating File system by using Veritas Volume Manager and Solaris volume manager and LVM Involved in Upgrading Sun Solaris 8 to Solaris 10 by using LiveUpgrade and Redhat Linux 4.5 to 5.0 Involved in Upgrading Veritas Volume Manager from 4.0 to 5.0 Involved in creating and configuring Zones/Containers, zfs filesystems in Solaris 10 environment. Responsible for day-to-day systems administration tasks in Solaris and Linux. Creating and growing Filesystem by using Veritas Volume Manager and Solaris volume manager and CFS file systems. Installed and configured Ldoms in Sun T series. Installed Patches and Packages on Linux (Red Hat) servers and created filesystems by using LVM. Involved in Upgrading Sun Solaris 8 to Solaris 10 by using LiveUpgrade. Involved in Upgrading Veritas Volume Manager from 3.5 to 4.0 Installed and configured Media server, Master server

and Clients by using NetBackup. Involved in creating and configuring Zones/Containers, zfs filesystems in Solaris 10 environment. Configured NFS servers on using NetApp. Worked on Backup and restore requests by using NetBackup. Responsible for creating user accounts and setup new workstations. Involved in monitoring and troubleshooting network issues.

01/2012 to 01/2013

AIX/HP-UX Administrator Company Name i/4 City , State

- Practical experience with installation, configuration, upgrade and administration of IBM pSeries and Power5 servers on various levels of AIX 5.2, 5.3, 6.1, 7.1 and HP-UX 11.3
- Responsible for Administration, Installation, Upgrading, Migration, Configuration, Troubleshooting, Security, Backup, Disaster Recovery, Performance monitoring and Fine-tuning of AIX and HP-UX systems on different oslevels.
- Configuration of NIM Master, NIM slaves and nodes installation through NIM.
- Supporting a major initiative to migrate SAN storage utilized by HP-UX and AIX servers (typically large Oracle data bases, web and application servers) across several EMC DMX arrays onto EMC VMAX array.
- Participate in planning sessions to build LPARs and migrate applications.
- Build LPARs and support application migration activities following build and security standards.
- Support the collection of performance data via a predefined centralized collection methodology specified by IBM.
- Work with DBAs on installation of Oracle, restoration and performance tuning.
- Remediate any security issues uncovered by vulnerability scans.
- Installation configuration and testing of VIO Server with AIX 5.3, 6.1 on client LPAR's on 550, 570 and p590, p595 model and using NPIV.
- Installed and maintained IBM Tivoli Storage Manager (TSM) for Backups and data storage.
- Aid in the installation or consolidation of applications, developing system administration scripts, planning version release upgrades and patches, security administration.
- Working various shifts, including weekends, based on the business requirements for off hour's downtime during migrations.
- Configured backup/archive policies using backup utility and mksysb images of root volume group to meet data archiving requirements and disaster recovery readiness.
- Responsible for administration and troubleshooting 4 node HACMP cluster on which ORACLE RAC was installed and containing 34 TB of EMC SAN storage.
- Performing System Storage management/LVM tasks like creating volume groups, PV's, LV's and jfs/jfs2 File systems, mirroring, and mounting file systems.
- Monitoring, troubleshooting, supporting and fix operating system and hardware problems on several versions of UNIX systems.
- Generated reports to show the trends of resource utilization user/CPU/network load/memory.
- Document UNIX configurations for hand-off to production support team.
- Attending meetings and analyzing information obtained from management to conceptualize and define operational problems.
- Experience in upgrading HMC.
- Assisted other Unix administrators when help was needed (i.e., creating UNIX accounts, writing scripts to perform system administrator functions, responding to trouble tickets, etc).
- Coordinated server maintenance through a well-defined change control process including after hours and weekend (Sunday) work as necessary to support systems.
- Performed Firmware level upgrades for the Ethernet/fibre card adapters.
- Installation of patches, APARS, Security fixes, packages on AIX servers.

01/2011 to 12/2011

AIX/Linux Administrator Company Name i/4 City , State

- Responsible for maintaining and administering 100 production IBM pSeries AIX 5.3/6.1 servers.
- Giving the Level 2/3 support and assisting the team members in fixing/troubleshooting the AIX software problems.
- Performed IBM AIX 5.3/6.1 System installation and configuration, problem determination, solutions design and implementation, maintenance, performance tuning, disk mirroring using LVM, backup, disaster recovery, trouble shooting and user management.
- Setting up NIM master server and clients for New & Complete Overwrite/Migration Installation management using alternate disk installation method.
- Performed AIX Migration of AIX 5.2 to 5.3 and 6.1 on Power7 p-770/750, p6 p570/550 and p5 p550/520/505s Servers & hardware Migration from one hardware to another in a Virtualized environment.
- Installed and Configured Dual VIOS 2.1.Created Virtual SCSI server and client adapters. Created Shared Ethernet adapter (SEA) with Control Channel adapter and the SEA Failover. Mapped the disks from the SAN to the VIO clients through VIO servers.
- Performed VIOS Migration from VIOS 1.3/1.5 to 1.5/2.1 and VIOS 2.1 to 2.2 Upgrades.
- Planned & Executed Migration of HACMP 5.4 to HACMP 5.5 using Node-by-Node migration without changing the cluster setup, Configured disk heart beat for the HACMP cluster, Dynamically added removed resource groups in a HA cluster.
- Installed software using Installp applying PTFs, Microcodes, updating PMRs, downloading Filesets, ODM, LVM and Disk Management.
- Responsible for analyzing vendor security patch notifications and applying the security patches Quarterly.
- Performed the daily system administration tasks like managing system resources, writing scripts, and end users support, operations and security.
- Performed routine checks on nodes by monitoring syslogs and error logs for system and hardware errors.
- Extensively used LVM - created VGs, LVs, FSs and disk mirroring for IBM p-series servers.
- Installed and configured the SAN LUN under the Multipath software Hitachi HDLM and IBM MPIO.
- Installed and configured IBM Tivoli Network Storage Manager (TSM) client & Server software backup and recovery solutions.

- Configuration and Administration of DNS, NFS, DHCP, FTP, Samba Servers and clients. Security layers like SSL, SSH, HTTPS, SFTP.
- Updated documentation of all the Servers and the installed applications and patches.
- Providing 24X7 On-call Production and Customer Support including trouble shooting problems related to IBM AIX pSeries servers.

01/2009 to 11/2010

AIX/Linux Administrator Company Name i¼ City , State

- Working in 100+ IBM servers Environment such as IBM RS/6000, p670, p5-570, p5-595 servers running AIX 4.3.3, 5.1, 5.2 and 5.3
- Setup and configured TCP/IP network on LINUX and AIX.
- Working with implementation team of high availability cluster on IBM RS/6000 platform (HACMP for AIX)
- Creating LPARS and configuration of DLPAR scripts for load sharing
- Installation and configuration of network services such as NFS, NIS and DNS Server
- Adding physical volumes, creation Volume groups, File systems, Storage allocation, cron jobs, maintenance levels upgrades and applied Fixes for AIX 5.x
- Configuring volume groups and logical volumes, extending logical volumes for file system growth using Logical Volume Manager (LVM) commands
- Working in the migration team for migration from AIX 4.3.3, 5.1 to 5.2 and 5.3.
- Configuring backup/archive policies using Tivoli Storage Manager
- Modifying Korn and Bourne shell scripts to automate administration tasks like customizing user environment and performance monitoring.
- Performing routine checks on nodes by monitoring syslogs and errorlogs for system and hardware errors.
- Setup cron jobs schedules for various backup and monitoring tasks. supported with enterprise backups using Veritas Netbackup version 4.5
- Installing, configuring and administrating Websphere Application Server 4.x/5.0
- Installation/Administration of TCP/IP, NIS/NIS+, NFS, DNS, NTP, Auto mounts, Send mail and Print servers as per the client's requirement.
- Performing extensive Logical Volume Management (LVM) tasks.
- Installing and configuring SUDO for users to access the root privileges.
- Installing application connectivity software to enable IBM print services. Configuring and administrating firewall rules, including the use of SNORT, NMAP to effectively monitor system files, port security, and network traffic activity coming through the firewall.
- Developing Korn and Bash shell-scripts to automate routine activities.
- Installing and setting up Oracle9i on Linux for the development team

09/2007 to 11/2008

UNIX/AIX Linux System Engineer Company Name i¼ City , State

- Data center support for AIX (5.3/6.1)/Linux (red-hat enterprise (4/5)) platforms
- Monitoring TIBCO, Java and Oracle application running on UNIX server
- Analyzing the issues with the application and perform action to fix it, by interacting responsible person's
- Administration, Troubleshooting and monitoring AIX /Linux servers running business critical application like WEBSphere(WAS) 6.x/7.x IBM DB2, oracle10g/11g, Apache TOMCAT, JBOSS, ORACLEAPP, Blade logic & JAVA
- Responsible for designing, Implementing disaster recovery planning and policies in VIO sever (Aix 5.3/ 6.1) and VMWARE (Redhat Linux) environment
- Closely working with application teams on ORACLE, WEBSphere, JAVA, JBOSS, Apache Tomcat and XML
- Applying the Security patches and doing all the change management
- Managing legato net backup and TSM storage server
- Responsible for managing Cisco, hp router, switches and terminal server
- Perform migration from AIX 5.3 TO 6.1 and LINUX REDHAT ES 4.0 TO 5.0
- Responsible for building Testing, development and production server
- Supporting Linux RedHat in High Availability web environment
- Prepare documentation for all procedures and actions
- Developed KSH, AWK, SED & PERL scripts to perform automatic administration tasks
- Design, Implement, and maintain multiple, 570,595 DLPARs, virtualization input output server (VIOS) using HMC
- Hands on experience with VMware ESX, Virtual Center Server & VM cloning in a SAN environment
- Ensuring systems security and data recovery is always maintained.
- Setup and maintenance of several EMC Clariion, VMAX array, symmentix storage server(CX300/CX700 and many more), IBM and NETAPPs storage
- Configuring and Administrating NIM, NFS, NIS &LDAP server
- Managing AIX, Redhat Linux logical volume manager (LVM) and veritas volume manager (VXVM(/4.x/5.x))
- Installed SSH and IPsec on 2600 server as well as upgrades EMC power path
- Responsible for maintain Disaster Recover procedure and Policies
- Working as team lead on many project
- Installation third party application on LINUX /IBM boxes using NFS and NIM
- Installing, configuring and troubleshooting HACMP cluster in production environment
- Monitor hardware and software using customize tool which develop by Converse
- 7 x 24 support to an engineering/programming community of 100+ users on customer site

Education

B.S : Computer Science B.S (Computer Science)

Certifications

CFS RAC FSSs

Skills

Aix, Security, Linux, Hacmp, Veritas, Websphere, Maintenance, Network File System, Nfs, Oracle, Unix, Systems Administration, Dns, Veritas Volume Manager, Volume Manager, File, File Systems, Tivoli, Apache, Engineer, Tomcat, System Administration, Disaster Recovery, San, Storage Area Network, Tsm, Access, Nis, Backups, Lpars, Tivoli Storage Manager, Tcp, Db2, Tibco, Emc, Emc Vmax, Testing, Vmax, Cluster Server, Operations, Red Hat, Solaris, Veritas Cluster Server, Change Management, Vmware, Documentation, Ethernet, Performance Tuning, Pseries, Clients, Ssl, Application Server, Bash, Bourne Shell, Dns Server, Firewall, Korn, Nmap, Rs/6000, Shell Scripts, Snort, Tcp/ip, Access Control, Amazon Ec2, Amazon Elastic Compute Cloud, Amazon S3, Amazon Simple Queue Service, Amazon Simple Storage Service, Amazon Sqs, Architecture, Aws, Databases, Ec2, Identity Management, Iis, Internet Information Services, Lan, Middleware, Ms Sql Server, Replication, Sql, Sql Server, Sybase, Symantec, Telephone, Unix/linux, Vpn, Web Server, Web Services, Weblogic, Awk, Cisco, Clariion, Cloning, Data Center, Data Recovery, Disaster Recovery Planning, Emc Clariion, Emc Power Path, Internet Protocol Security, Ipsec, Java, Jboss, Ksh, Legato, Net Backup, Perl, Power Path, Production Environment, Recovery Planning, Router, Sed, Systems Security, Team Lead, Terminal Server, Unix/aix, Veritas Net Backup, Virtual Machine, Virtualization, Vm, Xml, Archiving, Business Requirements, Change Control, Collection, Data Archiving, Dmx, Emc Dmx, Firmware, Hp-ux, Jfs, Migrations, Resource Utilization, Security Administration, Storage Management, Trouble Tickets, Ux, Accounts And, Clustering, Database, Emc Srd, Netapp, Netbackup, Netcool, Peregrine, Srd, Sun, Tripwire, Workstations, Customer Support, Dhcp, Ftp, Msvc, Network Storage, Odm, Scsi, Secure File Transfer Protocol, Sftp, Solutions, System Installation, Active Directory, Capacity Planning, Job Scheduling, Logging, Microsoft Sharepoint, Microsoft Windows, Msm, Nagios, Network Administration, Networking, Scheduling, Scripting, Sharepoint, Single Sign On, Sso, Switch Capacity, Team Player, Technical Documentation, Teradata, Web Based, Windows 2000, Writing Technical