First Name Last Name

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C. 347-000-0000

City, NY 10000

OBJECTIVE

Hard working, dependable Linux System Administrator seeking position within a growing or strong organization today

Education and Training

B.A
Some College

TECHNICAL SKILLS

Operating System:
Redhat/CentOS, Ubuntu and Windows
Computer Languages: Linux scripting in bash
Networking: NIC Bonding, DNS, FTP, SFTP, SSH, SCP, NTP, NFS, TCP/IP, LAN, WAN, Ethernet config
Database: Installation and configuration experience in Access, Oracle, Informix, MySQL
OS Applications: SVM, LVM, Veritas, Jumpstart, Kickstart, Active Directory, MS office suite, Sendmail, Apache, rsyslog etc.
Hardware: HP DLs, Dell R series, etc.
Storage: Sun SAN, HP MSA, Hitachi

Classes/Courses

Complete Linux Training Course - udemy.com
Linux Troubleshooting Course - udemy.com

Work Experience

ABC

Linux System Administrator | New York City, NY   01/2015 to Current

- Perform installation, configuration and management of Linux servers that runs Braintree mobile and web payment applications for e-commerce payment processing.
- Three main applications are Checkout UI, Payment Method Types and Customer Data.
- Manage 3 infrastructure environment, (production, QA and development) consisting of approximately 7000+ virtual machines and 500+ physical servers.
- Log and troubleshoot issues reported by customers such as Uber, Airbnb, Dropbox, Skyscanner, Pinterest, Nokia and PagerDuty.
- Support a mix of HP and Dell hardware running multiple operating systems (Redhat, CentOS, Ubuntu, Windows and some SUSE).
- Solve infrastructure related issues by collaborating daily with peers and other teams in the Braintree ecosystem to answer merchant questions.
- Collaborate via Slack (Braintree internal chat tool) channel to crowdsource answers to tough questions that come from our merchants and to serve as a technical knowledge hub for other teams.
- Management of monitoring tools such as Nagios and Sitescope which covers about 90-95% of infrastructure devices.
- Manage, monitor and test individual and group user access privileges and security.
- Analyzing and interpreting system and application log files.
- Install, configure and manage of services such as DNS, NTP/Chronyd, HTTP, NFS, FTP, Sendmail, OpenLDAP etc.)

Monitoring Tools: Sitescope, Spiceworks and Nagios
Virtualization: VMWare, Citrix Xen, Oracle virtualization
Change Management/Ticketing: ServiceNow and ServiceDesk Plus

- Perform incident analysis like process management, CPU and memory analysis to quickly recover from service interruptions, and to prevent recurring of issues.
- Filesystem management, system upgrade, software patches using yum and rpm tools.
- Experience with logical volume management (LVM), analyzing the disk usage and create disk partitions.
- Respond to high volume of support tickets reported by service desks.
- Working knowledge of virtualization (VMWare).
- Write and maintain documentation such as instruction guides, troubleshooting procedures, incident process, SOW, Root cause analysis etc.
- Create and manage Solaris Jumpstart and Linux Kickstart servers and processes to automate and standardize the installation process, reducing installation time by 35% and post-installation errors by 50%.
- Document and implement a disaster recovery plan that included backup schedule policies, regular testing, and off-site recovery plans to ensure data integrity and assurance.
- Install and configure LDAP servers to authenticate between Linux, Apple and Windows environments.
- Improve overall system's performance and reduce cost by introducing new technology.

XYZ

Help Desk Associate | New York, NY   01/2014 to 01/2015

- Break-Fix hardware and software related issues on desktops/laptops workstation and printers.
- Troubleshoot issues that arise with Windows desktops/laptops from the network drop to the desktop/laptop prioritizing systems infected with viruses.
- Maintained updated knowledge of company products and services to better provide customer support and service solutions.
- Gathered customer and technology information to determine technical support level; escalated issues to the appropriate department as necessary.
- Assisted team members and provide support and solutions to customer queries to meet company objectives.
- Created spreadsheet reports regularly as required by manager for asset management, asset information of new hires' devices, etc.
- Utilized Active Directory to add/remove users, unlock accounts and reset passwords.
- Resolve tickets and request in in timely manner.