**Pranavi Boinapalli**

**Professional Experience:**

* Over 11 years of IT experience, including 8 years in DevOps and 4 years in Linux system administration, with expertise in designing, implementing, and managing scalable, secure, and high-performance cloud and on-premises environments.
* Led Kubernetes migrations on Azure Kubernetes Service (AKS), utilizing Helm for package management and custom Helm charts to optimize deployments and resource utilization.
* Automated cloud infrastructure provisioning using Terraform and Azure Resource Manager (ARM) templates, achieving Infrastructure-as-Code (IaC) for consistent, reproducible, and cost-effective multi-cloud environments.
* Built and managed containerized applications using Docker and OpenShift, streamlining deployment processes and ensuring high scalability and performance.
* Designed and implemented CI/CD pipelines using Azure DevOps, GitHub Actions, integrating tools like Maven, SonarQube, and Prometheus to enhance code quality, security, and real-time monitoring.
* Automated configuration management using Ansible, ensuring consistent and secure provisioning of virtual machines across Azure.
* Led cloud migration initiatives, including transitioning legacy applications to serverless architectures using Azure Functions, improving scalability and reducing operational overhead.
* Implemented CI/CD pipelines using Google Cloud Build and Cloud Deploy, automating testing, artifact management, and deployment workflows to ensure efficient and scalable application releases.
* Managed Kubernetes workloads on Google Kubernetes Engine (GKE), leveraging Anthos for hybrid cloud deployments and enhancing workload portability across cloud environments.
* Utilized Google Cloud Operations Suite for comprehensive monitoring, logging, and incident management, enabling proactive troubleshooting and performance optimization.
* Provisioned infrastructure using Terraform and Google Cloud Deployment Manager, ensuring reproducible, automated infrastructure management across environments.
* Optimized cloud cost and performance using Google Cloud Auto-scaling, Cloud Scheduler, and BigQuery, ensuring efficient resource utilization and data analytics capabilities.
* Provided Linux system administration for Red Hat Enterprise Linux (RHEL) and CentOS, ensuring high availability, performance, and security for enterprise applications.
* Automated server provisioning and deployment using Kickstart, reducing manual effort and improving consistency across environments.
* Managed OS patching, package updates, and security hardening on RHEL and CentOS systems using YUM and RPM, ensuring compliance with security policies.
* Configured and maintained Apache HTTP Server and Nginx for hosting internal applications, optimizing performance and ensuring secure access.
* Administered LDAP authentication and user management, integrating with Active Directory (AD) for seamless user authentication across the enterprise.
* Implemented LVM (Logical Volume Manager) for disk management, improving storage allocation and flexibility across multiple servers.
* Automated routine system tasks using Bash scripting and Python, reducing manual workload and improving operational efficiency.
* Configured and monitored Nagios and Zabbix for server health checks, performance monitoring, and proactive issue resolution.
* Managed backup and disaster recovery strategies using rsync and Bacula, ensuring data integrity and availability.
* **Integrated Snowflake into CI/CD pipelines** using tools like Jenkins, Azure DevOps, or GitHub Actions to automate database object deployment and schema version control.
* Collaborated with cross-functional teams in Agile environments, utilizing Jira for sprint planning and backlog management, to deliver robust solutions aligned with business goals.

**Technical Skills:**

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| Operating Systems | Red Hat Enterprise Linux (RHEL 5/6), Solaris 9/10, SUSE Linux Enterprise Server, Linux Enterprise Desktop, Ubuntu, CentOS, Microsoft Windows XP/ 2000 |
| Linux Tools | Kickstart, Jumpstart, RHN Satellite Server, NIS, NIS+, DNS, LDAP, Samba, Squid, Bash, Shell Scripting, Cron Jobs, RPM, YUM, LVM |
| Web Servers | Apache, Nginx, LAMP Stack, WordPress, Drupal, Sendmail |
| Database | MySQL, PostgreSQL, DynamoDB, RDS, MongoDB, Cassandra |
| Networking | DNS, DHCP, NTP, Iptables, Firewalld, NACLs, Security Groups, Route 53, Subnets, NAT Gateways, Route Tables |
| Cloud Services | AWS, Route 53, CloudWatch, CloudTrail, Auto Scaling, VPC, Lambda, Elastic Beanstalk, ECS, EKS, DynamoDB, SQS, SNS, Secrets Manager, Systems Manager, Azure DevOps, Azure Data Factory, Azure SQL DB, Azure Monitor, Azure Key Vault, Azure Container Registry, Azure Active Directory, GCP, GKE, Google Cloud Deployment |
| Automation/Provisioning | Ansible, Terraform, CloudFormation, Puppet, Chef |
| CI/CD | Jenkins, GitHub, CI/CD Pipelines, Nexus, Maven, SonarQube, Jenkins Pipelines, AWS CodePipeline, GitOps, Snowflake,Prometheus, Grafana |
| Containers | Docker, Kubernetes, Helm, Docker Swarm, ECS, OpenShift, Kubernetes Helm Charts. |
| Security Tools | SonarQube, Trivy, OWASP ZAP, Vault, ACLs, SSL/TLS, SSH, IAM roles, Active Directory |
| Monitoring & Logging | Prometheus, Grafana, AWS CloudWatch, Splunk, Nagios, Zabbix |
| Version Control | Git, GitHub, Bitbucket, GitLab, SVN |
| Scripting & Programming | Python, Bash, YAML, JSON, Groovy, PowerShell, Ruby, XML, Shell Scripting |

**Certifications:**

* Certified in Microsoft Azure Administrator
* Certified in Kubernetes Administrator
* Certified in AWS Developer Associate

**Professional Experience:**

**Client: McDonald's, My Yellow, Marriott, MGM, EP Mustang, OAPI & OPDC Jan 2018 - Present**

**Role: Cloud DevOps Engineer**

**Responsibilities:**

* Designed and implemented cloud-native applications on Azure, leveraging IaaS (Azure Virtual Machines, Virtual Network) and PaaS (Azure App Services, Azure Functions) to achieve scalable, high-availability architectures.
* Led Kubernetes migrations on Azure Kubernetes Service (AKS), utilizing Helm for Kubernetes package management and custom Helm charts to optimize deployments and resource utilization.
* Automated cloud infrastructure provisioning using Terraform and Azure Resource Manager (ARM) templates, achieving Infrastructure-as-Code (IaC) for consistent, reproducible, and cost-effective multi-cloud environments.
* Built and managed containerized applications using Docker and OpenShift, streamlining deployment processes and ensuring high scalability and performance.
* Implemented CI/CD pipelines using Azure DevOps and GitHub Actions, integrating Maven, SonarQube, and Prometheus to enhance code quality, security, and real-time monitoring.
* Designed and deployed microservices with Kubernetes and Docker, ensuring seamless integration and improved application flexibility with YAML-based Kubernetes resource definitions, including deployments, services, and config maps.
* **Developed and managed Infrastructure-as-Code (IaC)** for Snowflake resources using tools like **Terraform** or **Pulumi,** enabling consistent and repeatable environment provisioning.
* **Automated Snowflake object creation** (schemas, tables, views, UDFs) via DevOps pipelines, ensuring alignment with version-controlled scripts and rollback capabilities.
* **Implemented DataOps practices** by orchestrating ELT workflows using **dbt (Data Build Tool)** in Snowflake with automated testing, documentation, and deployments.
* **Configured role-based access controls (RBAC)** and automated user/role provisioning in Snowflake using DevOps tools to ensure secure and auditable environments.
* **Monitored and optimized Snowflake workloads** through automated performance tracking and cost governance scripts integrated into DevOps alerts and dashboards (e.g., via DataDog, Prometheus, or custom scripts).
* **Used Git for version control** of Snowflake SQL scripts and collaborated across teams for controlled feature branching, pull requests, and code reviews.
* **Integrated Snowflake with CI tools** to validate SQL syntax and run pre-deployment checks (linting, static analysis) before promoting changes to higher environments.
* Utilized OpenShift to manage containerized applications, integrating it with CI/CD pipelines for efficient scaling, management, and deployment in an enterprise-grade environment.
* Enhanced application deployment processes by integrating manifest deployments within Azure DevOps pipelines, ensuring a consistent, repeatable deployment process for Kubernetes-based applications.
* Automated configuration management using Ansible, ensuring consistent and repeatable application setup, reducing manual configuration errors, and improving deployment efficiency.
* Configured and managed Azure Service Bus for event-driven architectures, enabling reliable and scalable messaging between microservices and ensuring timely delivery of notifications.
* Utilized Azure Artifacts to manage and store dependencies for application development, improving build process efficiency and ensuring proper version control across environments.
* Implemented Azure Monitor and Log Analytics for comprehensive logging and monitoring, enabling proactive issue resolution and maintaining system health across cloud infrastructure.
* Integrated Docker Swarm into the container orchestration pipeline, optimizing deployment and scaling of containerized applications for efficient resource utilization across nodes.
* Leveraged Azure CLI for streamlined command-line management of Azure services, automating routine tasks and improving workflow efficiency through scripting and task automation.
* Used Azure Functions for serverless computing, migrating legacy applications and improving cost efficiency and scalability by eliminating the need for provisioning and managing servers.
* Optimized cloud infrastructure with Google Cloud Functions and Cloud Pub/Sub, enabling event-driven architectures for real-time data processing and improved system efficiency.
* Configured and managed IAM roles and policies in GCP, enforcing strict access controls and security best practices to ensure compliance with organizational security standards.
* Utilized Google BigQuery for large-scale data processing and analytics, implementing ETL pipelines to process and analyze structured and semi-structured data efficiently.
* Designed and deployed serverless solutions on Google Cloud Run, automating the execution of containerized applications with auto-scaling capabilities, reducing operational overhead.
* Implemented real-time monitoring and logging using Google Cloud Operations Suite (formerly Stackdriver) to track application performance, detect issues, and enable proactive troubleshooting.
* Integrated Google Cloud Spanner for globally distributed transactional databases, ensuring high availability and strong consistency across multiple regions.
* Developed and secured Azure API Management (APIM) solutions, implementing authentication, rate limiting, and logging to ensure secure and scalable API consumption across multiple applications.
* Integrated APIs with Azure Functions and Logic Apps, enabling event-driven workflows and seamless data processing between cloud services and on-premise systems.
* Optimized API performance using Azure Front Door and Azure Application Gateway, enhancing load balancing, caching, and traffic routing for high availability and resilience.
* Implemented monitoring and logging for APIs using Azure Monitor and Application Insights, ensuring proactive issue detection, performance tracking, and real-time analytics.
* Integrated GitOps with ArgoCD to automate application deployments, ensuring fast and reliable continuous delivery to Kubernetes clusters with fully automated rollbacks and versioning.
* Architected and deployed secure, containerized applications using Docker and Kubernetes, implementing role-based access controls and image scanning to align with cloud security best practices.
* Developed and maintained frontend dashboards for monitoring systems using React and modern JavaScript frameworks, enabling real-time visibility into system health and performance metrics.
* Applied SOLID principles and component-based architecture to build scalable, maintainable frontend applications, improving code reuse and development velocity.
* Created comprehensive technical documentation for frontend components, APIs, and monitoring tools, reducing onboarding time and enhancing team productivity.
* Integrated Ansible and other configuration tools with Terraform workflows to streamline provisioning, patching, and configuration tasks.
* Developed and maintained cross-platform web and mobile applications using React and Swift, delivering responsive, high-performance user interfaces across devices.
* Containerized front-end and mobile build pipelines with Docker, ensuring consistent development environments and streamlined CI/CD workflows across teams.
* Built and maintained monitoring and alerting systems (e.g., Prometheus, Grafana), enabling proactive incident detection and system observability across distributed environments.
* Led configuration management efforts using tools like Ansible and systemd, ensuring consistent, repeatable deployments across Linux-based systems.
* Optimized frontend performance by integrating real-user monitoring (RUM) and tracing tools, leading to a 30% improvement in page load times and faster issue resolution.
* Collaborated with platform teams to implement GitOps workflows using Helm and ArgoCD, enabling secure, automated deployment of front-end applications in Kubernetes environments.
* Worked closely with security and DevOps teams to enforce network security best practices, including secure headers, CSP policies, and vulnerability scanning in front-end pipelines.
* Designed and implemented automated UI and unit tests using XCTest, integrating test suites with CircleCI to ensure continuous delivery and reduce regression defects.
* Applied strong problem-solving and critical thinking skills to troubleshoot complex app crashes and performance issues, resulting in a 30% reduction in production incidents.
* Built and deployed Android applications using Kotlin and Java, implementing modern UI patterns and integrating with RESTful APIs to deliver seamless mobile experiences.
* Developed secure and scalable frontend applications, incorporating OWASP best practices and threat modeling to proactively mitigate XSS, CSRF, and other client-side vulnerabilities.
* Collaborated with security teams to perform cloud-based penetration testing on frontend deployments, resolving identified issues and ensuring compliance with HIPAA standards.
* Containerized frontend apps using Docker and integrated them into CI/CD pipelines, enabling consistent builds and secure, repeatable deployments in cloud environments.
* Applied strong problem-solving skills to debug complex UI-security interactions, ensuring data privacy and integrity in healthcare-focused applications.
* Containerized frontend and mobile build environments using Docker, enabling consistent local development and seamless integration into CI/CD pipelines.
* Implemented configuration management solutions to streamline environment-specific builds and feature toggles for mobile and web applications.
* Troubleshot and resolved complex UI and deployment issues, applying strong problem-solving skills to improve reliability and reduce release cycle times.
* Implemented end-to-end Mobile DevOps pipelines using Fastlane, CircleCI, and GitHub Actions, automating build, test, signing, and deployment processes for iOS and Android apps.
* Automated mobile app testing and distribution across environments using tools like Firebase Test Lab and App Center, reducing manual QA effort and accelerating release cycles.
* Configured infrastructure as code (IaC) for mobile CI/CD environments using Terraform and integrated secrets management with tools like AWS SSM and Keychain.
* Monitored mobile app performance and crash analytics using tools such as Firebase Crashlytics and Sentry, feeding insights back into CI/CD workflows for continuous improvement.
* Configured and maintained IBM Tealeaf for web and mobile applications, enabling session replay and behavioral analytics to uncover user friction and improve the digital experience.
* Collaborated with product and QA teams to analyze Tealeaf session data, identifying UX issues and conversion blockers, which led to targeted optimizations and increased user engagement.
* Implemented automated UI testing pipelines using Jest, Cypress, and GitHub Actions, ensuring consistent frontend quality and faster feedback cycles during development.
* Built and maintained reusable component libraries with unit and integration test coverage using frameworks like React, Storybook, and Testing Library, enhancing code reliability and scalability.
* Integrated frontend test automation into CI/CD workflows, enabling early detection of UI regressions and reducing manual QA efforts by over 50%.
* Led frontend integration with .NET backend services during a large-scale cloud migration, optimizing APIs and UI performance in OpenShift-based containerized environments.
* Collaborated on modernizing legacy .NET applications, designing responsive frontend interfaces, and deploying them to OpenShift clusters as part of a phased cloud migration strategy.
* Collaborated across frontend and backend teams to design resilient user-facing features in distributed systems, leveraging system analysis and tracing tools to isolate and resolve latency bottlenecks.
* Conducted root cause analysis and participated in chaos engineering exercises to validate frontend behavior under failure scenarios, improving system reliability and fault tolerance.
* Designed and implemented secure cloud architectures by integrating IAM, PKI, and GDPR-compliant policies across hybrid VMware and public cloud environments, enhancing identity governance and access control.
* Led innovation initiatives in server and cloud performance optimization, including automated DHCP configurations, resource forecasting, and vulnerability remediation across virtualized and cloud-native systems.

**Environment:** Docker, Kubernetes, Helm, Prometheus, Grafana, Jenkins, Terraform, CloudFormation, Git, GitHub, CI/CD, Ansible, Microservices, IaaS, PaaS, Jira, Agile Methodology, Python, Bash, AWS CloudWatch, Route 53, GCP , Google Cloud Functions, Google Cloud Run, Google BigQuery, Auto Scaling, SonarQube, OWASP ZAP Docker Swarm, Nexus, Jenkins Pipelines, Maven, Azure CLI, Kubernetes Helm Charts, Docker Swarm, Splunk, Azure Key Vault, Azure Functions, Azure DB, Agro CD, ACR, AKS, Google Cloud Functions, Ansible, GIT, AWS/GCP/Azure Cloud, Jenkins, Maven, GHA, Linux, Python, PowerShell, Terraform, ARM Templates, Docker, Kubernetes (AKS), Azure Repos, Azure CLI, JIRA, Agile methodologies, TestNG, Junit, AEM, Java, Eclipse, Git-Stash, Android, iOS, Fastlane, XCode, Android studio, Artifactory, Groovy, Shell, HockeyApp/App Center, TestFlight, iTunes Connect, Hangfire, RabbitMQ, Snowflake,SQL, Azure, Visual Studio, psake, GitHub. GitLab, ArgoCD, DataDog, Terraform, GCP, Docker, GitLab, Kotlin, Postman, New Relic, Akamai

**Client: HP, GA Jan 2017 - Dec 2017**

**Role: Cloud DevOps Engineer**

**Responsibilities:**

* Developed and optimized CI/CD pipelines using Jenkins and GitHub, automating build, test, and deployment workflows to streamline the software development lifecycle and reduce manual intervention.
* Provisioned SonarQube on AWS utilizing Terraform, Instituted quality gates in Cl/CD pipelines through Ansible, automatically failing builds for critical issues across 200+ PRs per month.
* Developed scalable microservices in Java/Python/Node.js, reducing API latency by 40% through optimization and caching strategies.
* Administered and maintained SonarQube servers, including plugin management, user access control, and performance tuning to ensure high availability and accurate code quality reporting.
* Automated infrastructure provisioning and environment setup using Terraform and Ansible, enabling consistent, repeatable deployments and reducing manual configuration errors.
* Designed and implemented CI/CD pipelines using Azure DevOps, GitHub Actions, and Jenkins, improving deployment efficiency and reducing release cycles.
* Automated infrastructure provisioning with Terraform, ARM Templates, ensuring scalable and consistent cloud deployments.
* Led frontend feature development as a software engineer and fostered clear communication across design and backend teams to deliver high-quality, user-centric interfaces.
* Experienced Cloud and DevOps engineer in Automating, Configuring, and deploying instances on AWS, AZURE Cloud environments and Data centers.
* Provided technical support across multiple operating systems including Windows, macOS, and Linux, ensuring smooth system operations and quick resolution of OS-level issues.
* Communicated effectively with end users, technical teams, and management, translating complex technical problems into clear, actionable updates to ensure alignment and user satisfaction.
* Configured and managed Azure networking components, including Azure Virtual Network (VNet), subnets, Network Security Groups (NSG), Route Tables, and Application Security Groups (ASG), ensuring secure and efficient communication between resources.
* Wrote and maintained Bash and Python scripts to automate repetitive tasks such as provisioning servers, configuring software packages, and managing deployments across production and non-production environments.
* Containerized applications using Docker, deploying and managing them in Azure Kubernetes Service (AKS) to improve application portability, scalability, and maintainability.
* Automated the provisioning of infrastructure using Terraform, ensuring consistency across deployments and enabling rapid scaling of resources as needed.
* Established Git repository management best practices, including branching strategies, pull request reviews, and version control workflows, to improve collaboration between development and operations teams.
* Deployed SonarQube and integrated security scanning tools within Jenkins pipelines to enforce code quality checks and detect vulnerabilities before deployment.
* Implemented CI/CD pipelines for Snowflake using GitLab CI and Terraform to automate schema deployments, role management, and data pipeline promotion across dev, QA, and prod environments.
* Automated provisioning of Snowflake resources (databases, warehouses, roles, users) using Infrastructure as Code (IaC) via Terraform modules.
* Integrated Trivy into the CI/CD pipeline to perform security scanning for vulnerabilities in Docker images, ensuring that containerized applications are free from known threats before deployment.
* Leveraged DNS management for custom domain configurations.
* Implemented Linux server performance optimization by fine-tuning RHEL and Ubuntu configurations, ensuring stable and efficient operations of applications hosted on cloud infrastructure.
* Assisted in the migration of on-premises applications to Azure, re-architecting infrastructure components to leverage cloud-native services, improving performance and cost efficiency.
* Provided ongoing troubleshooting and support for Azure environments, investigating and resolving infrastructure-related issues affecting application performance and availability.
* Collaborated with application and database teams to fine-tune Linux server performance, optimize database configurations, and implement best practices for high-performance computing in cloud environments.
* Scheduled and managed automated backups for critical resources, ensuring data integrity and implementing disaster recovery plans to minimize downtime in case of failures.
* Worked closely with cross-functional teams to document infrastructure changes, deployment procedures, and troubleshooting guides, improving operational efficiency and knowledge sharing.

**Environment:** Azure Virtual Machines, Azure Blob Storage, Azure SQL Database, Azure Active Directory (AAD), Azure Virtual Network (VNet), Network Security Groups (NSG), Application Security Groups (ASG), Azure Monitor, Azure Security Center, Azure Role-Based Access Control (RBAC), Snowflake,Azure Kubernetes Service (AKS), Terraform, SonarQube, Trivy, SQL developer, SonarQube, Visual Studio, CloudWatch, AWS/Azure, Linux, Windows, Ansible, JIRA, Confluence, MySQL, C++, C#, Java, Eclipse, Sonar Lint, MS Build, Maven, Ant, GitHub, Perforce, Android, Jenkins, Gradle, ALM, TFS, HP Fortify

**Client: Verizon Wireless, GA. July 2014 - Dec 2016**

**Role: System Administrator | DevOps AWS Support & Release Engineer**

**Responsibilities:**

* Configured and maintained Apache HTTP Server and Nginx for hosting internal applications, optimizing performance and ensuring secure access.
* Deployed and maintained MySQL and PostgreSQL databases on Linux servers, managing backups, replication, and performance tuning.
* Designed and automated Jenkins pipelines for building, testing, and deploying applications without downtime, slashing release cycles from 2 days to merely 2 hours.
* Implemented blue-green and canary deployment strategies, resulting in a 99% reduction in downtime during software releases.
* Collaborated cross-functionally with network operations to define, refine, and implement advanced use cases in Splunk, enhancing visibility into real-time network health and capacity metrics.
* Proactively identified and implemented new Splunk use cases to close monitoring gaps, improving coverage of critical network events and reducing blind spots in observability.
* Integrated open-source monitoring tools like Grafana and Prometheus with Splunk to create a hybrid observability framework, enhancing cross-platform visibility and correlation.
* Automated dashboard deployment and updates using Git for version control and Python scripts, streamlining dashboard lifecycle management across environments.
* Collaborated with DevOps and infrastructure teams to ensure Splunk dashboards aligned with AWS networking architectures, enhancing monitoring of cloud-native services and VPC flows.
* Monitored and analyzed key performance indicators (KPIs) related to network traffic, latency, and uptime, driving data-informed decisions for performance tuning and capacity planning.
* Provided comprehensive desktop support including installation, upgrade, and configuration of Windows 10/11, macOS, Android devices, and peripheral hardware in enterprise environments.
* Delivered application support for enterprise and custom applications, including troubleshooting, coordination with Level 2/3 teams, and managing escalations to ensure timely resolution.
* Configured and deployed desktops, laptops, and mobile devices, ensuring user-specific settings, software, and printers were migrated as per upgrade/refresh requirements.
* Supported network and local printers, including driver installations, IP configuration, and vendor coordination for setup and repairs.
* Managed end-user incidents and requests using service desk tools (e.g., ServiceNow), ensuring SLA compliance and providing timely updates and resolutions.
* Developed and maintained SOPs, KB articles, and configuration documentation, improving consistency and reducing resolution time for repeat issues.
* Collaborated with vendors and internal IT teams for hardware repair, warranty replacements, and infrastructure-related escalations.
* Provided JavaScript-based troubleshooting and minor enhancements for internal web applications or scripts used in automation or system diagnostics.
* Supported enterprise tools and platforms including Office 365, Active Directory, DNS, Group Policies, and basic firewall troubleshooting.
* Delivered IT support for corporate events and DR activities, ensuring system availability, audio-visual readiness, and connectivity at on-site and remote venues.
* Mentored junior technicians and ensured ITIL best practices, including incident and problem management processes within defined SLAs.
* Recognized for strong communication and stakeholder management skills, enabling effective coordination with users, senior leadership, vendors, and cross-functional teams.
* Effectively communicated with cross-functional teams, end users, and stakeholders, ensuring clarity in technical support, project updates, and issue resolution across all levels of the organization.
* Installed and configured desktops, laptops, and mobile devices (Windows 10/11, macOS, Android), including user-specific software, printer drivers, and VOIP tools.
* Provided 2nd-line technical support through ticketing systems, ensuring SLA compliance and resolving issues related to hardware, software, O365, Active Directory, and network access.
* Supported and maintained network and local printers, handled driver installations, IP configuration, and vendor coordination for repairs and replacements.
* Created and maintained documentation including SOPs, KB articles, and installation procedures, enabling consistent resolution of recurring issues.
* Collaborated with Level 3 support and external vendors to deliver onsite/offsite support for events, system upgrades, and emergency recovery operations.
* Troubleshoot LAN/WAN, Wi-Fi, DNS, and firewall issues, contributing to increased uptime and user satisfaction.
* Scheduled and managed cron jobs and systemd timers for automating maintenance tasks, log management, and data synchronization.
* Deployed and managed VMware ESXi virtual machines for Linux workloads, ensuring resource allocation and performance optimization.
* Configured and secured SSH access with key-based authentication and firewall management using Iptables to enforce security policies.
* Provided technical support and troubleshooting for Linux-based applications, assisting developers and IT teams in resolving system-related issues.
* Developed and maintained Ansible playbooks for configuration management and system automation, streamlining server deployment and updates.
* Managed backup and disaster recovery strategies using rsync and Bacula, ensuring data integrity and availability.
* Configured and maintained Linux firewalls using iptables and firewall, enforcing security policies and network access restrictions.
* Automated routine system tasks using Bash scripting and Python, reducing manual workload and improving efficiency in system administration.
* Managed and deployed SSL/TLS certificates for Apache and Nginx web servers, ensuring secure HTTPS connections and compliance with security standards.
* Configured and administered SSH key-based authentication, ensuring secure remote access and preventing unauthorized access to critical systems.
* Administered LDAP authentication and user management, integrating with Active Directory (AD) for seamless user authentication across the enterprise.

### **Environment:** RHEL 6/7, CentOS, Apache, Nginx, MySQL, PostgreSQL, LDAP, Active Directory (AD), YUM, RPM, DNS, DHCP, NTP, Bash, Python, Nagios, Zabbix, Samba, NFS, systemd, cron, VMware ESXi, Iptables, firewall, Ansible, rsync, Bacula, SSL/TLS, SSH, Accurev, Stash, Ant, Maven, Groovy, DSL, Ansible, Jenkins, Subversion, Hudson, Windows, Eclipse, SQL navigator, SQL developer, QC, Jira, Docker, OpenStack, Kibana, Tealeaf, Alertsite, Dynatrace, Anthill-Pro, Unix, Linux, SonarQube, Dynamo DB, Android, AWS/Azure, HP Fortify, Splunk.