**Mohan Krishna Jupalli**

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**Professional summary:**

* Seasoned IT professional with 15 years of experience in Linux and Cloud Infrastructure Management, Incident Management, Configuration Management, and Production Support. Skilled in automating provisioning, build, and deployment processes using CI/CD and IaC tools, with a strong focus on high availability and scalability in VMware and Azure Cloud environments.
* Expertise in **Linux System Administration**, performing **Incident Management** and **Change Management** to ensure the continuous availability of infrastructure services.
* Proficient in managing virtualization platforms such as VMware, including resource allocation, optimization, and troubleshooting in Linux-based environments.
* Experienced in implementing system-wide corrections to maintain **SLAs** and prevent issue recurrence.
* Strong hands-on experience with **Terraform** and **Azure DevOps** for infrastructure provisioning and automation in **Linux environments**.
* Skilled in Configuration Management tools, including **SaltStack (Open/Enterprise)** and **Ansible**, for efficient Linux server configuration and automation.
* Proficient in version control tools such as **GitHub** and **GitLab**, enabling seamless collaboration and code management.
* Successfully planned and executed server migrations, upgrades, and hardware replacements in **Linux** and hybrid environments, ensuring minimal downtime and smooth transitions.
* Led patch management and vulnerability assessment processes, ensuring the security and compliance of **Linux servers** and infrastructure.
* Identified and automated manual workarounds and process improvements, increasing efficiency and reliability in Linux-based operations.
* Experienced in server management tools like **Red Hat Satellite** and **Spacewalk** for Linux systems lifecycle management.
* Provided mentorship to junior system administrators and training to support staff, fostering a culture of continuous learning and collaboration.
* Documented workflows and task analyses in concise and clear formats, aiding in team understanding and efficiency.
* Proactively sought feedback to enhance technical knowledge and skills in **Linux System Engineering**.
* Strong analytical and troubleshooting skills, delivering robust solutions for complex Linux infrastructure challenges.

**EDUCATION:**

* Master of Computer Applications from Dr. MGR university in 2007
* Bachelor's from Kakathiya university in 2004

**CERTIFICATION(S):**

* Terraform Certified Associate

**TECHNICAL SKILLS:**

**Operating Systems** **:** Linux RHEL 6/7/8, SuSE 11, CentOS 6/7/8, Rocky Linux 8, Ubuntu, AIX 5/6/7

**Systems-Management Tool** **:** Red Hat Satellite, Spacewalk

**Cloud Platform** **:** Azure

**Configuration management & IAC Tools** **:** Ansible, Salt stack Open/Enterprise, Terraform

**Devops Tools** **:** Jenkins, Git, Nexus

**Containers & Orchestration tools**  **:** Docker, Kubernetes

**Scripting** **:** bash, python

**App/Web Services** **:** nginx, Apache tomcat

**Databases** **:** PGSQL, Redis

**Virtualization** **:** VMware

**Cluster File system** **:** Spectrum scale V4

**Protocols** **:** DNS, DHCP, TCP/IP, SSH, FTP, HTTP

**Tools** **:** SSH, Telnet, Putty, WinSCP

**AD Integration Tools** **:** sssd, Centrify(RBAC)

**Monitoring Tools** **:** Mwatch, PRTG, Spectrum scale, Prometheus, Grafana

**Change / Problem Management Tools** **:** Mwatch, Remedy force, Target process, Service Now

**Professional Experience:**

**Catalina Marketing, St. Petersburg, FL Sep 2015 – Till date**

**Senior Specialist**

**Roles & Responsibilities:**

* Worked extensively with Azure Cloud services, including Azure VMs, Azure Blob Storage, Azure DevOps, and ARM Templates, to deploy and manage scalable cloud-based solutions.
* Set up repositories on Azure DevOps (ADO), efficiently merging code from development to master branches for seamless deployment readiness in Linux-based environments.
* Created and maintained Salt states in ADO repositories to automate and streamline Linux server configurations.
* Built and maintained Azure pipelines, optimizing delivery of infrastructure solutions across Linux systems.
* Defined and automated the patching process for 17,000+ systems, reducing patching cycle durations by 40% and manual efforts by 80%, with a significant focus on Linux environments.
* Designed and automated VM deployment processes in VMware, integrating Terraform for post-build activities, achieving server handover within 15 minutes for Linux and hybrid systems.
* Planned and implemented SSSD services for enabling Active Directory (AD)-based logins on Linux servers, ensuring secure and streamlined access management.
* Managed user and group permissions using Centrify and SSSD, applying Role-Based Access Control (RBAC) for secure access on Linux platforms.
* Utilized Splunk dashboards to derive actionable insights from logs, enhancing monitoring and troubleshooting of Linux applications and servers.
* Conducted advanced troubleshooting and root cause analysis for complex Linux system issues, minimizing downtime and ensuring operational stability.
* Automated repetitive tasks using Bash scripting and Python, improving productivity and streamlining operations in Linux-based infrastructures.
* Delivered a cost-saving solution to migrate over 100TB of data from IBM storage to NetApp Storage with zero downtime on Linux (RHEL, CentOS, SuSE) and AIX systems, achieving $50,000 in savings.
* Migrated servers from AIX to Linux (RHEL/CentOS), realizing annual cost savings of $38,000 while enhancing system performance and manageability.
* Established and improved a lab environment for IBM Spectrum Scale (GPFS) to support SAS analytics platforms, enhancing reliability in production environments on Linux.
* Collaborated with development teams to deploy and manage applications in Linux production environments, ensuring high availability and seamless integration.
* Implemented and managed containerization technologies such as Docker and Kubernetes for orchestration and application scalability in client data centers.
* Configured Apache Web Server with SSL certificate management, reverse proxy setups, and load balancing for optimized performance in Linux environments.
* Documented processes in Confluence, creating a knowledge base to support team efficiency and operational continuity.
* Provided 24/7 on-call support for critical infrastructure issues, ensuring uninterrupted operations in Linux and multi-platform environments.

**American Express, Phoenix AZ Jan 2012 – Sep 2015**

**System Administrator**

**Roles & Responsibilities:**

* Disk Storage Management in AIX – Logical and Physical Volume management, configuring disks, working with volume groups, logical volumes, and physical volumes.
* Filesystem management, user management and device management.
* Performing daily health checks on all supported servers and taking steps proactively.
* Monitoring the unix systems for CPU, memory and disk utilization using topas, sar, vmstat, netstat, iostat, nmon, etc.
* Performing OS migration TL, SP upgrades on the servers using alternate disk installation method.
* DLPAR operations like moving resources (Memory, CPU and I/O) from one partition to another.
* Performing IHS configuration and updating sane modules and domain names.
* Deploying the applications on WebSphere application servers through NDM server.
* Live application maintenance using load balancing devices like NetScaler and F5.
* Manage the work request (AEDC) process end to end.
* Troubleshoot any deployment issues and work with AXP Infrastructure team and make sure the issues do not persist.
* Provide on-call support.
* Support enterprise environments in co-ordination with other teams to provide best solutions within the agreed SLA's.
* Drafting KT plans and providing training for new joiners on Amex process.
* LPAR management in HMC & IVM environment.
* Building Lpars using dual VIO.
* Assigning disks, Ethernet adapters, SCSI adapters and FCS adapters (NPIV) through VIO servers.
* Performing dual VIO updates.
* Perform testing to verify failover and fallback of Dual VIO server on P-series servers.
* Monitoring and troubleshooting I/O and disk mapping in VIO.
* Maintenance of VIO servers by performing health checks.
* Maintenance of 2 node and 3 node HACMP clusters on NDM servers to provide high availability of data and resources by eliminating single point of failure.
* Trouble shooting HACMP related issues, going through the log files and working with different HACMP daemons.
* Fail over of Cluster Services, moving resource groups across the nodes.
* Performing fail over testing and verification of cluster health status.

**System Administrator**

**WDC – Web Development Company Ltd (SSP Employee in IBM – Contract) / Aug 2009 – Jan 2012**

**Client: American Express**

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* Incident, Change & Problem Management.
* Provide support for over 2000+ systems.
* Provide on-call support.