**[Remote Sr. Application Support Administrator](https://www.postjobfree.com/resume/ad0ck4/remote-sr-application-johnson-city-ny)**

**Location:**Johnson City, NY

**Posted:**October 13, 2023

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**Resume:**

?Fathma Hafeez

Linux system Administrator/Engineer fathmahafeez1@gmail.com

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SUMMARY

With nearly 6 years of experience in the IT industry, currently working as a Linux Systems Engineer, proficient in managing the entire life cycle of Linux servers in a diverse computing environment. Skilled in maintaining high system stability, availability, and reliability for production environments, with expertise in user management, storage management, file management, and systems monitoring. Possess advanced troubleshooting skills to identify, resolve, and perform RCA for critical incidents, service requests, and tickets impacting system performance. Proficient in DevOps tools for automation and configuration management using Ansible and Git for SCM. Familiar with containerization technologies such as Docker and exposure to orchestration platforms like Kubernetes. Proficient in using AWS services such as EC2, IAM, S3, ELB, CloudWatch, VPC, and Route53.

TECHNICAL SKILL

?

Operating system: Red Hat Enterprise Linux (RHEL) 6/7/8/9, CentOS, Ubuntu, Fedora, Rocky

? Cloud (AWS): EC2, IAM, AMI, S3, CloudWatch, Route 53,

ELB

?

Hardware: HP and DELL servers

? Monitoring Tools: Zabbix, Nagios

?

Software: Microsoft Office, VS Code,

Notepad, WinSCP, Putty

? Automation: Ansible, Ansible Tower

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Virtual hosting: VMware ESXi, Vcenter, VSphere, Vmotion

? Version Control: Git, GitLab

?

Ticketing Tools: BMC Remedy, Jira,

SNOW

? Networking and network protocols: SMTP, NTP, HTTP, DHCP, TCP/IP, UDP, DNS, DHCP, SSH, SAN and LAN.

?

Applications/ Utilities/ Protocols:

Apache, RAID, SSH, TCP/IP, LDAP, LVM, FTP, Nagios, Splunk, Service Now.

? Servers: PXE boot, Kickstart, and RedHat Satellite

?

Filesystems: EXT3, EXT4, XFS, NFS

? Tuning: Performance Tuning, Kernel Tuning

?

Languages: Bash, yaml

? Storage: NFS, LVM, Raid, S3, SAN

WORK HISTORY

Linux Systems Engineer

Citibank-NYC, NY

June 2021 ? Current

? Possess extensive expertise in working with VMWare and its various components, such as ESXi, VCenter, Vmotion, vConverter, HA, DRS, and FT.

? Skilled in installing and configuring Linux-based virtual machines (VMs) and deploying playbooks and Ad Hoc commands in Ansible to make necessary configurations.

? Skilled in managing SAN storage, including creating LUNs, configuring file systems, and manipulating LVM for flexible file system management.

? Patching Linux based servers according to specified schedule and resolving post patching issues to bring the servers back to life.

? Experience with Active Directory domain controller, user management, and deployment.

? Experienced in setting up NIC-bonding/channel-bonding during new system builds to achieve fault-tolerance, load-balancing, and redundancy.

? Skilled in monitoring system performance activities such as CPU, memory, swap, and disk usage to ensure efficient performance and prevent potential issues in the future.

? Experienced in performing bottleneck troubleshooting and Root Cause Analysis to address application and server issues related to slow performance, crashes, sluggishness, and memory utilization.

? Upgraded from RHEL 7 To RHEL 8 and performed troubleshooting issues during upgrade.

? Utilize backup tools such as rsync, tar, and snapshots to perform backups, while also ensuring that the server configuration is backed up.

? Managing applications, like HTTP, SSH, DNS, DHCP, TFTP, FTP, NFS, and MySQL, across multiple servers.

? Practical experience in creating Bash scripts to automate routine tasks, as well as a decent understanding of Python scripting.

? Experienced in utilizing ServiceNow to provide effective resolution for incidents and tickets by leveraging technical and analytical skills to accurately identify user needs and provide optimal solutions.

? Experience with automation using Ansible, configured, managed, and deployed Ansible in the environment.

? Possess strong experience in version control using GIT and maintaining source code management in GIT

LAB. Able to perform tasks such as pulling, pushing, and modifying and updating repositories.

? Supported developers in administration of DOCKER by pulling, running, stopping, removing DOCKER images and containers.

? Hands-on with AWS services like EC2, S3, ELB, Cloud watch, CloudFront and IAM in a testing and development environment.

? Proficient in creating S3 buckets, managing policies for S3 buckets, and utilizing S3 bucket and Glacier for storage and backup on AWS.

? Experienced in troubleshooting network-related issues by testing with various networking tools and modifying configurations as necessary. Experienced in creating alarms and notifications for EC2 instances using CloudWatch to ensure efficient system performance.

Linux Systems Administrator

Verizon Media - Basking Ridge, NJ

January 2019 ? April 2021

? Strong experience with provisioning, deploying, and configuring servers, using RedHat Satellite, PXE and KICKSTART.

? Experience with Yum and RPM and creating application repositories and synchronization of application repositories.

? Strong experience in RHEL 6/7 Linux administration, performance tuning and support experience.

? Provided support and troubleshoot problems related to bootloaders like GRUB and ILO/IDRAC.

? Registered RHEL servers on RedHat Satellite synchronized and published the repositories.

? Experience in installing, configuring the Volume/File system management, Logical Volume Manager.

? Proficient in Networking and configuring IP, DNS, NFS, SAMBA, SSH, DHCP, TFTP, FTP.

? Experience in Installation, configuration and troubleshooting Apache web server.

? Automated system management tasks, including user account creation, monitoring of file system sizes, system resources and system maintenance by using CRON JOB.

? Created backups of servers using tools like NetBackup.

? Installed, configured NFS server, managed NFS on client server and ensured file sharing in the environment over the network.

? Configured Virtual Machines under VMware ESXi servers to install Red Hat Linux servers.

? Managed multiple RAID levels on Dell and HP servers.

? Set up a local YUM repository for offline servers.

? Actively participated in taking backup and secure copying data from the production environment to the DISASTER RECOVERY center.

? Supported application team by KERNEL tuning and managed kernel parameters by tweaking configuration file or using CLI.

? Resolved Tickets, Incidents, SR, CRQ, using BMC REMEDY.

? Utilized essential Linux commands such as TOP, TCPDUMP, TRACEROUTE, TELNET, and NSLOOKUP for troubleshooting server-related issues.

? Implemented NIC-BONDING for improved network performance on servers.

Linux Analyst/ Tech

Yahoo Lockport - NY

November 2017 ? December 2018

? Analyzed technical issues as well as faults with the OS configuration or the hardware.

? Provided key operational statistics on system usage, disk utilization, downtime and performance.

? Discovered and repaired configuration-related and other issues.

? Analyzed customer servers to provide guidance for their systems administrators.

? Strong experience in installation and upgradation of Yum and Rpm Packages.

? Reviewed system and security related logs and managed system Backups.

? Created Bash scripts to get system related info.

? Monitored overall system performance using Command line and from monitoring tools.

EDUCATION

Bachelors in economics - 2021.

Binghamton University - NY