

Santoshkumar Kokkula
Sr. Linux System Administrator

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PROFESSIONAL SUMMARY:

An experienced IT professional with total 5+ years of experience in Linux System Administration across all the Linux versions in field working with the banking and finance sector. **I have good, hands-on experience in BAU activities, Linux OS Installation, Projects implementation, Administration, Basic Performance Tuning, patching, Migration, OS Upgrade Activities.** I can provide technical support and implementation support while working on multiple LINUX versions. Possess excellent relationship management and Team management skills with expertise in training, motivating and mentoring colleagues.

TECHNICAL SKILLS SUMMARY:

Operating systems	RHEL, AIX, VM, OEL, Ubuntu, SUSE, Oracle Linux
Virtualization	Oracle Exadata, Oracle VM (OVM), Oracle Virtual Server (OVS) VMware Workstation
Ticketing Tools	Symphony, BMC Remedy, Service Now, ITAM/ITSM, WhatsUP Gold
VM Management	Citrix XenCenter
Patching Tools	BIGFIX, Satellite, Ansible , ITAM/ITSM
Server Management	Physical and virtual servers, LDAP, SFTP, VA SCD

KEY ACHIEVEMENTS:

- Successfully upgraded 55 physical servers more than 900 VM servers from RHEL 7 to RHEL 8/9 with zero data loss.
- Reduced security vulnerabilities through implementation of automated VA and SCD closure processes.
- Improved system reliability by 90% through proactive monitoring and maintenance procedures.
- Decreased incident resolution time by 80% to 90% through effective use of BMC and ITSM ticketing systems.
- Rewarded for successfully migrated the HP Unix server to Linux.

Experience:

Clover Infotech Pvt. Ltd - (September 2019 – Present Date)

Current Role: - Senior Linux System Administrator

Department: IT SYSTEM ADMINISTRATOR

- Conducted requirement analysis and configured Linux servers per client specifications.
 - Managed migrations from RHEL 7 to 9 and executed storage migrations.
 - Troubleshoot Linux boot and kernel errors; performed server patching and upgrades.
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- Closed VAPT points and implemented hardening measures.
- Analysed logs to identify root causes of issues; coordinated with Database and Application Support teams.
- Prepared documentation, including checklists, POAs, RCAs, and architectural documents including RBI Audit related data.
- Handled application and database operations, including backups and recovery.
- Raised service requests with OEMs (Oracle and Red Hat) for issue resolution.
- Created and managed bonding interfaces; utilized ITSM and ITAM tools for patching and reports.
- Demonstrated flexibility to adapt to new environments and enhance skills.
- Attending to Severity-I calls as part of Escalation Team.
- Day-To-Day monitoring of servers, Weekly checks and Monthly checks.
- Cross Platform Migration from HP UNIX to LINUX.
- Management of Users, Role and Privileges.
- Experience in DR-Drill, failover, rollback.
- Basic experience on Performance tuning and session monitoring
- Creation of DR for Linux setup, DR-Drill of FO setup.
- Roll-Forward of DR using service and incremental backup.

Project Summary: -

○ SBI LIFEINSURANCE

- Managed and maintained Linux servers (RHEL 6 7, 8, 9) including creation, hardening, and server upgrades
- Implemented security measures through VA and SCD points closure, reducing vulnerabilities by 100%
- Performed server patching using Satellite and ITAM tools, ensuring 99.9% uptime.
- Executed disk migrations and server upgrades, minimizing downtime to less than 2 hours per migration.
- Installed and troubleshoot various agents (eGurkha, Net Vault, DS agent, Dynatrace)
- Managed SFTP server user accounts and access control for more than 5000 users.
- Utilized Ansible and ITSM/ITAM tool for automating SCD points closure across multiple servers
- Conducted quarterly DR drills, ensuring data synchronization and application and DB availability.
- Created and maintained SOP documentation for incident reports and deviation filings
- Performed network analysis using TCP dump for troubleshooting connectivity issues.
- Upgraded and maintained Satellite server, Net Vault, and Questor tools
- Prepared data for Monthly Service Reviews (MSR), improving reporting efficiency.

○ Kotak Bank

- Housekeeping for Linux and AIX servers on daily basis.
 - Working with IDRAC resetting configuring OS servers which includes HP, DELL, LENOVO and IBM.
 - Analysing logs and raising requests with OEM to find out the Root cause of the issue.
 - Production movement configuring servers and making them live and storage migration from one server to another.
 - Working with multipathing lsscsi and LVM activities like creating, extending and reducing and removing etc.
 - Performing prechecks like sanboot activity before patching and upgrading physical servers.
 - Trouble shooting different types of errors faced while patching or servers went to hang state, kernel issues, resetting root password and while upgrading.
 - Postfix and send mail configuration for mailing purpose and Ds agent, guardicore, NetBackup, DAM sensor Agents installation.
 - Working with NFS, Static IP, SFTP and DNS, multipathing, and LVM activities like creating, extending and reducing.
 - Boot migration increasing the /boot size for RHEL 8 Migration.
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○ **Axis Mutual Funds**

- Deployed DMR script to automate the servers for housekeeping purpose.
- Used the WhatsApp gold tool for incident management purpose.
- Servers patching through the BIG Fix tool and closing the VAPT points.
- Trouble shooting the errors for Linux servers for RHEL 7 and 8.
- Log Analysing and raising SR to find out the root cause of error.

○ **IndusInd Bank**

- **Housekeeping of the Oracle Linux servers.**
- Cloning of vm's on OVM Console for patching and rollback the VM if patching fails.
- VAPT point's closure for servers after patching completes.
- Troubleshooting the Oracle Linux servers and OVM and OVS errors.
- Configuring NFS for storage purpose.
- Trouble shooting cluster down errors on OVM.
- Deploying and removing servers from OVM console.

○ **Accelya (Spain) Servers Migration from Rhel 6 to Rhel 7 and Rhel 8**

- Configuring Linux Servers as per the requirements of the previous servers.
- Configuring Ip through Citrix Xen Centre and Ssh for server's accessibility and disabling the direct root access for the servers.
- Patching the servers to latest kernel and creating the LVM and other folders and providing required permissions.
- Syncing data between Rhel 6 to Rhel 7 to the new servers through Rsync and Scp.
- Migrating users from Rhel 6 to Rhel 7 with the user's entire data.
- Managing servers on Citrix Xen centre Console.
- Configuring Ldap and AD for the servers for authentication.
- Configuring Postfix and send mail for mailing purpose and for alerts.
- Ip swapping and making the server live and troubleshooting any errors after the server is live.

○ **Includes multiple clients like Fullerton, Transisia, Bajaj Finance Ltd, Aditya Birla Insurance Broker, Bajaj Auto Finance Ltd, Hindalco, DNL, Glenmark**

- Monitoring all servers and housekeeping of servers and informing application owners if any issue triggers.
 - Automating and sending DMR Reports and MSR Reports.
 - Trouble shooting errors like User Management, Patching, LVM activities and kdump configuring.
 - Handling multiple clients with the different types of requests.
 - Good Knowledge on Patching and VAPT closure on different Redhat, Centos and Oracle Linux Servers.
 - Creating NFS and Samba shares and troubleshooting errors while mounting.
 - Creating test servers and implementing tools and other software's for testing purpose before deploying them to Production environment.
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- Deploying scripts and scheduling cron jobs and adding and removing firewall ports.
- Implementation and Maintenance Monitoring CPU, Memory, Swap, Disk (I/O) and Network Utilization.
- Identifying disks through multipathing for extending the mount points and removing the multipath disks from server.
- Performing kernel tuning after adding different parameters and trouble shooting.
- Creating SOP and providing RCAs for the issues caused with the help of OEM.

Training and Certifications:-

- Oracle Cloud Infrastructure Foundation Certified.
- ITIL Training Sessions
- Scripting Basics
- Attend the Red Hat Summit 2022
- Attend Session on Cyber Security Attacks and How to secure data organised by SBI.
- Attend training on Table top exercise Cyber Security Incidents organised by KPMG

Education Qualification:-

- Completed Bachelor degree in Information Technology in Year 2018 From Mumbai University with First Class.
- Completed H.S.C in Year 2015 from Maharashtra State Board with First Class
- Completed S.S.C in Year 2013 from Maharashtra State Board with First Class.

Personal Details:-

- Name :- Santoshkumar Gangadhar Kokkula
- DOB :- 15 November 1996
- Languages Known: English, Hindi, Telugu and Marathi.
- Hobbies: Surfing Internet, Playing Cricket, Volleyball and Football.
- Marital Status : - Single

Declaration:-

I hereby declare that all the details furnished above are true to the best of my knowledge.

Place: Mumbai

Date:

(Santoshkumar Gangadhar Kokkula)
