Muhammad Bux

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**Infrastructure Operations & Support Engineer**

Skilled, Solutions-Focused **IT Professional, Linux/Unix Infrastructure Engineer** esteemed for 15 + years of supporting innovative technical solutions to address, manage distributed-mission critical infrastructure, business applications in the Financial serivces, Capital Market, Options & FX Trading sectors. Passionate about collaborating with global teams to launch new products and services. Influential, focused on training and coaching team members to achieve targets and improve productivity through industry best practices. Out-of-the-box thinker committed to fostering a team culture of accountability to achieve project delivery within tight deadlines.

## Career Highlights

* Increased IT business efficiency by leading a system migration from legacy HW to the new IBM/HP HW Platform.
* Built processes for Linux Systems, patching/upgrading multiple servers to harden security vulnerabilities & security
* Led a successful team of support administration to relocate dozens of Prod servers, Infoblox & Infra Operations mgt
* Physical core Servers management. VMware Vcenter, Cloud, vRealize Operations-vROp,monitoring & managment
* 24/7 Global operations and team collabrations experience and skills with multiple data centers in EMEIA, Asia & US
* Collabrations & Participating in design & Strategy plans for Low latency, Network Operations & fix Network issues
* Apache, Tomcat,Active AMQ, Redis, Zookeper, SFTP, PTP, DNS, QiP, Infoblox, SSL,RHS, Linux/Unix/Cloud Opertions
* SQL/MySQL, Oracle, LDAP, DNS, Active Directory, Identity Management IAM, CyberArk, Vital QIP, RPM, Yum Patch
* UC4 Job scheduler management, Cron, Postfix, Gitlab, NTP, SFPTP, API ,Firmwre, DHCP, vSphere, REST API, HTTPS
* Capital Market Risk management, FX Trading applications 24/7 uptime management and performance monitoring
* Vital QIP, Firewall, Password Vault management, Network and application operations assessements & remediations
* Deployement, Kickstart, Server Patching, Radia Automation, Red Hat Satellite, Salt, Ansible & Terraform applicatons
* AWS, SSO, IAM, RDB, EC2, High Availability Zones, AutoScalaing, S3, DNS Route 53 , WAF, Elastic load balancing TCP/IP, NFS Network services, Bonding, NNM, Jira Incident Management, Apache, BigPanda, Solarwinds, DataDog, Splunk data and log analzying and Cloud applicatons monitoring with uptime 24/7 in Global Production Operations

## Skills & Expertise

* + Technical Ops Management  IT Strategy, Planning & upgrades  Release / incident Management
  + Process Improvement, Decker  Low latency, SolarFlare, SSL, PTP  AppDynamics, Sitescope, ILO
  + IO/CPU, Memroy monitoring  ITIL/Agile/SLAs, Risk Managemnt  SQL, Oralce, NetApp, Artifacts
  + Team, Project management, Jira  Performance Development,B/Fix  Cluster, Docker Container,Gitlab
  + SaaS, AWS, Cloud, Data Centers
  + Radia & RHN Satellite Server,RDP
  + Kafka, Zookeeper, AMQ, Apache
  + iMM, ILO, Console, Remote login
  + IDM, RH Clustering, NetApps,RDS
  + vROps, Vcenter, Passwrod Vault
  + UC4 scheduler & Job flow magmt
  + Engineering Ops Management
  + RHEL, Unix, Oracle, EVA, VDI,Rebr
  + iBM, DELL, HP, Lenovo HW, ITSM
  + Patching, Deployment, D’coms
  + LDAP, IAM identity Management
  + DNS, QIP, CI/CD, Infra Operations
  + Levnovo IBM/HP/Del OS Upgrade
  + Azure, A/D, MS BI data, Splunk
  + ServiceNow, Remedy, Jira, OVO
  + HA/DR Test/Recovery Procedures
  + ITSM, Incident, Change Mangmnt
  + Network NOC/TOCC Operations
  + Prod, QA Built & Release support
  + Stakeholder,coach,team support

**Professional Experience**

# CME GROUP | PARSIPPANY, NJ | 2012 TO PRESENT

## Sr. Tech Operations / Linux Support Engineer

Oversee systems production operations to CME Group Capital Market trading infrastructure in 24/7 critical global FX risk management platform – RHEL 5/6/7/8, Unix, Cloud Management, support and implemented range of technical projects.

* + 12000+ Enterprise large-scale distributed systems management in Capital Market, fostered a culture of continuous improvement to identify areas to enhance applications, operations, performance & effectively business monitoring
  + IMB MQ, Active MQ application services queue management, WebSphere, AWS, IAM, Ansible services & process
  + Cloud Applications, Instance Monitoring with DataDog, BigPanda,Solarwind Infoblox DNS, Hydra,Netbox, Jira Project
  + Kernel tuning, Latency,memory, Network protocls and TCP/IP, performance optimizations. YUM, RPM, Gitlab repos
  + SAML, CyberArk authentication &management with adding devices, ssh-keys, Azure Active Direcotry & securityTools
  + Led large technical projects while partnering with various global IT businesses and teams to define, document, procure, analyze and validate new technologies and updates, adhering to stringent SLAs and ITIL-focused, Agile strategies/methodologies. Cloud, On-perm, core infrastructure management and monitoring. UC4 scheduler and Job flow operation. Confluent,DR Disaster Recovery Procedures and validations to keep the infrastructure up and stable.
  + CPU, Memory, Applications, Network configuration, Cluster, Bonding, TCP/IP, SSH, Virtualization & cloud platform (Linux/Windows), NetApp, CyberArk, VMware vRealize Operations (vROps) centralized operation management
  + Docker processes,Containers,ECR Elastic container Repostory, EBS, S3, AWS IAM dashboard,log service management
  + Hardware HP/IBM/Dell/Lenovo Linux infrastructure, ILO,IMM, DRAC, OS Patches deploymen & Firmware upgrades
  + Improved network performance by optimizing various systems and applications infrastructure processes on Red Hat Enterprise Linux, Solaris, Windows, NetApp, SQ, and Oracle databases. Lantency and bandwidth monitoring & mgmt
  + AWS instances and services management and monitoring with CloudTrail, CloudWatch, ACL, NAT, EFS, AWS AZ, SQS
  + Enhanced productivity, latency, security, and compliance management by analyzing application process, logs analyze RCA, tecpdumps, I&O sub-systems, standalone systems and Break-Fixes. Collabrations, on-boarding, plan/procedure
  + High availability, Disaster Recovery DR procedures & validations, Liason with various teams, vanders. NOC, TOCC, Change/Release, CAB review, Patch, upgrade. Red Hat Clustering management for High Availabiltilty & Vital QIP DNS
  + Applications and systems monitoring with Splunk, ITSM, Remedy, Nagios AppDynamics and HP OVO monitoring
  + Profecient in support of Network operations including core, VM Virtural hosts, Volunerability and Errata Patches. Close collabrations and coordination with various cross-funtional teams, QA, Eng, Eningeers on projects and issues
  + Confluence, Jira, ServiceNow, SharePoint, documentaions and Jira, Confluence technical project management & MS

# 24/7 REAL MEDIA | NEW YORK, NY | 2010 TO 2012

## Lead IT Operations Analyst

* + Provided 24/7 Production support and administration of the company’s infrastructure consisting of approximately 3000 blade servers, rack-mounted, and VMware ESX-based virtual machine Linux servers (primarily RHEL4-5) across global operations and data center environments.
  + Drove continuous improvement by composing and refining procedures and SOP documentation for system and application performance monitoring, service dependencies, application restarts, and application-specific procedures.
  + Developed best practices to lead remote data center teams and hardware vendors to facilitate installation, change, break-fixes, replacement, and cost-saving decommissioning of hardware provisioning on time and under budget.
  + Coordinated system hardware and software upgrades using RHN Satellite Server, Puppet, tuning, and monitoring.
  + Improved the performance of low latency, high-frequency trading Platforms while providing production and technical support, systems tests, and global IT infrastructure support.
  + Standardized and secured operating environments by delivering system upgrades, patches, and security vulnerability analysis and designing and implementing front-end systems to interact with the core applications.
  + Validate systems, applications & Network Performance by conducting regular Disaster Recovery DR performance

# AIM TRADE | DALLAS, TX | 2009 – 2010

## Applications & Linux Support Engineer

* + Coordinated and planned the initial design implementation, optimization of existing infrastructure, and technical documentation for all enterprise infrastructure systems.
  + Improved system performance by designing new systems and analyzing integrations and functionalities to ensure a smooth implementation process.
  + Enhanced the functionality for main servers by developing and updating a new admin platform and creating models to measure the design outcomes and test network connections.
  + Supported internal systems and analyzed infrastructure and applications development life cycle, including conducting routine data center power/cooling/infrastructure monitoring and response.

# ESSONOVA CORPORATION | DALLAS, TX | 2009

## Computer Systems Specialist

* + Planned and executed the roadmap for deployment and maintenance of client systems, hardware, operating systems, and applications.
  + Served as the SME and advisor on resolving complex technical issues by continuously researching and analyzing best practices related to integration, enterprise applications, and network services.
  + Created policies and procedures to provide application support for system debugging and implementation.

**Additional Experience:**

Project Analyst/Manager at Cymak Technologies, Mississauga, CA: 2003 – 2009

## Technical Project Manager

* + Streamline operations, coordinate organization-wide project management resources and partners with IT Ops teams
  + Manage IT Operation projects, managed team, resources globally, communicate and successfully executed projects
  + Defined projects scope and objectives, established project team and project kick-off. Lead Project team and meetings. Lead, manage and communicated cross-functional team of 12 members in different time zones/Regions
  + Develop technical & business process, analysis, assess change management readiness, impact and improvement.

## Education

**MSc Information Technology | University of Huddersfield UK**

**Postgraduate in Database Development & Administration** | Herzing College, Toronto Bachelors of Computer Science | Sindh, Pak

## Certifications

Red Hat Certified Engineer (**RHCE**)

Information Technology Information Library (**ITIL V3**) Oracle 10g Certified Professional (**OCP**)

Sun Solaris Certified System Administrator (**SCSA**) VMware Certified Associate (**VCA-DCV)**

Project Management Professional (**PMP)** Certified Professional Scrum Master (**PSM)**

## Technology & Tools

**OS Technical Skills**: Red Hat Enterprise Linux, Solaris, Oracle Linux, Fedora, CentOS, UNIX, Windows Servers

**Network Infrastructures**: RH Clusters, Radia Automation Deployment, RHN Satellite Server, Kickstart, AWS, VMWare, ESXi vSphere, Veritas, OpenStack

**Infrastructure Services**: ServiceNow, Nagios, HP Operations Manager for Unix OVO, Legacy HP VMS, Remedy, BMC TrueSight, Splunk, Enterprise Password Vault Authentications, DNS, Vital QIP Management, LDAP, Nagios systems monitoring

**Network Framework**: SharePoint, Excel, PowerPoint, Confluence, Wiki, Jira, Skype, Teams, Fusion Framework Management, SolarFlare cards

**Network**: Hardware Troubleshooting, Configuration, Break-Fixes, Network connectivity, TCP/IP Management & Interface boding configuration, Terminal Servers, Switches Firewalls, NTP, PTP, Proxies Software Firewalls rules, Network Sniffers, NOC Operations, DRs

**Databases & Networks**: Oracle database, MySQL, NetApp ONTAP clusters, RH Clusters, MS Access, MS Excel, Bash Shell, Perl, GFS, NFS, RPM, YUM, TCP/IP, Microsoft Visio, SharePoint, SNMP, HP OVO, ITSM Service managment