Shoeb Omer

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Chicago, IL

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SUMMARY:

Highly qualified systems Engineer offering over 14 years of experience working with UNIX operating systems such as Red hat Linux & IBM AIX contributing innovative methodologies and alternatives to the growth of the company having excellent client relation skills and the drive to complete tasks effectively and efficiently.

Core strengths include:

Redhat Enterprise Linux versions (6, 7, 8, 9)

- Manage and maintain Linux servers, ensuring system availability, performance, and security.
- Perform routine system administration tasks, including user account management, software installations, and system monitoring.
- Customize and optimize system configurations for performance and reliability.
- Manage and monitor system resources, including CPU, memory, and disk usage.
- Kernel and Module Management:
- Upgrade and patch the Linux kernel as needed.
- Load, configure, and troubleshoot kernel modules.
- Perform kernel performance tuning and optimization.
- Configure and maintain network interfaces, firewalls, and routing on Linux systems.
- Troubleshoot network connectivity issues and optimize network performance.
- Implement advanced networking configurations, including VLANs, VPNs, and IPsec.
- Manage and configure local and networked storage, including NFS, ISCSI, and SAN.
- Implement and maintain storage redundancy using technologies like RAID and LVM.
- Configure and manage Device Mapper Multipathing for high availability.
- Implement and maintain system security policies and procedures.
- Configure and manage firewalls, intrusion detection/prevention systems (IDS/IPS), and security auditing tools.
- Apply security patches and updates promptly to mitigate vulnerabilities.
- Develop and maintain automation scripts using Bash scripting language.
- Implement configuration management and automation tools such as Ansible, Puppet, or Chef.
- Automate routine tasks and system configurations to improve efficiency.
- Set up and maintain system monitoring tools to track performance and health metrics.
- Diagnose and resolve hardware and software issues.
- Perform root cause analysis for system failures and implement preventive measures.
- Implement and manage backup solutions to ensure data integrity and availability.
- Perform regular backups and conduct periodic recovery tests.
- Develop and maintain disaster recovery plans.
- Manage software installations, updates, and patching using package managers like YUM and RPM.

- Maintain local software repositories and automate software deployment.
- Create and maintain comprehensive documentation for system configurations, procedures, and troubleshooting steps.
- Generate regular reports on system performance, security, and resource utilization.
- Work closely with development teams to support application deployment and optimization.
- Provide technical support and guidance to end-users and other IT staff.
- Participate in on-call rotations to provide 24/7 support for critical systems.
- Manage and optimize virtualized environments using VMware, KVM, or other hypervisors.
- Deploy and manage systems in cloud environments (e.g., AWS, Azure, Google Cloud).
- Implement containerization solutions using Docker and Kubernetes.
- Stay current with emerging technologies and industry best practices.
- Identify opportunities for system improvements and implement innovative solutions.
- Participate in professional development and training opportunities.

TECHNICAL SKILLS	
Hardware Platforms:	IBM P-series, Dell, Enterprise Servers and HP.
Operating Systems:	Red Hat Linux, AIX, SUSE, Ubuntu, Centos, Fedora, Debian,
System Security:	CIS Server Level1 Standards OpenScap, Auditd, SELinux, ACL, Firewalld.
Directory Services (IAM):	Open Ldap, IPA, SSSD.
Red Hat Software's:	Satellite, SMTP Postfix, FTP. Pacemaker pcs. RepoSync.
Storage Services:	NFS, ISCSI, Ceph Reef, Gluster FS. Pure.
Automation:	Bash Shell Scripting, [Kickstart	PXE], Ansible, Hashi Corp: Packer & Terraform.
Container Platforms:	Podman, Docker, Kubernetes, Minikube Development env, EKS AWS
Cloud Platforms:	AWS, Azure, Google Cloud.
Virtualization Platforms:	VMware, Proxmox-VE, KVM
Monitoring Tools:	SysStat, Nagios, Prometheus.
Databases:	MySQL

EDUCATION:

Batcholers in Computer Science

Osmania University Hyderabad, India

1997 – 2000

PROFESSIONAL EXPERIENCE

Johnson Controls
Remote
Senior Linux Lead
July 2021 – Present

- Initiated and led the development of Golden Images for Linux.
- Actively engaged team members to participate in the Golden Image Project.
- Automated the deployment of Golden Images across multiple cloud platforms.
- Prepared and delivered presentations on the Golden Image project to senior management.
- Successfully completed the Golden Image project and provided Images to Operations for --production implementation.
- Took the lead in implementing BeyondTrust for Unix/Linux (PMUL).
- Provided comprehensive training and documentation to Operations.
- Ensured the successful deployment and integration of BeyondTrust for enhanced identity management.
- Conducted rigorous testing and approval of new utilities on RHEL.
- Produced detailed documentation and Ansible playbooks for Operations to facilitate the --deployment of these utilities on existing systems.
- Spearheaded the development of a Linux (RHEL8) Oracle 12c image within a VMware environment.
- Collaborated with teams to ensure seamless deployment and configuration of the Oracle 12c image.
- Played a pivotal role in deploying and configuring central syslog servers on AIX and Linux (RHEL8) systems.
- Enhanced system monitoring and log management capabilities by centralizing syslog data.
- Provided valuable support and assistance in an ODA upgrade project, contributing to the successful enhancement of database infrastructure.
- Datacenter Analysis for Multiple Colocations
- Partnered with management in conducting comprehensive datacenter analyses for multiple colocations.
- Offered insights and recommendations to optimize datacenter operations and resource allocation.

Hyatt Hotels Corporation

Greater Chicago Area

Sr. Linux Engineer

June 2017 – July 2021

Environment Red hat Linux, VMware, Dell Hardware, Ansible, and Nagios.

- Responsible for provisioning Linux servers (Red Hat) for various environments.
- Responsible for maintaining over 3000 virtual servers and physical servers.
- Troubleshooting various issues related to Linux VMware Ansible for e.g. networking, black screen, servers dropping off network, etc.
- Helped resolve issues with physical servers, worked with Dell support.
- Working in a fast passed environment meeting deadlines with clients to provision new machines

- Automated installation & configuration of various applications using Ansible such as Tsm-agent, Rhel Repositories, CyberArk, SSO, Rapid7, Nagios, etc. On Linux servers.
- Worked with physical Linux servers; configured networking, storage (multipath | SAN) on a regular basis.
- Helped rack servers at the Datacenter.
- On a regular ON-CALL rotation which occurs every other month.

Oprah Winfrey Network
Oct 2015 to June 2017
Chicago IL
Sr. Redhat Linux Engineer

Environment Redhat Linux, Centos,VMware, NetApp.

- Worked as a Sr. Redhat Linux Engineer independently directly under a manager/director.
- Responsible for managing all servers, (VM's and physical servers).
- Responsible for VMware management and maintenance.
- Responsible for all Linux application issues such as DNS, Nagios and LDAP to name a few.
- Responsible for any performance issues and storage management on Linux servers.
- Worked on various issues with physical hosts in a VMware cluster.
- Troubleshoot and resolved problems with VMware hosts not seeing storage. Worked with SAN NetAPP support to resolve issues.
- Applied patches, VMware patches and HP patches both via cli and using the "baseline".
- Troubleshoot and resolved multiple problems with LDAP clients, worked on multiple servers and resolved various issues.
- Troubleshoot and resolved Nagios alerts in regards to serves, applications, storage and services.
- Troubleshoot and resolved problems with Nagios false alerts. Researched on how the Nagios server is setup and configured. Made documentation accordingly.
- Troubleshoot and resolved problems with DNS server.
- Researched on how the DNS server is set up in the Environment.
- Responsible for new code deployment's to the web servers and changes to database servers (MySQL).
- Execute 2-3 code pushes on a daily basis. Code pushes is usually a process from dev – stage and then to live (Deployment).
- Coordinate with QA teams and DevOps to work on issues.
- Responsible for redirecting web pages and cache purge.
- Responsible for any issues that may come up in Linux and or VMware.
- Used Puppet to create automation resources, manifests and troubleshoot any issues.
- Oprah.com is a high traffic web site that is load balanced in conjunction with Akamai, Manager handles Akamai I was responsible for redirects and cache purge. Load balance was handled by networking team but I am familiar with it.
- Monitored web site traffic with an in-built application. Monitored number of visits, bounce rate, location, visitor flow and common Error codes.

Pearson (Embanet)

09/14 to 10/15

Elk Grove, IL

Linux Systems Engineer

Environment Redhat, VMware:

- Datacenter Migration Project. Embanet is the premier provider of online learning services and technological solutions for top-tier academic institutions. Pearson bought Embanet and the project was to migrate online learning management system (LMS) called Moodle.
- Responsible for building LAMP STACK, although Linux server were deployed by the server build team.
- Installed Apache, MySQL and required php packages in order to run the application (Moodle) In Linux Redhat/CentOS.
- Configured MySQL initial setup and created databases and users on a Linux server.
- Experienced in build, install and configure MySQL server on Linux. Also experienced in building databases and tables and running queries on MySQL.
- Built Email Relay server's (SMTP) on Linux. Configured email relay. This email server was responsible for relaying to a smart host of any email sent via the application (Moodle).
- After the LAMP STACK is build migrated data using rsync in Linux and used winscp if it is Windows to Linux migration.
- Performed Web Server migrations and MySQL Server Migrations.
- Configured web server to talk to MySQL server. Moodle application saves and fetches data from SQL server.
- Worked with F5 team and Networking team to load balance web application.
- Performed test migrations and worked on issues found by QA on the web application (Moodle). Identified issues solved or involved appropriate teams to solve them.
- Performed re-sync's of data in a timely manner before the cutoff date, (real migration date).
- Work with Firewall team and BIG IP team to resolve any external IP issues.
- Advised Project Manager of how to go about resolving arising issues and directed him to contact and involve the right team from the client side. For example DNS issues and the server is owned by the client, external authentication and LDAP is owned by the client. Explained project process on a height level of how this operation works on a technical level and what we need.
- Installed puppet client application and configured to talk to the master puppet server.
- Performed application upgrade and migrate on Redhat /CentOS.
- Created technical document on migration process and also created a pre-migration checklist.
- Attended daily meetings with various teams involved in this project to work on issues provide updates and plan migrations.
- Successfully migrated 15 universities so far.

EZ Solutions

12/13 to 09/14

Hoffman Estates, IL

Linux Engineer

Environment Redhat, VMware:

- Deployed Red hat Linux servers & Susie Linux in VMware, configured network
- Responsible for implementing Linux server in a windows environment.
- Deployed Apache web servers.
- Deployed DNS and DHCP, TFTP server's, set up kick start installations.
- Provisioned Puppet master server (Automation Software) server and clients. Created manifests, resources such as file resource, package resource, service and group resources.
- Deployed LDAP server with a web interface.
- Used bash scripts to automate tasks.
- Deployed MySQL servers and created databases.
- Deployed Red Hat Satellite Server (Spacewalk).
- Deployed and implemented ISCSI servers implemented multipathing.
- Helped with security such as writing firewall rules and tightening file permissions.
- Responsible for user management and troubleshooting any problems with Red hat servers.
- Created web clusters using heartbeat.
- Created web cluster using Redhat Cluster suite along with clvm and GFS shared storage.

ADESSA CARMEL, IN

6/13 to 12/13

Linux Systems Engineer

- Manage and maintain Red Hat Linux servers, ensuring system availability, performance, and security.
- Perform routine system administration tasks, including user account management, software installations, and system monitoring.
- Configure and maintain system startup and boot processes to meet operational requirements.
- Customize and optimize system configurations for performance and reliability.
- Manage and monitor system resources, including CPU, memory, and disk usage.
- Upgrade and patch the Linux kernel as needed.
- Load, configure, and troubleshoot kernel modules.
- Perform kernel performance tuning and optimization
- Create and maintain comprehensive documentation for system configurations, procedures, and troubleshooting steps.

IBM / NISOURCE HAMMOND IN

3/13 to 5/13

Systems Engineer (AIX | Red Hat)

Responsibilities:

Environment AIX, Power VM, Redhat Linux, VMware, Windows:

- Deployed new production database and email (SMTP) LPAR's using NPIV SAN Storage.
- Supported several AIX LPAR's IBM Power 770 servers.
- Mapped AIX LPAR's to VIO servers.
- Worked with SAN team to allocate storage (NPIV setup).
- Configured ether-channel and TCP/IP for the new partitions via HMC.
- Set-up NIM server to install AIX on the new partitions.
- Post-install patching.
- Installed various IBM Tools – ITM, TSM, SEA and FUSION.
- Configured OS backups working with TSM administrator.
- Worked with FUSION team to ensure security compliance.
- Created file systems for the database and the Apps teams.
- Scheduled and created mksysb backups for new builds.
- Obtained build evidence (Snap shots).
- Delivered post-build paper work.
- Other responsibilities as directed by need.
- Helped Linux team with DNS administration and network issues.
- Build an ISCSI setup installed packages configured ISCSI Target server and build a storage pool.
- Configured Client servers to have access to the ISCSI LUN'S configured multipathing for redundant connection to the LUN'S.
- Assisted with daily monitoring and administration of Linux as needed.
- Responsible for DNS server on Linux.
- Responsible for Nagios maintain and troubleshoot.
- Responsible for Puppet maintain and add resources as needed.

CSC/CHRYSLER, MI
 4/12 to 1/13
AIX Administrator

Environment AIX, Power VM:

- Created, and maintained AIX VIO servers, and LPARs in AIX 5.3, and AIX 6.1.
- Performed LPAR OS maintenance with NIM.
- Migrated LPARs from AIX 5.3 to AIX 6.1.
- Assisted in hardware upgrade from Power-5 to Power-6.
- Assisted in setup of live partition mobility on Power-6 systems.
- Documented printer setup procedures.
- Updated HMC OS.
- Performed VIOS OS updates.
- Updated firmware on Power-5, and Power-6 series boxes.

- Involved in Network Installations of AIX via NIM server.
- Participated in root cause analysis, system backup and security setup.
- Helped with Documentation of disaster recovery and deployment methods.
- Maintained personal documents of procedures performed at work.

LOWES –Mooresville, NC

4/09 to 3/12

Systems Administrator (AIX | Red Hat Linux)

Environment AIX, Power VM, Redhat Linux, SuSE, VMware:

- 24x7 Support on a weekly rotation basis to ensure availability of servers.
- Performed migration of AIX 5.2 to 5.3 at technology level TL03 by applying patches for the file sets and software.
- Created LPARs / DLPARs, micro-partitioning and installation of AIX in P4 / P5 / P6 series model through HMC and P5 and P570 series of servers for virtualization.
- Daily management included File System issues, performance monitoring, user account management and password reset.
- Installed IBM maintenance patches and updated new software.
- Documented changes and configurations of systems and kept it current.
- Preformed daily administration tasks and other duties as directed by the manager.
- Administered Red Hat Linux servers, responsible for monitoring performance, process management, disk management and creating automating jobs.
- Created PV's, VG's, LV's and file systems on several servers.
- Configured Network and resolved network related issues.
- Installed various utilities, packages using yum rpm.
- Installed and configured Red Hat Linux machines as per the requests from apps and database teams.
- Helped troubleshoot network issues, file system issues, tuning and maintenance of file system in Linux.
- Helped troubleshoot issues with DNS Server on Linux and resolved in a timely manner.
- Involved in deployment of web servers such as Apache built lamp stacks.
- Responsible for various server applications such as DNS, SMTP, LDAP, Puppet and Nagios.
- Responsible for code deployments working with GIT.
- Helped troubleshoot common problems with remote access to the machines like SSH and resolved them in a timely manner.
- Responsible for other administrative tasks in Linux and AIX as directed. Involved in team huddles, and meetings effectively accomplished tasks as discussed.
- Helped with Documentation of disaster recovery and deployment methods.
- Maintained personal documents of procedures performed at work.

BANK OF AMERICA - Richmond, VA

3/07 to 3/09

Systems Administrator (AIX | Red Hat Linux)

Environment AIX, Power VM, Redhat LINUX, VMware:

- Administered AIX IBM Systems RS/6000, Power4, Power5, Power6 and Blade Center.
- Responsible for configuration of multiple LPAR'S via HMC.
- Supported and administered Advanced Power Virtualization on IBM Power 5 systems.
- Performed user administrative tasks such as password restrictions.
- Preformed Installations & upgrades using NIM.
- Responsible for configuration management and maintenance of power systems.
- Responsible for OS patching.
- Analyzed problems on RPC Remote Procedure Call, fixed bugs using IPtrace, core dump analysis tools and memory leak tools.
- Worked on AIX System Dump Generation, resizing Dump devices, reading error reports and coordinated on different issues with AIX System Support Center.
- Administered LVM Logical Volume Management, created volume groups, logical volumes file systems and performed mirroring.
- Monitored System performance using the following tools: iostat, vmstat, netstat, simony.
- Worked with SAN EMC disks, configured and installed Power Path software.
- Performed Hardware diagnostic and troubleshooting on Power Systems using diag and cfgmgr utilities.
- Performed other daily administrative tasks as directed by the manager.
- Responsible for Asset management for UNIX Machines.
- Also helped the SR. Linux staff with basic administration.
- Helped with user management, monitoring the systems for CPU, Memory bottlenecks.
- Involved in Linux and Microsoft deployment as well.
- Volunteered to help with post server configuration with Linux machines such as disk partitioning assigning storage, building file system layout and worked with VMware briefly.
- Involved in UNIX meetings made necessary recommendations that effectively increased efficiency in work.
- Helped with Documentation of disaster recovery and deployment methods.
- Maintained personal documents of procedures performed at work.