



K. ARUNKUMAR

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OBJECTIVE

Seeking a challenging position in any reputed organization where my skills and knowledge can be best utilized to achieve professional satisfaction, career progress and the development of the concern.

SKILLSET :

Over 7+ Years of experience in Linux Environment and have worked with the following tools over the span of 7 years.

A Certified Solutions architect – AWS SAA – C02 : https://lnkd.in/gS_HzSv

Version-control: Git

Virtualization: Docker

Automation(CI):- Jenkins, Travis, Rundeck

Infrastructure as code:- Terraform

Scripting:- shell scripting

Configuration management:- Ansible

Operating System - Redhat, Centos, Ubuntu, Fedora, Windows 2008 and 2012

Web Server - Apache and Nginx

Mail Server- Exim and Postfix

Firewall - Iptables, ufw, firewalld

Database – MySQL

Virtualization – KVM

Issue Tracking Tools – Jira and Confluence

Control Panel – cPanel and Plesk

Monitoring tool:- Nagios, New relic and Grafana | Log monitoring:- Sumo logic

Cloud platforms:- More than 3 years of hands on Experience in AWS and Knowledge in GCP and AZURE

Training(Udemy-Certification) - RHEL7 , AWS -SolutionsArchitect, Docker, Kubernetes, Ansible, Terraform

WORKING EXPERIENCE :

*) Working as a **Senior Cloud Infrastructure Engineer** for **FRESHWORKS a.k.a Freshdesk** Bangalore, India.

Duration: April 2019 till date

Projects :

Projects which I worked individually recently for this company:

1) VDI : Virtual Desktop interface

I had task to create a VDI setup for our AWS Environment , so that the users can loginto the VDI which acts a bastion instance to our AWS infrastructure.

Use of this Project : IAM/Opworks SSH Key rotation, Avoid multiple bastion machines over different AWS accounts which reduces cost and to avoid data breach (by disabling copy)

Tools Used : **Shell Scripting** for automating SSH Key rotation , XDRP for RDP and XFCE4 as GUI on an EC2 instance.

2) Disaster Recovery for all our AWS Bastion Hosts :

I had a task to create a Disaster Recovery Setup on another region for all our BastionHosts.

Use of this Project : It automatically boots a similar bastion setup(along with vpc, stacks,role,secgrps,instance) into another upon region failure through a click.

Tools Used : **Terraform** for AWS resource creation, **Rundeck** for running the setup through a single click.

3) Screen Record :

I had a task to implement the screen capture tool on all our linux hosts to capture all theusers sessions and to push those logs to S3.

Use of this Project : To capture all the users sessions and to track any malicious activites.

Tools Used : **Ansible** for accessing all the instances and to run the script for implement the same. **Shell Script** for installing the tool and pushing the logs to s3.

4) Hashicorp Vault :

Published in : <https://medium.com/@arun291091/hashicorp-vault-oss-setup-with-aws1a6858857281>

Roles and responsibilities in the current Organisation:

To Manage and Automate to improve the efficiency and accuracy of Cloud Capacity Planning.

To Design and implement cloud resource management systems and Practices in site reliability and resource efficiency use.

Managing IAM Access for multiple AWS accounts. Being on-call for infrastructure escalations.

Experience with Jira or any ticketing management systems

To Improve the Freshdesk viewing experience by driving improvements that address network latency and network performance and to Develop tools and services to automate the analysis and remediation of network specific events.

Develop and deploy software that will help drive improvements towards the availability, performance, efficiency, and security of Freshworks's services.

Collaborate with engineering teams to surface common pain points, develop solutions, and evangelize best practices.

***) Senior NOC (Network Operations II) engineer for ANI Technologies pvt ltd (A.K.A) OLA Cabs– Bangalore, India.**

Duration : December 2017 till March 2019

I was also a Team lead in the company for the NOC Team for 7 months.

Roles and responsibilities :

Managing and Monitoring our production systems.

Serving as a primary point responsible for the overall health, performance, and capacity of our internetfacing systems.

Ability to perform root cause analysis on various service impacting events.

working on a 24/7 shift and monitoring all our production systems.

Creating Incidents, events in case of any Outage.

Doing the detailed check on the hosting servers/instances and finding the root cause of the issue and tweaking the server's resources when in need.

Deploying new applications into the production environment 24/7.

Checking for Network related glitches during outages.

Pro-actively Monitoring product/services/site performance, uptime, availability and analyze logs, Metrics and recommend/ contribute to fixes.

Abiding by the organization's Information Security Policies and guidelines.

***) Senior Hosting Product Specialist (Linux/Windows/plesk Server Administration and Management) --- Endurance international group- (Resellerclub – BIGROCK) Bangalore, India.**

Duration: Sep 2015 to December 2017

Roles and responsibilities :

L2 Support ownership of all hosting products (Cpanel/Plesk/VPS/Cloud/Dedicated).

Escalating, follow- up and fix recurrent issues in a timely manner by coordinating with product development teams.

Handling all tickets/live chats with good efficiency and participate in 24/7 rotating shifts.

Working with our development team and suggest updates and features to continuously improve the customer experience.

Helping to fix any bugs that crop up in the product and contribute to the feature documentation for our product.

****) Jr. Software Engineer (Linux/Windows Server Administration and Management) – Poornam InfoVision Pvt. Ltd., Kochi, Kerala, India.***

Duration: January 2014 to August 2015.

Experience: Had around **1.4 years** of Hands-on Experience on Linux/Windows Server Administration.

ACHIEVEMENTS

- 1) Recognized as a **TOP Contributor** in the current organisation in the Q2(April-Sep 2020)
- 2) Presented Paper on **INTELLIGENT AMBULANCE SYSTEM** in National Level Conference held in **RAJIV GANDHI ENGINEERING COLLEGE.**

PROFESSIONAL PRACTICE/ IMPLANT TRAINING/ INDUSTRIAL EXPERIENCE :

Worked as a *Student Intern* in **Indian Oil Corporation Pvt Ltd** ,Chennai, Tamil Nadu, India. Duration: 5 months (Sep 2013 to January 2014)

Role:

- i) Worked as a network engineer, 5 months of Hands-on experience and knowledge in networking protocols with the usage of various tools like What's up, Ping, etc.
- ii) Worked in data center of Indian Oil corporation and has some experience in switching and routing.
- iii) Took part in administrative activities.

2) Worked as a **Freelance content writer** for (formerly known as) **IKAV TECHNOLOGIES** and currently known as **Cruzent Technologies**(<http://cruzent.com/>) during my college days with more than a year hands on experience.

PERSONAL PROFILE

Date of Birth: 29-10-1991
Gender: Male
Nationality: Indian
Blood Group: A1B +ve
Father's Name: Krishnakumar.A
Mother's Name: Rajeswari.K
Permanent Address: No-34, AF1, Ekambara Iyer Street, Sri Guru Raghavendra Apartments, Ambattur, Chennai-600053
Temporary Address: No-301, 3rd Floor, KPC Layout, Opp to la casa Restaurant, Kasavanahalli, Sarjapur, Bangalore-35.
Languages Known: English,Tamil,Hindi,Malayalam

DECLARATION

"I hereby declare that the information furnished above is true to the best of my knowledge"

Place: Bangalore

K. Arunkumar