Raam Sangem   RaamSangem@gmail.com / 913-220-9189

- ➢ Over a decade of experience as systems administrator supporting mission critical applications on wide range of enterprise servers running AIX, HP-UX, Oracle Solaris, RHEL and Ubuntu.
- ➢ Work regularly with DB, SAN, Backup, Middleware, Network admins and vendor support techs.
- ➢ Assist various middleware administrators with installations, deployments, troubleshooting, etc.
- ➢ Experience with system performance tuning, application deployments, patching and automation tools.
- ➢ Took almost dozen unix classes such as TCP/IP Administration, Veritas Vol Mgmt, Solaris 11.
- ➢ Oracle Solaris 10 etc certified system administrator, good at shell scripting, incident resolutions.
- ➢ ITIL Foundations Certified; Mentored and Hired sysadmins; Master's degree in Engineering, US citizen.

SKILLS:

OS:	Oracle Solaris 10 (Sparc & X86); RHEL 6.x, AIX 6.x, some HP-UX 11.x, Ubuntu 14.x
Hardware:	HP Proliant DL380, VMware ESX, P740, M4000s-M8000s; X4200s-X4600s; T2000s, T5240s; Sun Fire V210 thru 6900s.
Scripting:	Korn shell, bash, sed, awk, SQL.
Backup software:	Avamar, CommVault 11.x, Symantec Netbackup 7.1.x, TSM 6.x, Legato Networker 5.x.
Middleware:	Autosys, BladeLogic, MQSeries, Quest LDAP, WebLogic, WebSphere, BMC Patrol.
Other:	Veritas Foundation Suite 5.x, Veritas Cluster Server 4.x, Sun Cluster 3.2, SQL*Plus, Oracle SQL Developer, BMC Remedy, HP Service Manager, OpenView, Xymon/Hobbit

EXPERIENCE:

10/14 – Present   *Infrastructure Provisioning Specialist,*   **DST, Kansas City, MO**
- Build and configure Linux VMs via BladeLogic Cloud Provisioning (Oracle on RHEL).
- Troubleshoot as well as Install/Configure/Upgrade Commvault backups on 6K+ unix servers.
- Manage VMs on VSphere, performing host migrations, booting to other kernels.
- Work on authentication issues with Active Directory/Centrify, user access, file permissions.
- Work on regular basis with Network Operations, DBAs, VMware and application admins.
- Growing, mirroring, striping and consolidation disks allocated for filessytems on LPARs, VMs.
- Server health checks, user management and patching and audits using Blade Logic Automation tool.
- Work with Incidents, Work Requests, Changes using BMC Remedy AR system.
- Participate in escalation, COC calls, weekly standup meeting, bimonthly oncall duties.
- Create new system documentation on RightAnswers, OneNote and mentoring team.
- Work with offshore team members on server decommission, DataDomain, ndm ftp transmissions.

11/12 – 5/14   *Network Applications Systems Analyst,*   **Ericsson, Overland Park, KS**
- Work with a team of 6 Ericsson admins supporting Sprint OSS with tools such as Network Resource Manager, Network Element Objects, Cell Tower Alarm data enrichment etc in HP-UX environment.
- Work with following web-based applications of Sprint wireless network: Cisco IP Solution center, e911, Netcracker Activation, Network Resource Manager for doing equipment inventory and provisioning workflow management, configuration of interfaces found in Discovery & Reconciliation.
- Work with Oracle SQL Developer to query, update records related to Network Element Objects to resolve issues reported in HP Service Manager ITSM tool.
- Participate in bimonthly java code deployments related to Netcracker device library, e911 OC4J.
- Restart applications, generate cluster logs for diagnostics, manage disk on HP9000s and M5000s.

- Work with Netcracker software support team, Level III application developers, system integrators and other end users to manage Sprint's network infrastructure.

10/08 – 9/12   ***Sr. Unix Administrator (L4)***,   **USDA, Kansas City, MO**
- Team of 5 administering over 400 servers (Solaris, HP-UX, Linux) at US Dept of Agriculture's main datacenter, consisting of SAP servers, Oracle ASM databases, IaaS zones.
- Built, upgraded and patched servers using jumpstart, LiveUpgrade and ZFS clone snapshots.
- Worked regularly with ZFS,ASM filesystems, and containers, LDOMs for server virtualization.
- Participated in Disaster Recovery planning and exercises on IaaS, SAP Sun Cluster applications.
- Upgraded OS patches and firmware on STK arrays, LDOMs, V890s, X4200s on half-yearly basis.
- Security hardening using DISA STIG scripts, as well as using JASS toolkit prior to putting any server into use as well as checking and fixing new vulnerabilities on bi-monthly basis.
- Assembled, Racked, Bolstered 72 X4200/X4600 servers that host SAP application on Solaris X86.
- Installed and managed Sun Cluster 3.2 on about a dozen servers connected to SAP app servers.
- Worked with DBAs to build Oracle RACs for Disaster Assistance Improvement Program project.
- Configured virtual tape libraries upon addition of Sepaton drives on several Netbackup servers which are consolidated from V6800 domains(master) or V890s(ACSLS/media) to M4000s.
- Open problem tickets with HW vendors to replace failed hardware parts or to resolve issues.
- Troubleshoot network related issues; Add DASD from time to time to grow filesystems.
- Assisted in administering M8000 domains with Oracle RAC databases and OBIEE, etc.
- Install and configure Siteminder software for USDA eAuthentication to protect URLs.
- Install and troubleshoot custom clients like BigFix, BladeLogic, Quest LDAP, etc on regular basis.
- Work on regular basis with SAN, Netbackup, Network, Security Vulnerability, DBA and Service Desk (Remedy & xymon) teams and handled on-call rotation duties.
- Administered HP-UX tasks such as restarting vshelld, cleaning up filesystems, updating sudo privileges, manage user account modifications.
- Participate in biannual SAN array microcode updates by checking SAN multi-pathing (MPxIO, etc).
- Created and enhanced shell scripts for various tasks from time to time.
- Scheduling and working on incidents, changes, service requests using BMC Remedy ITSM.
- Interviewed mid-level sysadmins and participated in hardware purchases.

6/05 – 7/08   ***Infrastructure Specialist***,   **Sabre Airline Reservations, Tulsa, OK**
- Interviewed and Hired dozen+ BestShore team members in Argentina, India, Brazil; mentored with performance monitoring, diagnostics, system build-outs, firewall setup, IPMP & network tasks.
- Primary ownership of administering 62 mostly Solaris 8/9 and some Solaris 10 and Linux servers in production, certification and development environments including Veritas Cluster servers for ERP.
- Use customized security software SeOS, ESM, Twist for Security hardening of servers and certifying according to EDS and client Sabre's standards. Severs were spread in 3 very large data centers.
- For Sabre Server Consolidation project, commissioned over 110 Servers using custom jumpstart putting Solaris 8, 10 (sparc/x86) OS in a single quarter. Created, updated flar images on a quarterly basis.
- Build 23 SunFire V490/V890 servers for County of San Diego project in a 7 week period loading/copying all the customized software required and connecting to NAS (Clariion frame).
- Configured and managed zones V490 dev servers as well as did resource management with pooladm command and supported about 3 dozen servers as secondary administrator.
- On regular basis installed and administered application software such as Clearcase, Cognos; and created/grown filesystems and performed quarterly patching.
- Worked regularly with DBAs, Sun tech support, and EDS midrange helpdesk during oncall duties.
- Used Opsware extensively for automating tasks like patching, running adhoc scripts following ITIL Change management practices. Was part of a team of 3 dozen onsite and 1 dozen offsite admins.

1/04 – 6/05   *Systems Administrator (L3)*,   **MCI (Verizon Biz), Tulsa, OK**
- Administration of about two dozen high visibility servers and over 35 medium visibility serves.
- Worked on over a dozen Solaris 9 OS installations (including on E10K frames), upgrades, and applying various kernel and security patches and quarterly patch bundles.
- Upgrading Veritas Foundation suite, Tivoli Storage Manager, Open SSH, Sun Studio, Java, etc.
- Disk Layout & Optimization (Raid 0-10) with Veritas Volume Manager on EMC/Sun Storage Arrays.
- Performance monitoring and diagnostics, using tools such as prstat, truss, ipcs, lsof.
- Interfacing with management and customers recommending improvements.
- Guiding/mentoring other team members with system environment and issues.
- Assisted as secondary oncall for AIX and HP-UX maintenance tasks.
- Participated in several OS implementations, problem resolution calls, and bimonthly on-call duties.

9/03 – 1/04   *Sr. Systems Administrator*,   **Transplace, Plano, TX**
- Administration of about one hundred Solaris servers such as SunFire 280R, E220R, E3500s, V880s; managed 2 unix and 2 windows sysadmins.
- Racking up and cabling new and rebuilt Sun servers, Lightwave console servers and installing Solaris 8, patching using jumpstart, and installing tools like Solstice DiskSuite, SSH, Veritas suite.
- Work with Freight Management, Driverplace, Drug & Alcohol test imaging applications.
- Worked with VCS, Siteminder, Resonate, iPlanet, OpenLDAP, CVS, Big Brother, and Weblogic on both Solaris and Windows 2000 platforms.
- Jumpstarting servers, installation & upgrading Veritas volume manager 3.5, patching servers and staging/syncing code using rsync etc.
- Used Netbackup 4.5 for backups; big brother & cron scripts for system monitoring on daily basis.
- Promoted WebLogic code (jar, war files) from development to production servers on weekly basis.

TRAINING:

Sun Micro Systems: Solaris System Administration for versions 2.6, 10; System Administration Bootcamp II for Solaris 8, Fault Analysis Workshop, **TCP/IP Network Administration**, Enterprise System Performance Management, Solaris 10 Zones & Containers, Resource Management in Solaris 10, Advanced Solaris 10 Administration, Sun Cluster 3.2 Administration.
Oracle: **Oracle Solaris 11 administration**. Certified in all Solaris Versions 2.6 through 10.

Tulsa Community College: **Networking Essentials**, Visual Basic 4, HTML courses.
Veritas: Volume Manager Administration
EMC Corporation: Symmetrix Architecture, ControlCenter Base & TimeFinder for Unix.

Tulsa Technology Center: ISO 9000 certification for Internal Auditors.
Pink Elephant, IL: ITIL v3 Foundations Certification
Completed **Project Management Fundamentals** class towards PMP certification.

Various WebEx and other such training classes, seminars given by Sun for EDS account spanned over 6 years.