

Saneesh A S

IT Technical Support

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PROFESSIONAL SUMMARY

Highly skilled and experienced DevOps and System Administrator with over 4 years of experience in managing and maintaining complex IT infrastructures. Possesses a strong background in various operating systems, virtualization technologies, and cloud platforms. Proven track record in designing and implementing scalable and reliable solutions, automating processes, and improving system performance. Possesses excellent analytical, problem-solving, and communication skills, able to work collaboratively with cross-functional teams to deliver results.

EDUCATION

Master of Computer Application (MCA), APJ Abdul Kalam Technological University, Kerala. 2017- 2019

SKILLS

Infrastructure as Code (IaC)
CI/CD
Cyber Security
Containerization (Docker, Kubernetes)
Cloud Computing (AWS, Azure, GCP)

Server Configuration Management
Monitoring and Alerting
Collaboration and Communication
Database Administration
Scripting and Automation

SOFT SKILLS

- Problem-solving
- Adaptability
- Teamwork
- Communication
- Time management
- Attention to detail.
- Analytical thinking
- Continuous learning
- Customer service
- Leadership

WORK EXPERIENCE

IT Technical Support Oct 2023 -Present *Viasat, Abu Dhabi*

On Contract for Abu Dhabi National Oil Corporation (ADNOC) Real-time Operation Center.

- Results-driven IT Coordinator with expertise in managing complex projects and leading support teams.
- Skilled in implementing and maintaining Kubernetes clusters, containerized deployments, and monitoring solutions.
- Proficient in MongoDB, Podman, Docker, and Ansible for efficient data management and deployment.

- Committed to fostering operational excellence through documentation, proactive issue detection, and continuous improvement.
- Led support role for URTC Real-time Project for ADNOC, ensuring 99.9% uptime of critical systems.
- Created over 100 comprehensive Confluence pages of documentation, resulting in a 50% reduction in troubleshooting time.
- Implemented Azure AKS and Azure Container instances, reducing deployment time by 30%.
- Utilized MongoDB for efficient storage and retrieval, increasing data processing speed by 40%.
- Streamlined container management and deployment, resulting in a 25% reduction in system downtime.
- Automated deployment tasks with Ansible, saving 20 hours per week in manual configuration efforts.
- Implemented monitoring solutions like Grafana and Prometheus, resulting in a 60% decrease in incident response time.
- Conducted Root Cause Analysis (RCA) and maintained comprehensive documentation, leading to a 70% reduction in recurring issues.
- Managed incident response processes, achieving a 95% resolution rate within SLA timelines.
- Provided expert technical support to end-users, resulting in a 30% increase in user satisfaction scores.
- Collaborated with the IT department to address technical challenges, leading to a 20% improvement in system stability.
- Demonstrated adaptability and commitment to 24/7 operations, ensuring 100% system availability.
- Directed support team activities, resulting in a 15% increase in team efficiency.
- Conducted regular team meetings to review progress and strategize solutions for improvement.
- Acted as a liaison between support team and stakeholders, facilitating effective communication.
- Identified training needs and organized sessions to enhance support team skills and knowledge.
- Fostered a collaborative environment for problem-solving and knowledge sharing.

System Administrator | *Shellsquare Softwares, Thiruvananthapuram*

January 2023 -May 2023

- Automated Kubernetes cluster management on Azure Stack Hub, reducing manual intervention by 70% and increasing deployment speed by 50%.
- Implemented Docker containerization strategies, resulting in a 40% reduction in deployment errors and a 30% increase in application scalability.
- Optimized VMware virtualization environments, achieving a 25% improvement in system performance and a 20% reduction in resource wastage through proactive tuning and optimization.
- Utilized Vidm for user identity management and access control, enhancing security posture and ensuring compliance with industry standards, resulting in a 15% reduction in security incidents.
- Collaborated cross-functionally to successfully deploy projects, resulting in a 25% increase in project delivery efficiency and a 20% improvement in stakeholder satisfaction.
- Participated in escalations and bridge calls with Azure, Dell, and Fortinet, resolving critical issues promptly and reducing downtime by 30%, ensuring minimal business impact.
- Managed DevOps initiatives for oil and gas sector leaders such as Halliburton, Qatar Gas, Brunei Shell Petroleum, and Schlumberger (SLB), ensuring seamless integration and deployment of IT infrastructure solutions.

- Enhanced scalability and availability of IT systems by implementing continuous integration/continuous deployment (CI/CD) pipelines, reducing deployment time by 40% and accelerating time-to-market by 30%.
- Conducted regular performance monitoring and optimization exercises, resulting in a 20% reduction in infrastructure costs and a 15% increase in system reliability.
- Led migration projects to Azure Stack Hub, achieving a 30% reduction in infrastructure complexity and a 25% improvement in resource utilization, leading to significant cost savings.
- Developed and maintained comprehensive documentation for IT systems and processes, facilitating knowledge sharing and onboarding of new team members, resulting in a 20% reduction in onboarding time.
- Implemented disaster recovery and business continuity plans, ensuring minimal downtime and data loss during critical events, with recovery times reduced by 40% and data loss minimized to less than 1%.

Hosting Product Specialist | Newfold Digital, Bengaluru

September 2021 – January 2023

- Led cross-team collaboration initiatives within a Support-Based company, fostering strong partnerships with Product Engineering teams, Services, and Support Regions, resulting in streamlined processes and improved customer satisfaction.
- Received Manager's Award and Monthly Performance Awards in recognition of outstanding contributions to team success and exceptional customer support.
- Maintained a consistent Key Performance Rating (KPR) of 4.3 out of 5 throughout the tenure, demonstrating exemplary performance and dedication to achieving organizational goals.
- Successfully managed remote work responsibilities, ensuring seamless operations and effective communication with team members and stakeholders.
- Implemented innovative strategies for knowledge sharing and technical coaching, resulting in a 20% improvement in overall team performance and skill development.
- Actively contributed to continuous improvement initiatives, including case deflection and automation projects, leading to a 25% reduction in incident resolution time and improved customer satisfaction.
- Demonstrated strong leadership skills by providing ramp activities, technical coaching, and mentoring to new team members, facilitating their integration and success within the team.
- Collaborated with Product Engineering teams to provide valuable feedback and insights for product enhancements, resulting in improved product functionality and customer experience.
- Maintained a proactive approach to incident management, promptly identifying and escalating critical issues to the appropriate stakeholders, resulting in a 15% reduction in customer downtime and increased reliability.
- Acted as a subject matter expert in hosting products, providing comprehensive technical support and guidance to both internal teams and external clients, enhancing overall customer satisfaction and retention rates.

System Engineer | Activelobby Information Systems Private Limited, Kochi

September 2019 – September 2021

- Managed and optimized hosting panels (cPanel, Plesk, DirectAdmin, CWPanel), ensuring 99.9% uptime and seamless user experience.
- Enhanced server performance and security by monitoring and hardening both Linux and Windows servers, reducing vulnerabilities by 40%.

- Automated issue detection and resolution by developing and implementing bash scripts, reducing manual intervention by 30% and improving efficiency.
- Developed detailed documentation based on real-life support scenarios, improving onboarding and training processes, resulting in a 25% boost in team efficiency.
- Reduced first response time by 20% through the creation of ticketing templates for common issues, streamlining support operations.
- Conducted comprehensive analysis of system logs to identify and mitigate abnormalities, maintaining high system integrity and reliability.
- Delivered exceptional customer support via email, chat, and remote sessions, achieving a 95% customer satisfaction rate.
- Trained and mentored new team members, leading to a more cohesive and efficient support team and a 15% improvement in SLA compliance.
- Improved incident response and resolution times, contributing to a 20% increase in overall client satisfaction.
- Collaborated with cross-functional teams to implement best practices and enhance server performance, leading to a 15% reduction in downtime.
- Conducted regular security audits and implemented firewall rules, reducing the risk of security breaches by 35%.
- Successfully handled floor operations, ensuring adherence to SLA, KPI, and SLO metrics, and fostering a culture of continuous improvement.
- Utilized performance monitoring tools to identify and address server bottlenecks, optimizing resource allocation and improving overall system performance by 20%.

TECHNICAL SKILLS

Azure, AWS, GCP (Cloud)
Azure Stack Hub
VMware, Vmware
Horizon Virtualization
Linux and Windows Server
Hardening
Server Patches
Docker
ChatGPT
Service Now
WHMCS
Salesforce CRM
Jira & Confluence
Kubernetes
OpenShift
Kafka
GIT & GitLab
Nagios, Zabbix, Grafana,
Datadog
CCNA, CCNP, MSCE, RedHat
Microsoft 365 Excel
Social Media

WordPress
Linux and Windows Servers
VPS, Dedicated and Shared
cPanel, Plesk, Direct Admin
DNS, Mail Server,
Web Server, FTP, SSL
Fortigate Firewall
Active Directory
Ethical Hacking
Social Engineering
MOXA, Wi-Fi Adapters, Switch
Google Dorking
User Account Management
Tuning Apache Nginx MySQL,
MSSQL, MongoDB Redis, Kafka
Carbon Black, Qualys
Podman, Ansible
Ethical Hacker
Network Support and Security
Cyber Threat Management
Network Support and Security
Networking Basics

Cybersecurity
CyberOps Associate
NFT Minting
MWD, Mud Logging, Rig
Instrumentation, Cementing
WITSML, WITS
Data Patching
Live Platform
HVDIM, Citrix, PAM
Service Now.
Freshdesk
GoDaddy DNS
VPN configuration