

Manu Jose

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Senior Systems Engineer & Technical Support Lead

PROFESSIONAL SUMMARY

A highly skilled and innovative IT Engineer with over 7.8 years of extensive experience. Demonstrated expertise in operating systems installation, configuration, patching, and user management, as well as system maintenance and backup/recovery. Proficient in utilizing cloud technologies, particularly AWS, and additional DevOps. Responsible for providing support to both U.S and offshore team resources in application, integration, and product regression.

EXPERIENCE

Infosys

Consultant - Infrastructure Management

Jan 2022 – Feb 2023

- Interacted with clients via calls, chats, emails, etc. to work as per their requirements.
- Worked on a Linux Automation project.
- Utilized Jil & Bash scripting, and had experience with Autosys tool.
- Worked closely with stakeholders to determine solutions, assessed the impact on existing work processes and systems, and pinpointed how to manage integration.
- Had experience working with virtualization technologies, particularly VMware, which included managing virtual machines, configuring virtual networks, and deploying virtualized applications.
- Conducted project management activities such as estimating project efforts, identifying risks, communicating activity status, as well as escalating and communicating possible issues.
- Identified Agile team improvement opportunities and looked externally for best practices to increase team productivity.
- Automated system and process improvements to create sustainable and efficient operations in a hybrid cloud environment.
- Ensured everything the Agile team was working on was acknowledged and accounted for in the Product Backlog to protect the team from distractions.
- Integrated tools such as ServiceNow, and Autosys to build a highly automated production monitoring and support model.
- Enhanced system reliability by implementing robust incident management protocols and monitoring alerts.
- Communicated effectively with stakeholders to influence decisions and manage expectations.
- Worked on creating documentation to provide solutions for resolving ticketing incidents and issues.

VIPoint Solutions

Senior Systems Engineer

Jul 2021 - Jan 2022

- Troubleshoot webhosting and network-related issues in Linux servers.
- Server Backup, Restoration, and Migrations were carried out.
- CMS applications like WordPress and Magento were managed, and SSL generation and installation were performed.
- Monitored system health, availability, and performance, taking a holistic approach to ensure production reliability.
- Client support was provided via chat and tickets by understanding customer requirements.
- Delivered technical solutions aligned with business needs, ensuring seamless integration and operational excellence.
- Led daily team huddles, managed incident assignments, and ensured timely resolution of customer escalations and critical issues.
- Bash scripting, DNS and domain management, Management of security tools, and MySQL Database management were carried out.
- Led post-incident retrospectives to identify root causes and implement remediation actions.

- Coached and guided team members to resolve complex production incidents and improve problem-solving capabilities.
- Regular network scanning and packet inspection were performed using tools such as ifconfig, netstat, nslookup, tcpdump, traceroute, ping.
- Measured and optimized system performance through detailed analysis of application and infrastructure metrics.
- Security was managed through Open SSH, TCP wrappers, iptables, firewall, SELinux, etc.
- System analysis was performed using log files to fix issues related to networking connectivity.
- Applied networking concepts (TCP/IP, DNS, HTTP, TLS) and multi-tier application architecture knowledge to resolve technical challenges.
- Resource utilization, including CPU memory and disk utilization, was monitored, and the operating efficiency, performance, and reliability of applications were reported.

Armia Systems

Systems Engineer

Nov 2015 - Jul 2021

- Server Deployment and installation of control panels, server configuration, vulnerability assessment, and OS patching were carried out.
- Demonstrated proficiency in Linux operating systems and associated services.
- Maintained production applications and handled day-to-day operational activities, including 24x7 support, escalations, and recovery coordination.
- Deployed and administered mission-critical servers with a focus on design and efficiency.
- Demonstrated technical expertise in networking, automation, and cloud technologies, including AWS, VMware etc.
- Designed, implemented, and managed cloud services.
- Utilized automation tools Ansible with understanding of DevOps principles.
- Worked with large-scale storage and backup solutions.
- Executed Incident, Change, and Problem Management procedures.
- Installed and administered virtual computing platforms. Utilized VMware vSphere for virtualization.
- Worked in SQL Server, MongoDB, MySQL, and query languages.
- Worked with EC2, S3, Route53, RDS, Load Balancers, Auto Scaling, CloudFront, Lambda, etc.
- Had hands-on experience in DevOps tools like Jenkins, Ansible, Git & GitHub, etc.
- Linux servers were hardened, and the network was continuously monitored for any security breaches.
- Client support was provided via chat and tickets by understanding customer requirements.
- Server Backup, Restoration, and Migrations were performed.
- Webhosting and network-related issues were troubleshooted in Linux servers.
- Security tools like CSF, ClamAV, Maldet, iptables, Windows firewalls, antivirus, etc. were managed.
- Administration of web servers like Apache, Nginx, IIS, and MySQL database management was carried out.
- Bash, Python, YAML scripting, DNS, and domain management were performed. Server Monitoring was done using Nagios, Zabbix.
- Bash scripts were developed and scheduled to automate everyday tasks with Crontab.
- Exim, Sendmail mail server debugging, troubleshooting spamming issues were carried out.

Codea Technologies

System Administrator & Software Testing

May 2015 - Nov 2015

- OS hardening, OS configuration, OS patching etc. were done for both Linux and Windows systems.
- Operating systems were installed and OS related issues were troubleshooted.
- Manual testing (Android applications, Websites) was conducted and Test cases were created.
- Backup, Restoration, and Migrations were performed. Software's like Antivirus, MS Office, Adobe, etc. were installed.
- Modem and Router were configured. User accounts were configured, administered, and managed.
- Cybersecurity was managed through different security tools, Firewalls, and encryptions.
- Duties included user account creation, modification, disk management, and adding or removing packages.
- The network was maintained & network-related issues were troubleshooted. The complete network was monitored & network statistics were provided.

ADDITIONAL SKILLS

Project Scope & Prioritization | Organization & Time Management | AWS Cloud Infrastructure Management | Requirement Gathering & Analysis | Communication Skills | Team Leadership & Cross-Functional Team Collaboration | Analytical Thinking, Problem Solving & Attention to Detail | Red Hat Enterprise Linux | Atlassian Jira & Confluence | Network Monitoring | Fast-paced Support | Script Development | Data Management | Computer Security | Server Architecture Knowledge | Customer Service & Support

EDUCATION

Mahatma Gandhi University, Kerala

Bachelor of Technology in Computer Science & Engineering

May 2010 - Nov 2014

CERTIFICATIONS

- Red Hat Certified System Administrator (RHCSA)
- Red Hat Certified Engineer (RHCE)
- cPanel Technical Support