Saad Suhail Khan

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Mumbai, India

PROFESSIONAL SUMMARY

Results-driven Linux Administrator with 6 years of enterprise experience managing 200+ servers across RHEL, CentOS, Ubuntu, and Debian environments. Proven track record reducing system downtime by 20% through proactive monitoring and automation. Expert in cloud infrastructure (AWS, Azure), containerization (Docker, Kubernetes), and DevOps practices with strong focus on system reliability, security hardening, and performance optimization.

TECHNICAL SKILLS

Operating Systems: Red Hat Enterprise Linux 6/7/8, CentOS 7/8, Ubuntu 18.04/20.04/22.04, Debian 9/10/11
Cloud Platforms: AWS (EC2, S3, VPC, EKS, IAM), Azure (VMs, Storage, VNet)
Containers & Orchestration: Docker, Docker Compose, Kubernetes, Kubeadm, EKS, Helm Charts, ArgoCD
Monitoring & Observability: Nagios, Cacti, Zabbix, Prometheus, Grafana
Security & Compliance: SSH hardening, iptables, firewalld, SELinux, Nessus vulnerability scanning
Storage & File Systems: LVM, RAID (0/1/5/10), ext4, xfs, NFS, disk provisioning, file system tuning
Backup Solutions: Veritas NetBackup, Commvault, enterprise backup strategies
Web Services: Nginx, Apache HTTP Server, Tomcat
Virtualization: VMware ESXi, vCenter, KVM, virtual machine management
Automation & IaC: Shell scripting (Bash), Git, GitHub, CI/CD pipelines
Package Management: YUM, APT, DNF, repository server configuration

PROFESSIONAL EXPERIENCE

Cloud & Service Engineer (Linux) — May 2023 – Present
GTT Communications — *Remote*

- Administer 200+ Linux servers (RHEL, CentOS, Debian) handling provisioning, patching, OS upgrades, and performance optimization ensuring 99.9% uptime SLA compliance
- Execute advanced storage operations including LVM extensions, RAID health checks, file system resizing (ext4/xfs), kernel parameter tuning, and disk provisioning reducing storage-related incidents by 25%
- Perform daily incident troubleshooting and root cause analysis for CPU spikes, memory leaks, I/O bottlenecks, and network performance issues, resolving 95% of critical incidents within SLA
- Manage DNS infrastructure for 50+ enterprise clients, processing 100+ monthly requests including A/CNAME/MX record management, zone transfers, and troubleshooting DNS resolution issues
- Implement comprehensive monitoring using Zabbix, Cacti, and Prometheus with custom alerting rules, reducing mean time to detection (MTTD) by 40%

Linux Engineer — Sep 2021 – May 2023
Hitachi Payments Pvt Ltd — *Mumbai, India*

- Deployed and maintained 80+ Linux servers for production and UAT environments supporting secure payment transaction processing for enterprise clients
- Enhanced system security by 30% through implementation of CIS benchmarks, SSH hardening, firewall rule optimization, SELinux policy configuration, and regular Nessus vulnerability assessments
- Configured and maintained internal YUM/APT repository server enabling secure offline patch management for air-gapped UAT environments, eliminating external dependencies
- Reduced system downtime by 20% by implementing proactive monitoring with Nagios and Cacti, creating custom health checks, and establishing automated alerting workflows
- Orchestrated systematic patch deployment across environments using YUM/APT, maintaining security compliance while minimizing service disruption

Customer Support Engineer — Feb 2019 – Sep 2021
Hitachi Systems Micro Clinic — *Mumbai, India*

- Delivered white-glove IT support to 200+ end users including C-level executives, resolving hardware, software, and network issues with 98% satisfaction rating
- Managed enterprise security solutions (Symantec, Trend Micro) across organization, ensuring antivirus compliance and threat protection
- Deployed monthly security patches to 500+ endpoints using IBM BigFix, maintaining patch compliance above 95% and reducing vulnerability exposure
- Resolved complex application issues for Microsoft 365, Outlook, and business-critical tools, maintaining operational continuity

Key Projects

Cloud-Native Two-Tier Application Deployment | *Docker, Kubernetes, AWS EKS, Helm*   Jan 2022 – Apr 2022
- Architected and deployed containerized two-tier Flask/MySQL application on AWS EKS achieving high availability and fault tolerance
- Containerized application using Docker and Docker Compose, implementing multi-stage builds for optimized image sizes (40% reduction)
- Automated Kubernetes cluster provisioning using Kubeadm and eksctl, implementing Infrastructure as Code principles
- Packaged application using Helm charts for reproducible deployments across environments, implementing GitOps with ArgoCD
- Configured multi-node EKS cluster with Application Load Balancer, auto-scaling groups, and pod autoscaling for production-grade reliability

Education

Bachelor of Science   2014 – 2018
University of Mumbai   *Mumbai, India*

Key Achievements

- Reduced system downtime by 20% through proactive monitoring and automation strategies
- Enhanced system security posture by 30% via comprehensive hardening and vulnerability management
- Managed 100+ monthly DNS requests across 50+ enterprise clients with 99% first-time resolution rate
- Achieved 99.9% uptime SLA compliance across 200+ managed Linux servers