**Mikhail Matveyev**

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**Sr. Infrastructure Engineer / Sr. Unix/Linux Engineer**

* **Information Systems professional experienced in UNIX/Linux OS Engineering, infrastructure, cross-platform background and system/network architecture. Extensive background in installation, implementation, integration, security and administration in local and remote environments for the medical, financial, transportation and telecommunications industries.**
* **Expert in technical and application support for the administration, installation, training, client/server hardware, software, peripherals, and networked systems for Sun Solaris Servers, Linux based, HP-UX, AIX, MS Windows Servers.**
* **Proven success delivering LAN/WAN/telecommunication connectivity, security peripherals, and multi-platform design of Internet- and client/server/database-related applications.**

**TECHNICAL SKILLS/KEYS**

* Sun Solaris OS 8,9,10,11; Linux RHEL, OEL, SUSE, Debian, Ubuntu, Slackware; Cisco hardware and IOS software (Cisco PIX/ASA, routers, switches); Firewalls (iptables, ipfw, checkpoint, cisco pix/asa); DNS (named); MAIL (sendmail, postfix, qmail, communigate pro); NFS; Samba; BASH/KSH/SH Shell Scripting; HTTP server (apache, Sunone); Websphere, Weblogic; FTP/SFTP; Solstice; Veritas NetBackup/Filesystem/Vault; SSO (Shared Storage Option); OpenWindows; Security support and patches maintenance; LDAP; Oracle (OS level); DB2 (OS level); MYSQL server/client; SAN Storages (EMC/Netapp/IBM/HP/PURE) ; Micromuse Netcool v7. Suite; WebSphere; IBM Tivoli Storage Manager; HACMP; EMC Storages (Clariion, Symmetrix); Netapp SAN (23xx, 21xx, 68xx), FCoE, FC; Disaster Recovery; HP-UX; Tivoli TSM; Tivoli TEC; AIX; Nagios; Zabbix; Solarwinds, Serverscheck; Uptime software; Clustering technology; Hardware Engineer Experience (server installation, network /server infrastructure design and build). Splunk. DevOps tools and techniques. HyperConverged Nutanix, VXRail.

DevOps: Puppet Enterprise, Ansible, Docker, Ants, Bitbucket, Bash, Python, Terraform, Openshift, OpenStack, vCloud ESX.

**PROFESSIONAL EXPERIENCE**

**IQVIA/Wingspan, Plymouth Meeting, PA May 2019 - Current**

**Sr. Product Support Engineer**

Operations support for the eTMF, SOLR, TMFCS, DB Tomcat services

* Senior level for Linux CentOS 6, 7, 8; Ubuntu 16.x, 18.x operations and support across on-prem and AWS infrastructures.
* Sun Solaris 10.x, 11.x customers migration to AWS cloud and RHEL/Amazon Linux. Veritas VCS, FS support and patching.
* Puppet manifests
* Zabbix (built from the ground and then migrated to AWS).
* DataDog (implemented from the scratch) for all services monitoring and analysis - APM, Dashboards, Monitors, Synthetic tests, Browser tests, Metrics, Integrations, Logs
* JBOSS and Tomcat based services support
* Postgresql 9.x support.
* CI/CD transition
* Ansible playbooks and modules development and support.
* AWS services, including EC2, S3, VPC, IAM, Lambda, Kafka, Cassandra, Route53, ECS, ECR, Cloudwatch, DynamoDB, RDS, CloudFront, ELB, Autoscaling, and SQS.
* Jenkins and Rundeck deployments and pipelines support.
* Docker and Kubernetes environments and containers support, deployments, troubleshooting, scaling.
* OpenStack 13.x, 16.x, RHEL Satellite 6.x design and support.

**IBM/Remote**

**Senior Linux/Systems Engineer - Amtrak/Permanent Oct 2014 – Feb 2019**

Managing and supporting Unix/Linux infrastructure of Amtrak account. Built RHEL Satellite environment and setup all patching schedule across multiple DEV/QA/PROD areas. Veritas Cluster and Oracle RAC support and builds. Automation for the multiple processes across the different tacks and report collections. BigFix, Tivoli 6.x, RHEL 5.x, 6.x, 7.x. RHEL Satellite server and capsules. SolarWinds, Uptime Software, Nagios XI, Maintaining RHEL subscriptions across 700+ servers. Sun Solaris 10.x, 11.x Unix OS and applications support, patching. Migration from Sun Solaris to RHEL Linux. Oracle DB migration to RHEL from Sun Solaris initiative.

**Senior Systems Engineer - Macy’s account/contractor Apr 2014 – Oct 2014**

Macy’s environment support and maintenance, server builds, patching, and configuration. Designing new environments for very fast changing promo actions and load balancing heavy load across those promos.

**Senior Systems Engineer – Kenexa account/contractor Nov 2013– Apr 2014**

Linux RHEL environment support and troubleshooting. Built multiple virtual and physical environments. Supporting Jboss/Websphere/Tomcat applications. Veritas Netbackup and VCS clusters. Ansible and bash shell scripts development and troubleshooting.

**IBM Jun 2013 – Nov 2013**

**Senior Systems Engineer – Algo Risk/contractor**

Supporting Canada IBM financial division with Linux/Unix automation, troubleshooting and patching. Scripting and automation processes for many of the monitoring applications and services and automating sending reports.

**Hewlett Packard Enterprise, Worldwide Dec 2011 – Jun 2013**

**Sr. ECS (Enterprise Cloud Services) Engineer**

* Enterprise Cloud Services deployment/implementation/testing. Deployment process, Linux RH 5, 6, ESX VMware, post-hardware setup (HP Blades), project management, test and checkup process. Chef (recipes, cookbooks). Puppet Free version and Puppet Enterprise (manifests, classes, modules) writer, troubleshooting. Ansible and Ansible Tower deployments and development
* Managing more than 47.000 virtual and physical servers across the world HPE DCs.
* Enterprise Cloud Services build, design, tests under many of HP Datacenters around a world. HP Blade hardware support, maintenance, installs (Linux, HP-UX, Windows, VMWare). Documentation for all aspects of ECS. Different types of QA testing for many of the environments and services (ALM, UAT, QRS etc). Patching and support cloud supported OS. Scripting for automatic checks (bash shell, perl, python). OpenStack, Nessus scanner, Wireshark client, nmap, bind, samba, openldap, Kerberos, VCloud, Hadoop. Ansible / tower architecture design for cloud base services.
* Responsible for building, managing, operating, and continuously improving Systems, Storage, Database, and/or Tools Infrastructure that support customer facing applications, back office, and provisioning infrastructure in a 24/7 environment.
Focuses on architecting, building, deploying, and stabilizing code, services, systems, and tools.  Provides subject matter expertise around virtualization related technologies with a focus on scalability or architecture using traditional three tier.  Resolves break/fix scenarios, engaging broader teams as necessary; and partnering/leading vendors and regions to achieve continuous improvement. Contributes to command and control related activities focused on restoration of complex outages, and rapid restoration. Works and directly leads external vendors, third parties, and associated agencies when necessary to address issues across the infrastructure.
* Linux RHEL 6.x, 7.x, CentOS 6.x, 7.x
* Storage and SAN Fabric; Pure, Hitachi, Nimble and XiV
* Cisco UCS Central implementation;
* VMWare ESX Enterprise Administration; HA/DR scenarios
* OpenStack Foundation
* Managing and supporting approximately around 7900 servers (physicals and virtuals).
* DevOps operations (Kuberneetes, openshift, docker, ansible, puppet, terraform)
* Ansible / Tower / Semaphore support, design, dynamic inventory scripts
* Puppet free and enterprise editions
* Chef (cookbooks, receipts) design and support
* GitHub
* VMWare DR using SRM
* Monitors and is responsible for performance and tuning of servers; applies policy for system security, software package, and patch management. Sets up logical volumes and RAID sets.
* Database Platform Management responsibilities: Applies expert understanding of database concepts, availability, performance, usage and configuration.
* Repairs damaged databases.
* Sets up and troubleshoots complex standard replication. Understands all aspects of database platform.
* Performance tunes database software interactions with OS. Conducts comprehensive DBMS and OS performance and capacity
* Scripting and Development responsibilities: Develops software in 1-2 modern languages.
* Creates small-to-medium sized scripts (based on clear requirements and existing architecture/design) to automate common system/application functions such as monitoring, data analysis, or software deployment.
* Correlate application-layer metrics and network device metrics, such as throughput, response time, congestion, dropped messages, queue depth measurement, and lost data.

**Planalytics. Inc, Chesterbrook, PA Mar 2011 – Dec 2011**

**Director, Data Center of Operations/Sr. Infrastructure Engineer**

* Company IT infrastructure – Netapp SAN 31xx (cluster), 32xx series, Datadomain DD5xx, Exagrid, Apache/Tomcat/Websphere, DNS (named/bind), FTP SSL, Nagios 3.x, OPSView, Linux (CentOS 4.x, 5.x, 6.x, Redhat Enterprise 5.x, 6.x), Cisco ASA 55xx, Cisco switches (cluster) & 3750x, 3560x, 2960 series, Cisco Nexus 5510, Company Datacenter infrastructure support (DBSi) rack, VMware ESXi 4.x support 7+ servers (around 74 guests), Windows 2003, 2008 servers support, Veritas Netbackup (Linux based, migrated from Windows side). 24x7 oncall support. Oracle 10.x, 11.x, Mysql 5.x, vRanger 5.2.x, Veaam 5.x. , Amazon EC2 cloud environment support.
* Rebuilt NetApp storage infrastructure (FAS3170, FAS3210). Rebuilt from scratch Linux environment (CentOS 5.x, 6.x), updated Nagios monitoring environment, DataDomain DD510 replication process tuning and software/firmware upgraded. CIFS fileserver migration from Windows NT to NetApp CIFS (around 4TB of data and around 70 shares). VMWare infrastructure upgrade from ESX to ESXi 4.1. VMWare DRS setup. VMWare storage Vmotion and Host Vmotion setup. Installed ESXi environment from scratch with host profile setup (HP server hardware). SATABeast storage install/setup/support (local oracle and file server) within DBSi server co-location. Cisco 3570, 3560, 2960, 3750 switches racked/installed/setup/support. Cisco ASA 5510. 5505 setup/support. Cisco Nexus 5510 (10GB ports) setup/support. Cisco Unified IP Phone environment support/maintenance. Puppet Free version support and maintenance. Wireshark, Nessus, nmap. Built openstack as a lab for two test projects.

**Comcast Cable CCP/XOPS Team, Radnor/Philadelphia, PA Aug 2010 – March 2011**

 **Sr. Systems Administrator**

* Linux CentOS 5.x, Fedora Linux 11.x, 12,x, 13,x, Redhat Enterprise Linux 4.x, 5.x, SAN, NAS (Netapp). Monitoring tools: Nagios, OP5. Various Video On Demand (VOD) and Video services support, XOPS Xfinity project. Video Ingest services, MPX Console, MPX Façade (thePlatform products http:/www.theplatform.com).
* Deployment services responsibility, jetty web server services support and troubleshooting. Capistrano deployments and script support, Puppet 2.x Support/Implementation, SVN environment support. VMWare ESX environment support and troubleshooting. Support thePlatform team (Seattle, WA) with deployments and video services troubleshooting, everything based on Linux side. Puppet Enterprise installation and setup, manifests. Wireshark, nmap, nessus scan.

**First Quality Inc, King of Prussia, PA Mar 2009 – Aug 2010**

 **Sr. Linux/Storage/VMWare Administrator**

* Oracle 9,10,11 (OS level). SAN EMC CX series, Netapp SAN, ksh/sh/bash scripting; Jboss/Tomcat support; Linux Oracle Unbreakable Enterprise 4, 5 RAC /installation/implementation/support, OTM (Oracle Transportation Manager) project implementation, Cisco Blade UCS servers infrastructure installation/support. VMware ESXi 3.5, 4.x infrastructure installation and support, Windows Servers projects support (monitoring, applications, MS SQL Enterpise/Express 2005, 2008; Monitoring tools (Solarwinds, Nagios). Company env includes around 3700 servers.
* Build Linux, NetApp SAN, VMWare infrastructure from the ground (racked/installation/setup/support). Linux Redhat 5.x, Oracle RAC, Oracle Transportation Manager, Cisco UCS blade environment hardware built, VMWare ESXi environment. DR, QA, Production environment built. Solarwinds monitoring environment setup/support. Apache, Tomcat, DNS, FTP, LDAP, Mysql, Postgres.
* Capistrano, puppet (free version) setup. Deployment of Tomcat, Jboss, Apache, Websphere.

**Exelon Corporation, Kennett Square, PA Oct 2007 – Mar 2009**

 **Unix/Linux Administrator**

* Sun Solaris,9,10, VERITAS cluster 5.x, VERITAS FS 4.x, 5.x, VERITAS Netbackup 5.x, 6.x, SSO, Veritas Vault, SUN cluster 3.x, security patches, Unix security. Oracle 9,10 (OS level). SAN EMC Symmetrix, Clarion; ksh/sh/bash scripting; Perl scripting; Tomcat; Linux Oracle Enterprise 4, 5 RAC, TSM Backup 5.x, Remedy, Amazon Cloud/Webservices support.
* Technical level support for Exelon Kennett Square and Philadelphia Center City Exelon main building. Unix/Linux environment support and maintenance (Sun Solaris 9, 10, Linux OEL, Linux AS, ES, AIX, HP-UX). Monitoring tools: Uptime, Zabbix, Nagios, Serverscheck software; DBA team OS level support (Unix/Linux OS support side), build and support cluster infrastructure (Sun Cluster 3.x, Veritas cluster, Linux RAC cluster). Critical patches maintenance (Linux OEL, Sun Solaris). Developed various bash/sh shell scripting (lot of toolkits for Sun and Linux environment). Sun, Redhat, Oracle (metalink) tickets support between various groups.
* Create and maintain system management documentation and wiki technical site. Involved with various projects and performing general system administration functions. Security analysis for Unix, Linux environment. Assisted Oracle DBA team with migration DB from Sun environment to Linux RAC environment. Linux Oracle Enterprise servers installation and advanced configuration (Oracle RAC) with IBM 5.x series hardware. Sun Solaris and Linux OEL advanced kernel configuration maintenance and tuning.

**Vanguard Group, Wayne, PA Feb 2007 – Oct 2007**

 **Sr. Tier3 Unix Engineer**

* Provided technical Tier2/3 level support. SUN Solaris 8,9,10. Linux Enterprise 3,4, EMC Storages (Symmetrix, Clariion), Veritas Netbackup, Websphere, SunOne. Veritas Cluster, Veritas Netbackup 5.x, 6.x, Veritas Vault, Veritas FS, TSM, Websphere, Tomcat, Jboss, Perl, sh/bash/ksh; MQueue series, Wily, SSO, AIX 5.x.
* Monitor the environment, through the systems management tools (Like: Veritas Monitoring, Wily, etc.). Tier2/UTS Systems Operations has one primary responsibility to maintain the highest levels of availability and reliability for the clients of Vanguards UNIX-based infrastructure and three main sub-tasks: First & foremost, to monitor the environment, through the systems management tools. Second, to resolve problems, in the forms of service restoration and the resolution of trouble tickets. Third, to maintain the environment, by assisting Tier3 with vendor work, and the application of changes.
* Infrastructure (hardware and O/S & 3rd party software), Environment (production and development), Databases (Sybase, Oracle, DB2/Connect), Platform (external and internal net-centric, client server, etc.). Tier2/UTS are responsible for a host of highly complex net-centric & client-server based application platforms. All are extremely visible, business-critical systems, including Vanguard's public website with three million+ registered clients, as well as various other systems serving 10,000+ internal users and phone center operations on a 7X24 basis. Veritas Cluster administration and troubleshooting (4.x) (e.x.: resize, IPL, patches)
* Single point of contact for all UNIX, Sybase, Oracle, DB2/Connect, and net-centric related problems. Monitor various systems management consoles to recognize problem events, and react appropriately. Analyze and resolve infrastructure problems, restore service to Vanguard shareholders and internal clients as quickly as possible.
* Worked to resolve Trouble Tickets in a timely and effective manner. Operationally manage UNIX-based and net-centric environments. Interface with other Technology Operations and IT personnel (Network, Mainframe, Tier3, TE, PCOE, SI, etc.) Assist various projects support in performing general system administration functions for all areas of accountability (above). Assist various Tier3 projects implementing new technologies/solutions and major functionality upgrades. Assist various Tier3 staffs in performance monitoring and capacity planning for all platforms. Develop and maintain Operational Policies and Procedures for all T2/UTS services. Train Tier1 personnel in new processes, technologies and releases. Support elevations to the production environment. Maintain site security.

 **More than 10 years’ experience overview:**

* **National Digital Medical Archive (NDMA/I3Archive), Berwyn, PA - Jun 2006 – Feb 2007 Technology operations / Sr. Linux administrator**
* **Alcatel Kazakhstan, Almaty, Kazakhstan, Sales & Maintenance Support / Manager ISD SSI – Fixed CAT, 2005 – 2006**
* **Kuss-1 S.R.O, Prague, Czech Republic, Senior Unix administrator, 2004-2005**

 **DUCAT Corporation OAO “ARNA” Business Network, Almaty, Kazakhstan, Information Systems Department / IT Manager, 2002-2004**

* **LLC “Butya Trade Company”, Almaty, Kazakhstan, Network & Telecommunication Supervisor, 2001-2002**
* **International Research Exchange Board (IREX), Almaty, Kazakhstan, Unix Administrator (Internet Access Training Program (IATP) projects), 2000-2001**
* **1996 – 2000, Internet Service Provider Agency "ISP Aira", Almaty, Kazakhstan, Sr. Unix Administrator, 1996-2000**

**EDUCATION/DEGREE**

* Technical college No 13, Kazakhstan-Almaty; Engineer - radio-electronics equipment and devices.
* Kazakh National Technical University, Kazakhstan-Almaty, Computers systems and networks.

 Systems Analyst Engineer, Bachelors Degree.

**TRAININGS AND CERTIFICATES**

October 2002. CBOSS Training. Certificate. CBOSS Moscow. Billing system. www.cboss.ru

August 2002. Microsoft Business Navision Attain training. Programming and supporting. ABS Moscow.

September 2003. IT management. Arsenal Moscow.

October 2003. Finance for Non-Financial managers. Check Point Central Asia. Certificate.

November 2003. Personal management skills. Management training international MTI, Moscow.

January 2004. Comarch Sa. Poland: Warsaw, Cracow. Introduction, installation and management in Comarch billing system.

December 2005. Moscow, Russia. Eirtec Inc. Micromuse Inc. Netcool/Omnibus V7. Introduction and administration.

August 2017. King of Prussia, PA. ITIL Foundation Certificate in IT Service Management.

**MISCELLANEOUS**

Work status: US Citizen