RAJAN SILWAL   
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**SUMMARY**

Collaborative Systems Engineer offering specialized experience in cloud technology implementation and virtualization initiatives. Reviews completed service requests and incidents for errors or omissions and identifies additional actions required to resolve outstanding issues and promote excellent customer service. Maintains and continually develops accurate product and application knowledge. Seeking to leverage my expertise in delivering innovative solutions and ensuring system reliability as a System Administrator.

**SKILLS**

**Network Technologies:** TCP/IP, NAT, DHCP, DNS, HTTP, F5 Load Balancing

**Cloud Platforms:** OCI (VCN, Instances, Load Balance, Security Groups, NAT), AWS

**Programming:** C++, C, python, Shell/Bash Scripting, Git

**Monitoring/Ticketing:** Nagios, PagerDuty, Grafana, Prometheus, Jira, Redmine

**Automation/Building Tools:** Ansible, Terraform, Cloud Init,

**System Administration:** Linux (CentOS, RHEL), VMware, Windows and Mac system

**Learning:** Docker (Intermediate), Kubernetes (Beginner)

**EXPERIENCE**

**System Administrator**

**Ooma.Inc, Sunnyvale, California, USA | November 2021-Current**

* Skilled in constructing and managing comprehensive OCI infrastructure resources, encompassing VCNs, instances, block storage, IAM, security configurations, load balancing. Proficiently deploy and manage OCI resources using Terraform and Ansible ensuring secure virtual private connections.
* Spearhead automation efforts through scripting with Python, Ansible, Shell/Bash, Terraform, Spacewalk, and Foreman, eliminating manual tasks and improving operational efficiency. Contribute to the implementation of CI/CD infrastructure, streamlining project build and deployment processes.
* Skillfully manage the daily maintenance, configuration, and administration of diverse server environments, encompassing Linux distributions such as RedHat, Ubuntu, and CentOS.
* Effectively oversee and maintain IT infrastructure through monitoring tools like Nagios, PagerDuty, Grafana, and Open Nebula, expertly utilizing key performance indicators to optimize server performance and ensure high uptime.
* Creating and managing containers. Actively participated in deploying applications on Kubernetes clusters, gaining proficiency in the basics of pods, services, and utilizing YAML configurations for simple application deployments.
* Experienced in key aspects of F5 load balancing, including creating pools, defining rules, and implementing NATing. Applied knowledge to enhance application availability and optimize traffic distribution within network environments.
* Implemented and optimized TCP/IP configurations, within Linux-based server environments to ensure seamless network communication and performance, while also managing DNS and DHCP services to maintain reliable network operations.
* Contribute to change management and user documentation, ensuring comprehensive coverage of administrative tasks. Actively participate in on-call support for resolving operational issues affecting production services.

**Test Engineer**

**Apple, Sunnyvale, California, USA (Contract with Mindlance) | July 2021 – November 2021**

* Assist engineering teams in setting up and qualifying test stations, ensuring compliance with directives, and conducting initial qualification tests.
* Skillfully operate complex semi-automated test equipment, maintaining precision and consistency, while also overseeing record-keeping for unit movement and fixture maintenance
* As needed, document procedures, including Standard Operating Procedures (SOP), to maintain clear and consistent processes.

**Computer Service Associate**

**Modern Computer Link, Kathmandu, Nepal | April 2013 – December 2016**

* Conducted QA tests on computer systems and network hardware to ensure the quality of implementation.
* Proficiently installed various operating systems (Windows, Linux) using PXE boot and managed different file systems
* Provided training and guidance to junior staff members to enhance their skills and knowledge.

**EDUCATION**

Bachelor’s in Computer Science

CSU East Bay, Hayward, CA, May 2022