

# Vivek Shyam M

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## Summary

Experienced Linux System Administrator with over 4 years in production environments, specializing in troubleshooting, automation, and maintaining high availability. Skilled in DNS configuration, file system management, and network administration, I aim to enhance system efficiency and drive operational excellence through proactive technical support and strategic solutions.

## Experience

09/2020 - 10/2024

Hosting Product Specialist, **NewFold Digital**, Bengaluru, IN

- Managed and maintained **production Linux environments**, achieving **99.9% system uptime** across **RedHat, CentOS, and Ubuntu** platforms.
- Resolved over **200 DNS/Bind** and **network-related issues**, reducing client-reported downtime by 30%.
- Implemented **Cloudflare CDN** to resolve **DNS issues**, improving site loading speeds and reliability for clients.
- Utilized **Kafka** to analyze and process **email logs**, identifying spam patterns and improving email system performance.
- Used **Datadog** for **real-time log monitoring**, helping to quickly detect and resolve potential system issues.
- Led the migration of **100+ servers**, reducing system downtime by 20% and improving performance for **high-traffic brands** like **Bigrock, HostGator, and Bluehost**.
- Utilized **Salesforce** for **ticketing**, ensuring streamlined issue tracking and improving customer support response times by 15%.
- Employed **Jira** and **ServiceNow** for efficient **incident management** and **escalation**, reducing resolution times for high-priority issues.
- Developed and deployed **Bash scripts** automating 30% of routine tasks, improving uptime by 15%.
- Mentored a team of **5 L2 support engineers**, resulting in a 20% improvement in team efficiency.

11/2018 - 08/2019

INTERN, **Abstream Technologies**

- Handled 50+ array installations and disk creation tasks, improving storage performance and data management efficiency by 15%.
- Scheduled and managed snapshots for 10+ remote servers, ensuring 100% data availability during hardware maintenance operations.
- Implemented Fiber Channel and iSCSI protocols for storage solutions, reducing latency by 20% in data center operations.
- Participated in edge component maintenance for data centers, contributing to a 10% reduction in hardware failures through proactive monitoring and intervention.
- Collaborated with cross-functional teams to resolve 20+ technical issues, delivering faster solutions and reducing downtime by 12%.

## Skills

- **Operating Systems:** RedHat Linux, CentOS, Ubuntu, VMWare, Oracle VirtualBox, Windows Server
- **Linux System Administration:** Expertise in **managing, configuring,** and **troubleshooting** Linux environments
- **Server Management:** Experience managing **shared** and **dedicated servers** for web hosting environments (**Bigrock, HostGator, Bluehost**)
- **DNS & Network Management:** Proficient in **DNS/Bind configuration, static IP assignment, NIC management, NFS, FTP, NTP/Chronyd, HTTPD**
- **Logs & Monitoring Tools:** Kafka, Datadog, Nagios, Zabbix
- **Escalation & Ticketing Systems:** Jira, ServiceNow, Salesforce
- **Cloud Technologies:** Experience with **Cloudflare CDN** for **DNS management** and optimizing web traffic
- **Database Administration:** Basic knowledge of **MySQL** and troubleshooting in Linux environments
- **Scripting & Automation:** Expertise in **Bash scripting** to automate tasks
- **Customer Support & Documentation:** Skilled in documenting **troubleshooting processes** and **CRM management**
- **Team Leadership & Mentoring:** Led **L2 support engineers** to improve **troubleshooting techniques** and **server management**

## Education

**Bachelor Of Engineering,** Computer Science  
*Don Bosco Institute Of Technology,* Bangalore

- Completed my BE with
- GPA: 6.47 CGPA

## Certifications

- Complete Linux Training Course – udemy.com
- Administrator Tier1, cPanel
- Administrator Tier2, cPanel

## AWARDS/RECOGNITIONS

Received the Michael Porter Award for business effectiveness for implementing a strategic server optimization plan that reduced operational downtime by 15% and increased customer satisfaction.

## Languages

**Kannada:** First Language

**English:**

C2

Proficient (C2)

**Hindi:**

B2

Upper Intermediate (B2)