

MARC-CHARLES NICOLAS

Plano, Texas

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SR. SYSTEMS AIX / LINUX ADMINISTRATOR

SUMMARY OF SKILLS AND EXPERIENCE

A focused and results-driven Azure Cloud Support Engineer, with a solid twenty years experience as a UNIX AIX System Administration and Linux system administration and Azure Cloud Support.

Detailed knowledge of Microsoft Azure Cloud support, Microsoft Azure Iaas, Paas, Saas, IBM AIX Smartcloud server build, of Linux OEL V6 and V7, RHEL v6 and V7 and Solaris, technical and application support,. HACMP, Power-HA, LPAR, DLPAR, VIO, IBM Power6, Power7, Power8,. VMware vSphere 6.7 Products, notably vCenter Server.

Knowledge of Global Zones, Zones, LDOMs, Oracle Solaris 11, Disaster recovery, migration, networking and LVM, virtualization, VIOs, Knowledge of technical documentation Ansible and application administration.

Ticketing tools: OPAS Remedy, Service Now, Jira Service Desk, Peregrine, Siebel Web tool.

PROFESSIONAL EXPERIENCE

9/2020- 10/2021 AZURE CLOUD SUPPORT ENGINEER @ MICROSOFT Irving, TX

Worked as a cloud Support Engineer for Microsoft Corp. and served as technical resources for Microsoft customers to deliver unique value by collaboratively and reactively solved customer problems, involved in configuration and support for Linux Red Hat, Ubuntu, Debian, SUSE and Windows Virtual Machines. Worked with Active Directory Administration, Managed domains, Azure Key Vault, Encryption and Security on AZURE used Power shell script. Addressed RDP and SSH and Bastion connection issue. Created Azure Virtual Machines snapshots, Hyper-V Virtual machines, DNS, Network Security Groups (NSG) and subnets, Web Apps, PaaS, and IaaS. Worked with disk encryption, VM resizing and Azure storage. Troubleshoot the Azure configuration and Performance issues with Azure VMs and Networking issues with VPN, Express route, UDR, User Defined Route, firewall and antivirus applications. Administered 2008 ,Windows Server 2003/2008/2008r2/2012
Provided solutions to a variety of technical problems of moderate scope and complexity such as RDP and SSH, Bastion, NSG and support request (SR) handled as per our Service Level Agreement (SLA) and to the highest possible customer satisfaction.
Provided support to Microsoft's Enterprise customers and interacted with multiple teams who are responsible fix azure storage, connection, performance problem.

9/2019- 9/2020 LEAD LINUX ADMINISTRATOR @ WIPRO MICROSOFT Plano, TX

Lead patching and management of Solaris 10 and 11 servers, Linux OEL and Red Hat V6 and V7. Managed Oracle Solaris and Linux server, VMware as System Administrator. Participated in vulnerability identification, and remediation activities. Troubleshoot technical cases on across multiple disciplines as SAN, NAS. Evaluated enterprise architecture to determine monitoring requirements. Served as a subject matter expert for Linux and Solaris system issues. Monitored database migration and Disaster Recovery management programs designed to identify and remediate risks in critical IT systems. Managed multiple on-going projects, duties involved installation of SAP application, PowerHA (HACMP). Participated in infrastructure and Linux patching projects by lending technical expertise, created technical documents and SOP documents and made sure they are completed on time. Supported applications and carried out server decommissions. Applied patches weekly to

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meet audit requirements using Red Hat Satellite server, YUM and RPM tools. Helped to document current infrastructure and developed SOP and Knowledge Based documents for repetitive and critical tasks.

9/2018 - 10/2019 LEAD LINUX APPLICATION SUPPORT @ AMERICAN AIRLINES Fort Worth, TX

Played the role of lead Linux systems administrator and application support analyst; Responsible for patching, application support, software installations such as INFORM, ROVR, GSLISA (GroundStar Lightweight Interface Service Architecture) on Linux RHEL V6 and V7 servers, system build and patching. Monthly patches for Linux using Ansible and Satellite server. Deployed monitoring and performance solutions to keep the systems running smoothly by using Splunk, PerfInsights, and Nmon, etc. Carried out server decommissions, data backup, logs and recovery. Maintained and configured infrastructure tools to monitor and manage the environment health. Identified and implemented improvements to the process, procedures, documentation, and systems. Participated in 24 X 7x365 on-call pager rotation

9/2017 - 10/2018 AIX / LINUX SYSTEM ADMINISTRATOR @ DXC/HEWLETT P PLANO, TX

Coordinated hardware/software installations and upgrades to ensure the IBM Power8, Power7 and Power6 servers work properly and are performing in accordance with company policy. Recommended resolution to complex matters, Coordinated and monitored to isolate and diagnose common system problems; documents system events to ensure continuous functioning. Recommended course of action and implements as approved.

Used Ansible as Configuration management tool, to automate repetitive tasks, quickly deploys critical applications, and proactively manage changes.

Installed, configured and supported middleware. Coordinated testing, upgrades and provided system support for all UNIX AIX 7.1 and Linux 7 servers. Maintained UNIX/Linux Operating System to provide optimum performance and system availability and Used ITIL frame work methodology. .

6/2011- 10/2017 AIX / LINUX ADMINISTRATOR /SYSTEM ENGINEER @ IBM Dallas, TX

Built, designed, installed and deployed successful AIX and Linux Red Hat servers for IBM customers in IBM Cloud AIX environment. Handled hundreds of AIX and Linux server builds, OS upgrades and patches. Used system architecture and design to build IBM POWER-based p5/P6/P7 series servers, cloud servers, SCE+ smart cloud servers, NPIV and Non-NPIV servers. Responsible for performing installation of Linux Installation, maintenance and regular upgrades of Red Hat Linux Servers Linux RHEL 6.x, 7.x and AIX on LPAR, VIO servers Virtualization and clients servers used NIM network installation mManager, configuration and architecture of AIX.

Responsible for data center migration and Linux Red Hat Enterprise Linux 6.9 Server Build, RHEL 7.2, Bash Shell scripting knowledge. Managed multiple on-going projects, duties involved installation of SAP application, PowerHA, ORACLE, Db2, LDAP, Lotus notes etc. Tracked performance, utilization, and adherence to service metrics for assigned customers. Created technical documentation for customer environments, processes, standards, technical training, and support procedures. Performed RAC root cause analysis and QA, Monitored and managed infrastructures using monitoring tools such as: topas, vmstat, iostat on AIX. Upgraded HMCs, performed server checks or QAs prior to server deployment. Configured and maintained server systems; assisted with capacity planning. Used netgroup and LDAP as Authentication and authorization tools for advanced root privilege delegation and key logging. Used VMware and LVM, for server build, installation and configuration , VIO, HACMP, PowerHA, LDAP, security, backup. Hands-on experience on AIX Performance and Tuning and Powerbroker as an authentication and security Tool.

7/2010-6/2011 AIX LINUX SYSTEM ADMINISTRATOR III (BANK OF AMERICA) Dallas, TX

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Managed the UNIX AIX infrastructure and provided level III support for all issues on AIX servers. Duties included: planning and building new servers, installation and patching the operating system, Multibos Installation through NIM servers. Carried out multiple HMC upgrades, multiple data center inventory and root cause analysis for performance problems. Took part in the data center migration exercises., Worked remotely managed logical partitions through the Hardware Management Console (HMC): Created, configured new LPARs, Installed and updated the operating system through NIM. Configured SAN disk resources (EMC Symmetrix). Provided support for AIX 7.1 and 6.1, Red Hat Linux for customers in a 24x7 support of environment with high client impact hosting sites.

Environment: IBM AIX 7.1, 6.1, , Red Hat Linux 6,1 Sun Solaris, , IBM Tivoli Storage Manager 5, Perl, Korn Shell, IBM P595, P570, P550, IBM HACMP 5.x, IBM LPAR Validation tool, IBM HMC, Tivoli Storage Manager (TSM), BMC Blade Logic 7, EMC Symmetrix, PowerPath, Oracle 10x , Powerbroker authentication, used PAM (Pluggable Authentication Module) and LAM services for authentication in applications and Kerberos, to access servers new servers the first time and to validate passwords.

2/2010 – 7/2010 UNIX DATA ARCHITECT / BUSINESS ANALYST (HEWLETT PACKARD) Dallas, TX

Provided AT&T and HP executives with analytics and decision-support; tools used as the basis for reorganization, consolidation and relocation strategies. Worked extensively with the team to meet business requirements, created prototypes and analyzed workflow. Engaged as IT Enterprise Architect and Business Analyst, reporting to the ATT Account to serve on a number of projects focused on solution architecture for new business projects blueprints, deliverable, VPMD and waves. Worked to develop strategic technology blueprints and deliverables that defined the strategic direction of the organization for Responsible for data center migration. Projects involved infrastructures for large-scale applications and servers, deliverables, blueprints, virtualization, zoning and consolidation. Provided architecture designs, Performed technical assessments of infrastructure, resulting in recommendations for business units. Provided technical oversight for design and implementation, along with planning, design and implementation for ATT servers.

7/2009-2/2010 UNIX AIX SYSTEMS ADMINISTRATOR @ IBM Boulder, TX

Upgraded middleware such as Web sphere (WAS), ITIM, to current versions. Configured sendmail, built out and upgraded servers to AIX 5.3 TL8 and AIX 6.1. Worked with HACMP Cluster, installed and configured LDAPMON, tune database on LDAP migrate stage from F50 machines to p570 and servers decommission, automate build process for systems installation AIX 6.1, configuration and security. Sun Solaris 8/9/10, SVM, ZFS, Zoning, Virtualization (LDMs). IBM WebSphere Application Server 6.0/7.0 (Installation) Implemented, configuring and troubleshooting Veritas Volume Manager (VxVm) on Sun Servers. Provided support for Security load modules are like LDAP, NIS, KRB5, and PAM. VMware Technology Professional having 6+ years of I.T experience in VMware, SAN Storage, and IT Support. Actively demonstrated strong analytical, troubleshooting and Interpersonal skills with a customer focused approach. Worked on VMware Infrastructure 3.x/vSphere Installation & Configuration. Implemented the cloud platform. installed and configured IBM HTTP Server and IBM Connections. Responsible Managed Linux environments Installed and maintained [Linux](#) operating.

1/2008-7/2009 UNIX AIX / LINUX SYSTEMS ENGINEER III (SIEMENS) Carrollton, TX

Worked as a UNIX Systems Administrator team Lead / Unix Systems Engineer III in a data center Environment with over 5,000 servers, built, supported and maintained UNIX servers running (UNIX AIX, SUN Solaris, HP-UX and Linux) in a distributed environment. Responsible for problem resolution, performance tuning and analysis, proactive problem prevention, detection and resolution to root cause. Two years of experience in middleware administration using WebSphere Product family. Including planning installation and configuration of WebSphere Application Server. Experienced in applying patches for WebSphere Application Server, IBM HTTP

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Server. Installed, configured WebSphere Application Server 6.0. PERL scripting, PHP. Took part in a Disaster Recovery Sessions, racked, stacked and installed intel/SPARC servers. Handled system security, integration, analysis, architecture, and network support, Diagnosed and resolved system, network and application problems. Defined and performed system backup/restore, worked with Veritas Cluster and SxVM. Performed user account management, troubleshooting, system monitoring. Documented, initiated and implemented changes under change management and requests. Provided after-hours and maintenance support as needed. Sun Solaris 8/9/10, SVM, ZFS, Zoning, Virtualization (LDOMs, Veritas Cluster (VCS). Supported PAM-enabled applications, PAM library, configuration file, and PAM modules on a system that has been configured to use PAM.

2/2006-12/2007 SENIOR SYSTEMS ADMINISTRATOR (DELL / PEROT SYSTEMS) Plano, TX

Served as SME subject matter expert for Capacity Planning Team and different other business accounts running HACMP on UNIX AIX. Healthcare Experience being the SME for difference Hospital accounts. Followed ITIL Best Practices for Capacity Planning• Reviewed performance data watching for CPU and Memory utilization issues indicating a need to upgrade systems. Performed regular and ad-hoc performance analyses of mid- range servers owned by the Capacity Planning team. Performed regular capacity analyses for applications such as SAS. Developed processes for delivering standard reports, including Exception Reports and Performance Analysis Reports. Analyzed performance data for AIX looking for resource utilization issues with CPU, Memory, Disk, and Network metrics. Reset hundreds of user accounts with timed-out passwords. Created new accounts for developers, database administrators (DBAs) and other administrators on pSeries Servers with different Logical Partitions (LPARs). Utilized OPAS Remedy system to manage and route tickets. Performed server room cable management and server move to TSM offnet backup. Executed installation, customization and maintenance of operating systems and system software.

Performed database backups and restores. Tested software updates and patches monitored and tuned systems in standalone and multi-tiered environments. Oversaw incident resolution, problem determination and root cause analysis in accordance with service level agreements. Provided in-depth diagnosis for operating systems software/hardware failures and developed solutions. Prescribed system backup/disaster recovery procedures and directed recovery operations in case of destruction of all/part of operating system/components. Contributed to two DR - disaster recovery sessions. Recognized for above average performance. Used BMC patrol as performance monitoring tool.

/9/2002 - /2/2006 SOFTWARE ENGINEER, KERNEL GROUP (IBM, FARMERS BRANCH, TEXAS)

Worked closely with AIX logical volume manager. LVM/VIO, performed ODM deletion and replacement of disks from volume group. Contributed to daily AIX logical volume management including LVM/VIO, VIO client and server mapping. PERL scripting, PHP. Performed UNIX AIX system administration routines, migration, paging space and file system changes, mirroring, system booth and recovery as well as logical volume striping. Executed SMP booting, error reporting and physical partition allocation from disks. Managed user logins, added modified and deleted user accounts. Oversaw disk and file systems. Set up local and remote asynchronous printers. Contributed to day-to-day troubleshooting, dump analysis for end users on UNIX AIX-based applications. Created user roles and groups for securing resources using local operating system authentication. Held responsibility for support and reliable maintenance of applications running on AIX. Troubleshot and analyzed hardware/software failures for AIX servers, including core dump and log file analysis and RCA. Performed tuning of AIX servers, including CPU processes and workload utilization.

/3/2001 - /9/2002 IBM SOFTWARE ENGINEER, COMMANDS GROUP (IBM, COPPELL, TEXAS)

- Oversaw system dumps and core files analysis. Performed RCA - Root cause Analysis for system crashes and performance issues.

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- Supported UNIX AIX commands as well as login process, permissions, auditing, accounting, passwords/users, shell scripts, Cron, defunct process, system environment and profiles.
- Managed user accounts and groups as well as disks and filesystems.
- Set up local/remote asynchronous printers, modem and TTY configuration.

/7/1999 - /3/2001 IBM SOFTWARE ENGINEER LANGUAGES GROUP (IBM ROANOKE, TEXAS)

- Played the role of Software Engineer. Tested and debugged UNIX AIX applications written in C, C++, COBOL and testcases. Responsible for daily root cause analysis and debugging of application problems.
- Licensed software with use of License Use Manager (LUM). Installed and updated compilers with PTFs and APARs. Configured standalone, central registry and client servers for concurrent network license, client servers and nodelock licenses through LUM.

EDUCATION & CREDENTIALS

1999– M.B.A. Business Administration – Oklahoma City University, Oklahoma City, Oklahoma

1996- B.S. Agri-Business Engineering, Business Administration- University of Guadalajara, Jalisco

CERTIFICATIONS

- ✓ IBM pSeries AIX System Administrator 5 L
- ✓ IBM pSeries AIX System Administrator 4.3

FLUENT FOREIGN LANGUAGES

- ✓ English, Spanish, French, Haitian Creole, good knowledge of Italian