Roberto Chaud

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Summary

Motivated, flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills

- **Languages**: Spanish and English
- **Linux OS**: Red Hat Based and Debian Based
- **Cloud Computing**: OpenStack
- **Virtualization**: KVM, Oracle VM, Virtuozzo, VMware
- **Scripting**: Bash, Python
- **Control Panels**: Virtuozzo, Plesk, cPanel
- **Monitoring**: Shinken
- **Lifecycle Management**: Foreman
- **Automation**: Ansible, SaltStack
- **Services**: OpenStack Services, Apache, Nginx, HA Proxy, MySQL, MySQL Galera Cluster, Memcached, PHP, Dovecot, Courier, Exim, Postfix, SpamAssassin, BIND, Pure-FTPD, ProFTPD, IPtables/FirewallD, CTDB, KeepAlived

Certifications

- EXIN Foundation Certificate in OpenStack Software - LIC: 5668989.20527854 - 04/2016
- CloudU - LIC: c8e2f5c2-32f9-402a-bba2-8df634fb4c27 - 10/2014

Education

2013-2013   Austin Community College
Red Hat Class Certificate of Completion.

2007 – 2011   Pflugerville High School – Pflugerville, TX
High School Diploma.

Professional Experience

VIASAT (http://www.viasat.com)
Cloud System Analyst, September 2017 to Present
- Provide assistance migration legacy Apps to Amazon AWS(from VPC to Docker EC2 images)
- Provide support to old legacy systems such as migrating from 3Par to XP7 LVMs, apply patching via Red Hat Satellite, coordinate with project manager and teams using systems before make changes.
- Provide assistance to non technical team for their projects and systems requirements.

HEWLETT PACKARD ENTERPRISE (http://www.hpe.com/)
System Engineer, November 2016 to September 2017
- Develop, deploy and provide support for core services within the HPE Cloud Labs infrastructure such as Shinken HA monitoring solution, Foreman HA cluster(BareMetal and VMware Provisioning), VMware cluster, and internal services(NTPD,NFS,GlusterFS, etc).
- Deploy and provide support of MPC(Managed Private Clouds running Helion OpenStack) to internal customer.
- Develop automation based on Ansible or SaltStack for deployment of internal services.

HPE HELION (http://www.hpcloud.com/)
IHV Engineer (Independent Hardware Vendor Certification), April 2016 to November 2016
- ➢ Deploy different versions of HOS (Helion Openstack) in test cluster with the purpose to integrate third party vendors hardware such as Cisco Router/Switch, F5 LBaaS, TinTri VMStore, SolidFire, MidoNet, etc and certificate compatibility with Helion Openstack.
- ➢ Verify hardware functionality after integration completes running multiple automated(Tempest) and manual testing.
- ➢ Create documentation via Confluence and Jira for the integration process and escalate to HPE Docs Team to publish to docs.hpcloud.com

HPE HELION (http://www.hpcloud.com/)
NOC Engineer , January 2015 to April 2016
- ➢ Monitor and maintain approximately four thousand linux nodes in 3 OpenStack datacenters for issues related to managing and maintaining running services, hardware and networking via Icinga (fork of Nagios).
- ➢ Coordinate and schedule H/W actionable tasks with Datacenter Operations teams to resolve hardware issues.
- ➢ Triage confirmed service incidents and work with OpenStack service team engineering groups to efficiently resolve issues while providing internal communications and documenting events.
- ➢ Identify and confirm security issues stemming from hosted virtual machines, snapshot for Security team investigation, sniffer trace captures and review.
- ➢ Manage Active Directory groups/assignments/user creations and troubleshoot related issues.
- ➢ Create internal wikis to document internal processes which had previously been tribal knowledge.

HOSTGATOR (http://www.hostgator.com)
Sr Live Monitor Linux Administrator , April 2014 to December 2014
- ➢ Monitor thousand of Shared/Reseller/VPS Nodes servers, make sure they are running at their best (along with their processes, MySQL, Apache, Nginx, SSH, Sendmail,Pure-FTPD, etc) and guarantee uptime on server, network and services.
- ➢ Work Zabbix Alerts Critical Alerts (Raid issues, Server down, Hardware failure, MySQL MaxConnections, Packetloss, DDoS, Memory Errors).
- ➢ Take escalation from Linux Administrators, Supervisors, Customer Service Representatives, etc, regarding any issues on servers.
- ➢ Consult on new features, changes, and settings for HostGator farm wide server with other Live Monitors and System Architect to help improve security and performance.

Linux Administrator L1 , March 2014 to April 2014
- ➢ Provide support via the ticket system on L1 Support queue (escalations from Support Jr Administrators).
- ➢ Troubleshoot linux server issues and help on fixes (Pure-FTPD, Postfix, MySQL, Apache, etc) and server scripting.

L1 Monitor Linux Administrator , January 2014 to March 2014
- ➢ Take escalation from Jr Monitors (Optimizations, Escalated Suspensions, projects) and Support Administrators.
- ➢ Work Zabbix Alerts Non Critical Alerts (Exim Spam, Low Idles, Backup Failures) and Low Priority Green Alerts (Disk Failure, Inodes).

Jr Monitor Linux Administrator , February 2013 to January 2014
- ➢ Provide support for customer needing assistance with site performance and optimization.
- ➢ Troubleshooting websites using excessive amount of resources on servers affecting server performance.
- ➢ Optimization of Joomla, WordPress, Drupal, Magento, etc.

Jr Administrator , January 2012 to February 2013
- ➢ Provide front line support via chat and phone.
- ➢ Troubleshooting a variety of technical and non-technical issues that customers have with their web hosting web plans and services.
- ➢ Providing technical support for level one escalation issues via helpdesk.

➢ Troubleshoot linux servers issues (web, ftp, email, control panel).