

SAICHARAN BELUGUPPA



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Middleware Operations - IBM India Pvt Ltd, Bangalore.



Career Objective

Highly motivated and dedicated individual seeking an environment that encourages continuous learning and provide exposure to new ideas, personal and professional growth and to be associated with a progressive and innovative organization which demands the best of my professional ability in terms of theoretical and technical knowledge and be part of a team that dynamically works.



Professional Summary

- ✚ Passionate Software engineer having **2.4+ years** of **IT experience** as **middleware operations** and software configurations management and process Automation for environment builds with a wide range of supporting languages, platforms, technologies and operating systems along with shared client hosting based 24X7 environment and hands-on experience in supporting, automating and optimizing project and client needs and more over an aspiring **DevOps Engineer**.
- ✚ Expertise in end to end development of software products from requirement analysis to System study, documentation and testing, evaluating end-user requirements, installation, configuration, troubleshooting and performing day to day administration activities for complex information systems management.
- ✚ Open source knowledge with **Architecture, Development, Test and Security** for **DevOps** Projects.
- ✚ Knowledge with Configuration Management tools & Build management tools such as **Ansible, Maven, Jenkins, docker, Kubernetes**.
- ✚ Proven experience on create Branching and Tagging concepts in Version Control tool like **GIT**
- ✚ Hands on experience in automating administration and creation of Jenkins jobs and implemented **CI/CD** and monitoring build failures and build status indicators.
- ✚ Strong experience using **MAVEN** Build System and Artifacts like **Nexus**
- ✚ Expertise in **writing playbooks and creating Roles** in Ansible.
- ✚ Hands-on in working for scripts related to build, deployment, maintenance and related tasks using tools like **Jenkins, Docker, Python** and **Shell Scripting**.
- ✚ Knowledge on AWS to manage and configure automating cloud deployments such as creating **EC2, S3, Network configuration, VPC, ELBS** and **RDS** including backups, patches and scaling.
- ✚ Knowledge on Database and SQL table with **MYSQL**.
- ✚ Hands-on experience in using **ECLIPSE and IntelliJ** as **IDE** for developing software and features.
- ✚ Exposure in products Builds and Release management in **waterfall model, SDLC, Agile teams, Systems integration and Environments Management**.
- ✚ Worked on p1, p2, p3 and p4 incidents and resolved incidents with-in incident SLA timings.
- ✚ Working experience in different incident management system tool and worked on incidents, Problem tickets and Change tickets and generate daily weekly and monthly reports using reporting tools and analyze it for continuous process improvement.
- ✚ Good knowledge of **Programming concepts, OS related issues, Server configuration** and **clustering**.
- ✚ Coordinate, facilitate and communicate with cross applications teams to set up deployment or release plans and work with Release Management, Development teams, Business analysts and QA teams to consistently improve the delivery processes.
- ✚ Strong communication, interpersonal, analytical and leadership skills with proficiency at grasping new technical concepts quickly and utilizing the same in most productive way and for client end needs also.
- ✚ **Domain Knowledge** - Banking, Health, Security, Telecom and Management.



Technical Expertise

| <i>Skill</i> | <i>Knowledge On</i> |
|---------------------|--|
| OS platforms | Linux, Unix, windows |
| Dev-ops Tools | Git, Maven, Nexus, Jenkins, Docker, Ansible, Kubernetes |
| Languages | Python (Flask and Django), HTML, CSS, SQL, C and C++, Shell/Bash Scripting |
| Ticketing Tools | Remedy, Service-Now, JIRA |
| Monitoring Tools | Nagios, USM, Netcool, Tivoli, Encana, App-Worx, Cloud watch, ControlM, Vrops |
| Other Tools | Rest-API, AWS and Cloud formation, Virtualization, Database, IDE, MQ, ELK |



Projects Worked On

DevOps Project (2019 – working)

- Medical Insurance Claiming System

- ✚ Software Configuration management (Automate CI & CD pipe using Ansible, Maven, Jenkins, GIT).
- ✚ Automation of installation process and create test automation Jenkins pipelines (Master and Slave)
- ✚ Installation, maintenance and administration of DEV/TEST/UAT/Production servers
- ✚ Writing Inventory Files and Creating playbooks in Ansible for configuration and deployment activities.
- ✚ Configured packages, services using Ansible modules like yum, service, templates, handlers.
- ✚ Configured Jenkins Jobs install plugins for generating Project artifacts.
- ✚ Perform Deployment of War files in Tomcat application servers using Shell script and Ansible.
- ✚ Verify Deployments logs to check for successful deployments and live.
- ✚ Responsible for tagging and maintain code on version control GIT.
- ✚ Configuring Apache/ tomcat server using Ansible.
- ✚ Worked on creating Docker Containers and setting up of pods in K8s
- ✚ Actively involved in the analysis, detail design, development, bug fixing and enhancement for creating Builds and Deployments planes.
- ✚ Creating War/jar / Ear files using Maven and Performed Build activities depending on need of client.
- ✚ Responsible for provisioning and managing the cloud service instances while managing the costs
- ✚ Collaborate effectively with team of architects and developers to solve the complex issues/defects identified in the Development/Test and production environments

Project (Feb 2019 – working)

Name : Celero (Banking Project)

Client : Everlink, Canada.

Role : Operations Analyst /Service Delivery Specialist

Responsibilities

- ✚ Provided ATM and POS connections for almost all top banks.
- ✚ Involved in interacting with client for requirement analysis and business needs.

- ✚ Direct interactions with clients for their bank connections, cluster, nodes or network issues to resolve.
- ✚ Been part of technical team and provided 24/7 support to Client and resources.
- ✚ Worked on servers for CPU Utilization, Memory Utilization, and Disk Utilization for performance and written customized scripts for fetching details and logs.
- ✚ Working nature with different clients for different issues like stand-in, Data center issues, standard recovery delay and more-on.
- ✚ Part of standard recovery process and helped respective clients to bring connections UP and DOWN.
- ✚ Handling Client calls for reviewing the support work.
- ✚ Analyzed the Alerts and events received in respective queues (Nagios, Appworx, Vrops) and worked correspondingly.
- ✚ Managed backlog check, Agents in both production and test environments.
- ✚ Worked with different platform teams for change implementation or patching activities.
- ✚ Troubleshooting the issues and provided solutions for different teams and clients.

Project (Feb 2019 – working)

Client : Telstra and Encana corp.

Role : Server Operations Specialist

Responsibilities

- ✚ Acted as Critical resource for team and provided my knowledge to solve different issues and bugs.
- ✚ Attending validation calls after critical issues & validate the application or servers are back in action and giving my 24/7 support to the client and project.
- ✚ Performing temporary, Urgent or Emergency schedule changes understanding all other potential job implications.
- ✚ Identify critical incidents, coordinate resources to expedite the recovery, provide real time communication of recovery plans to IBM, Customers and Service Management team and ensure appropriate steps are executed for the duration the critical incident exists.
- ✚ Escalated client impacting events through Incident/Problem Management as well as worked with appropriate levels of support to resolve issues
- ✚ Working with dump of events, alerts, tickets and server issues and configurations.
- ✚ Worked along with different platform team like intel, oracle, Unix, storage for all errors.
- ✚ Fixing critical issues by joining Outage calls or patch or change works.
- ✚ Proactively Monitoring and managed the different tools and environment.
- ✚ Worked with number of servers, databases, clusters, configurations scheduled jobs and Perform approved Changes and change activities in Production Environment.
- ✚ Documenting the errors or bugs or issues and resolution for future reference.
- ✚ Troubleshoot the nightly build failures and alert the respective development teams for quick solutions.
- ✚ Worked on dump of tickets or incidents, resolved and provided the records and fix for issues.
- ✚ Maintaining both integration and infrastructure as part of an operations-focused culture
- ✚ Scheduling of jobs, Monitoring of Pre-Scheduled jobs, space on data bases, disk and volume Management, Server status, Logs and directors.



Education

✚ **BTech Electrical Communication Engineering (2014 - 2018)** **CGPA: 8.71**

Dr. M. G. R University, Chennai

✚ **Board of Intermediate (2012 - 2014)**

Percentage: 94

Narayana Junior college, Anantapur, Andhra Pradesh

✚ **Secondary School Certificate – SSC (2012)**

Grade: 8.8

C.V.R English Medium High School Anantapur, Andhra Pradesh



PERSONAL PROFILE

Date of Birth : 15th Nov, 1996
Area of Interests : keep-on updating with cutting edge technologies, Creative writing skills.
Strengths : Quick learner , adaptability, teamwork, Positive attitude, Clam nature.
Linguistic Proficiency : English, Telugu and bit of Tamil, Hindi
Location : Anantapur, Andhra Pradesh. (**Work Loc-** Bangalore)

I hereby declare that the above-mentioned information is correct to my knowledge and I bear the responsibility for the correctness of the above mentioned.

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SAICHARAN BELUGUPPA

Bangalore