**LOKESH SHARMA**

**DevOps /Production Support Engineer**

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**PROFESSIONAL SUMMARY:-**

* 5.3 years of Production support and Dev-ops in Monitoring, Analysis and troubleshooting..
* Experience working with CI/CD implementation **Micro Service** architecture.
* Work with QA, Release Management and L2 Support teams to ensure Quality Rollouts.
* Work in **GIT** to manage source code.
* Used **Jenkins** tool to automate CI/CD process.
* Worked on the **Docker** container to create and modify Docker image for different environment.
* Worked on the **Kubernates** for the container orchestration.
* Having experience cloud platform like **AWS.**
* Hands on experience on multiple AWS services like EC2, S3,ELB,EBS,Auto scaling.
* Working Used **UNIX shell scripts and Python scripts** to automate and systematize the load process at nightly cycles
* Working experience in rotational shifts **24/7 Production Support**.
* Working experience in rotational shifts and **L1 and L2 Production support.**
* Working as **Production Support, attending production calls, troubleshooting the application and resolving bugs.**
* Good understanding **of ITIL and ITSM** operational processes like **Incident Management, Change Management, Problem Management and Service Improvements.**
* Good Experience in Oracle advance SQL Programming Using **Analytical functions, Sub Queries, indexes and so on.**
* Proficient in creation, modification and effectively use of database objects like **Tables, Constraint, Sequences, Indexes, Group Functions, and Views .**
* Experience in handling ITIL Methodologies
* Experience in handling AGILE Methodologies

**PROFESSIONAL EXPERIENCE:-**

* Working as Programmer Analyst at **Fidelity** from July 2019 to till date.

**TECHNICAL SKILLS:-**

**Database : Oracle 10g / 11g, Teardata**

**Language : SQL, PL/SQL, Unix bash, Python , Poweshell**

**Operating System : windows XP, 7, Linux Tools : Kubernates, Docker, Jenkins, Splunk, ELK, Service Now, Jira, GIT Cloud Technology : AWS (EC2, S3, ELB, Auto scaling, Rout 53)**

**Roles & Responsibility:-**

* Involved in development of interface programs to import parts information to inventory base tables.
* Interacted with Business Analysts and participated in user requirement sessions to analyze and gather business requirements.
* Built complex queries using SQL and wrote stored procedures using PL/SQL.
* Performing Root Cause analysis and submitted Known errors (KB Process).
* Working experience in rotational shifts and L1 and L2 Production support.
* Loaded the data into database tables using SQL\*loader from text and excel files
* Participate in projects related to Projects and peripheral applications, as requested.
* Work in GIT to manage source code.
* Used Jenkins tool to automate CI/CD Process.
* Worked on the Docker container to create Docker image for different environment.
* Worked on the Kubernates for the container orchestration.
* Responsible for developing technical specifications from business requirements.
* Developed interface for item data conversion to load items from flat file to Oracle Inventory using SQL\* Loader, PL/SQL and import items program.
* Working as a **System Engineer** at **Tata Consultancy Services** from Feb 2016 to June 2019

**TECHNICAL SKILLS:-**

**Database : Oracle 10g / 11g, Teardata**

**Language : SQL, PL/SQL, Unix bash, Python , Poweshell**

**Operating System : windows XP, 7, Linux**

**Tools : Splunk, Service Now, GIT, Putty, Control M, Informatica**

**Roles & Responsibility:-**

* Developed Stored Procedures, Functions, Packages and SQL Scripts using Pl/SQL.
* Created multiple python scripts as per the client requirement.
* Involved in development of shell scripts to send invoices to customer through mailing.
* Monitoring the Database performance and take necessary action to optimize the database performance
* Involved in full development cycle of Planning, Analysis, Design, Development, Testing and Implementation.
* Extensively used for all and bulk collect to fetch large volumes of data from table.
* Monitored overnight Control M batches
* Worked on UNIX shell scripts to automate and systematize the load process at nightly cycles.
* Developed SQL and PL/SQL scripts to transfer tables across the schema and databases.

**EDUCATION:-**

* B.E. from ACROPOLIS Technical Campus, affiliated to RGTU with specialization in Electronics & Communication 2015 and Score 7 CGPA.
* Senior Secondary School Certificate (10+2) from Board of Education Bhopal, in year 2011 with 71.2%.
* High School Certificate (10th) from Board of Education, in year 2009 with 67.17%.

**CERTIFICATIONS:-**

* Completed ORACLE Database SQL (0z1-071) associate certificate.

**OTHER ACTIVITIES & HOBBIES:-**

* Listening Music
* Watching and Playing Sports

**PERSONAL PROFILE:-**

Name : Lokesh Sharma

Father’s Name : Gopal Sharma

DOB : 03/07/1993

Nationality : Indian

Sex : Male

Marital Status : Single

Languages Known : English,French & Hindi,

**DECLARATION:-**

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

**PLACE: Gurgaon**

**DATE:**