

Devops, Application and Production Support, Incident Management in IT Infrastructure

Career Objective:

Passionate computer science professional with technical and interpersonal skills, wants to start a career with global companies in developing innovative IT solutions that shall yield twin benefits of job satisfaction and steady-paced growth.

Technical Skills:

Cloud Computing with Microsoft Azure, Siebel(CRM), Linux, Unix, Shell scripting, MySQL, MongoDB, PL/SQL, Nodejs, Angular, Jenkins HTML, CSS, JavaScript, ELK, Tactix, C, Java, Python, JIRA.

Education:

BE Computer Science, 2017. <i>Anna University aff. RMK Engineering College.</i>	Score: 7.76 CGPA.
Higher Secondary Certificate, 2013. <i>Narayana College.</i>	Score: 95.2%.
Secondary Level School Certificate, 2011. <i>Central Board of Secondary Education.</i>	Score: 9.8 CGPA.

Software Engineer, Tech Mahindra,**2018-2021****Work Experience and Projects****Project Name:** North West Frontier

2020 June – Till Date

Project Description and Nature of work:

NWFH Development portal is a collaboration of five applications i.e. Drupal (Website Content Management), Angular Applications (buy flow), Node API (Backend Applications/sales flow), OSTicket (for org ticketing) and Agent App which offers various services such as Internet, TV and Phone. All applications run on the Azure cloud platform, as well as the local platform. This project mainly deals with production support of Ziply's Infrastructure, handles live customers, features, installations, upgrades, deployments, migration and the entire architecture.

- Implemented various environments (DR, Staging, UAT) setup in Microsoft Azure cloud as per the clients requirement which includes VMSS, log monitoring, Load Balancing configuration, Application insights and service map, Networking, Application gateway, Certificate order and installation, Database and Application code integration, alerts configuration, Function testing due to which insights on application have been achieved.
- Installations and upgrades in Azure for Dev, UAT and Prod environments to keep the servers up to date with the latest OS versions. Supported migrations, deployments to improve and support new workflows.
- Involved in Infrastructure Monitoring which includes Application, Database and Server level monitoring to avoid major architecture level issues. In ordered to do so implemented High Availability(HA) zoning for all the servers and components.
- Performed Root Cause Analysis(RCA) for alerts, fallouts, failed requests in order to troubleshoot priority issues.
- Led frontend development of client's application in Angular and React for website and ad promotion.
- Implemented Automated Test Driven Development with automated deployment and sanity testing by building a configurable system for analysis and management activities.

- Participated in the business analysis to finalise road plan for process and workflow and integrating it with the development team to articulate technical concepts of the project.

Technologies: Microsoft Azure Cloud(API gateway, Lambda), OS(Windows), Angular, Nodejs, HTML, CSS, Jenkins, ELK, JIRA, MongoDB, MySQL.

Project Name: Siebel Oneview

2018 April – 2020 April

Project Description and Nature of work:

Siebel Oneview is a CRM application which holds Telecom customer related information. Worked in AGILE workspace for Production Infrastructure Maintenance and Enhancement for large-scale UK Telecom industry. Product manage the operational automation of the Innovative product set for on-premise and hosted environments:

- Developed, tested and implemented SQL scripts, automated processes, user interfaces and workflow orchestrations
- Worked with Operations teams to evaluate, measure, and find ways to drive improvements in the overall customer experience.
- Served as a technical resource for all of Operations globally and ensure the facilitation of technical engineering issue resolutions, particularly with respect to impacts on up/downstream product elements and software functioning during all phases of the client life cycle including:
 - Acted as level 3 and 4 support.
 - Responded to and troubleshooting severity level 1 and 2 issues.
 - Acted as a liaison between operations and non-operations personnel ensuring successful problem resolution.
 - Researched and improved applications performance and dependencies.
 - Supported migrations and deployments in various components.
 - Customized, enhanced, and integrated automated QA engineering processing tools for customer specific product features, elements, and components in accordance with the operation department's modifications.
 - Created a methodology and data points to effectively analyze customer satisfaction relating to innovative service experience and products.
 - Assisted in major planned events such as power down and disaster recovery.

Technologies: Unix, Shell Programming, Siebel CRM, SQL, Java, Amdocs Bridge, Tactix, OS(Linux).

Certificates:

- Introduction to **Cloud Computing**, UDEMY
- **Devops** Fundamentals with **Azure**, UDEMY
- Computing with **JavaScript**, UDEMY
- Build responsive real world website with **HTML5** and **CSS3**, UDEMY
- Impact Advanced M1 with British Council - Soft skills and Interpersonal skills.
- Cambridge English Entry level Certificate in ESOL. - Business English Communication

Achievements:

Received - 'BRAVO' and 'PAT ON THE BACK' awards for work performed NWF project, for being top on the Issues, Activities and maintaining Client Connect & also earned Appreciations from Partners, Clients.

Participation in Corporate Events:

- Participated in BT Tech Fair which has been held at Tech Mahindra.
- Created a common dashboard to access all the monitoring pages conveniently.