

# RUPESH KUMAR



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## Summary

### SUMMARY

Having 6+ Years of Valuable Experience in IT Industry, currently working as Senior Application Support Engineer

- \* Solid grounding in Production and Application Support.
- \* Working knowledge in UNIX/SQL/AWS/Python/Devops.
- \* Good hands on Devops tools(docker/kubernetes/bit-bucket/jenkins)
- \* Good hands on experience on scripting(shell/python)
- \* Experience on building Rest API(Pyhton/Flask/Swagger/JSON)
- \* Good hands on experience monitoring jobs, finding bugs and fixing those
- \* Experience on monitoring tools(Grafana/Kibana,New Relic, Weave, Cloud Watch, RDS performance Insight)
- \* Good analytical and team leading skills
- \* Good experience in resolving tickets and System monitoring within SLA

## Experience



### Senior Engineer

#### CSS Corp

Mar 2015 - Sep 2018 (3 years 7 months)

Skills : Production Support; UNIX, Oracle 10g, Networking(routing, switching, firewalls )

Roles & Responsibilities:

- \* Client requests come as emails, chat or through phones. The major part of my team included constant Analysis, System monitoring, responding to customer queries and responding to critical/server business problems.
- \* As a; the primary responsibility is code level investigation of the jobs, Packages, Procedures and Functions.
- \* Escalated the issues to the development and higher-level support teams for further assistance if needed.
- \* Involve in Health Checking of Unix servers.
- \* Diagnose and monitoring Alert log files.
- \* Perform day-to-day operations, administration and maintenance activities in support of the application.
- \* Troubleshoot and Dealing with the space management issues
- \* Worked on L2 support.
- \* Worked on Incident, Problem management and providing RCA (Root cause analysis)
- \* Monitor and Schedul jobs in BMC Control-m.
- \* worked to fix network issues.
- \* worked on system and access related issued(permissions and software upgrade).



### Software Engineer

#### Tech Mahindra

Sep 2018 - Jun 2019 (10 months)

Skills : Oracle, UNIX, Shell Scripting and AWS (S3, RDS, SQS)

#### Responsibilities:

- \* Responsible for providing support in L2 level depending on the priority of the issues to meet client's SLA.
- \* Responsible to handle escalated issues from L1 support team and in case of any further clarification of issues, need to contact client directly.
- \* Raise CR & give necessary information to the development team to fix the bug.
- \* Involve and coordinate with development team in releases (Week days as well as weekends).
- \* Responsible for escalating/addressing issues to development team in case of any major issues/ outage.
- \* Responsible for handling pre and post release issues and if needed, need to address the issues to concerned developers on specified SLA.
- \* Responsible for Managing Jobs and SQS services



### Senior Application Support Engineer

#### Ocrolus

Jun 2019 - Present (2 years 1 month +)

#### Key skills:-

Ubuntu, PostgreSQL, AWS, JIRA, Docker, Bitbucket, Kubernetes, Kibana, Weave, Python, Swagger, flask, postman, Grafana, RDS performance insights

#### Project Summary:

Ocrolus is US based No. 1 fastest growing FinTech Company, modernize Document-Driven Workflows. Ocrolus

builds human-in-the-loop infrastructure to automate back-office tasks with precision. working closely with Developers team, to support unwanted downtime and others issues.

- \* Responsible for providing support internal Tools – CURA and other sub-tools
- \* Responsible for Monitoring the Servers which is hosted on AWS server
- \* Raise CR & give necessary information to the development team to fix the bug.
- \* Responsible for escalating/addressing issues to development team in case of any major issues/ outage.
- \* Responsible for handling pre and post release issues and if needed, need to address the issues to concerned developers on specified SLA.
- \* Monitoring the database performance, SQS based dead-letter error, and fixing it through API or shell Scripting
- \* Monitoring the system or CURA related log in Kibana, Cloud Watch, SQS, Cloudtrails, New Relic.
- \* Resolving critical issue through Docker, Kubernetes and beanstalk, while restart/pause the services and debugging the issues to fixing it
- \* Monitoring the system performance and logs with services like Grafana, Kibana, Weave, Newrelic
- \* Knowledge of develop and deploy Rest API based on Python, Flask, Swagger and test them on postman/Insomnia.
- \* Experience on CI/CD pipeline
- \* Configuring the redash database queries and designing dashboard for company requirement and handle downtime as well.
- \* Working on ticketing tools JIRA and Pager-duty.
- \* Cloning any GitHub library(Bit-buckets) to check the code and pushing any update.
- \* using insomnia/postman to do any API call or test it through.
- \* Monitoring the Kubernetes clusters and deployments and scaling them using weave-work or k9s

\* monitoring other services like AWS cloud-front, StrongDM, AWS workspace(admin),openVPN

## Education



**Dr. M.G.R Educational & Research Institute**

B-Tech, Computer Science Engineering

## Licenses & Certifications



**aws certified solutions architect associate** - Amazon Web Services (AWS)

Issued Oct 2018 - Expires Oct 2021

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## Skills

Amazon Web Services (AWS) • Linux • SQL • Python (Programming Language) • Kubernetes • Jira  
Service Desk • Grafana • Kibana • Redash • Bitbucket