

Summary

4 years of experience as a Team Lead in the role of Infrastructure Automation/DevOps and Site Reliability Engineering with a demonstrated history of working in the Financial Technology and Infrastructure industry.

Having solid technical and leadership experience in analysis, design, development, architecting solution with great people management skills and rich learning curve.

Professional Experience

American Express (Senior Site Reliability Engineer)

(Oct 2019 to Present)

- Currently working as **Team Lead**, Managing members working on different technologies under SRE role.
- Working on designing and developing **AIOps** solution based on **ML/AI** technology.
- Working Extensively on **Architecting** solution and Designing tools to be used by SRE and DevOps team for proactive monitoring, reducing failure identification time, helping 24*7 production support, increase productivity, reduce CM failures.
- Working on designing solution to increase **efficiency/accuracy** and fast **build** of feedback **ML models**.
- Part of **L3 team** for **Managing Production support, Incident management, change validation, RCA** handling and all related escalation.
- Working on Cloud platform which include technologies like **Azure, OpenShift, K8s** and **Docker**.
- Working Extensively on Developing advance **SPLUNK** dashboard development and Alert configuration
- **Splunk** and **Grafana** Dashboard and queries development.
- **Architecting Proactive Monitoring solutions** using **SPLUNK, REACT, PYTHON** and other technology stack.
- Creating various automation solution using **python** and **Restful APIs** with **integration** of tools like **Service Now, Slack** etc.
- Worked on **Designing and developing** solution for **Data Centre level Self-Healing** and **OpenShift Pod Self-Healing**
- Designed and developed web-based portal for analysis of **Failure customer interaction** using **SPLUNK** logs and automate **FCI** analysis which help other **product/app/scrum** team to track their portfolio availability and review identified issue and fixes from single view with details overview.
- Maintaining **CI/CD** pipeline for product deployment cycle and handling blue/green pod switch.
- Pro-Active Dashboard monitoring and development for effective **error logging** and **troubleshooting**.

NetApp Inc. (Professional Services Engineer 2)

(July 2016 to Sep 2019)

- **Lead automation team** at NetApp Bangalore.
- **Architecting** automation solutions for large enterprises which include leading **banks** and **cloud** vendors.
- **SME** for infrastructure automation.
- Working with the customer and sales team on designing and demonstrating **POC** on NetApp automation technologies.
- **Designing algorithms** for **critical tasks** to make it **simpler, less error prone and reliable**.

- Working on automating admin daily jobs using **ANSIBLE and other scripting languages** for high accuracy and time saving.
- Designed automation solution for **Data migration** between **NetApp C-mode system** using **WFA**
- **Mentored** entire team to up skill on automation technologies and making them capable of delivering projects independently.
- Worked on designing **GUI** for self-healing tools using **Angular**.
- Worked on designing Team portal for project repository using **REACT**.
- Worked on designing Status Tracker Portal with pricing and utilization forecasting for ongoing and new Project and used by managers for monthly report and forecasting on resource bandwidth
- Worked on a self-healing project for the enterprise use cases. Technologies used are **Machine learning (Decision tree), NMSDK, Python (Back end) and HTML- CSS- JS (Front End)**.
- Worked on designing **Robotic process automation solutions** using **UiPath** automation tool and **Java Selenium**.
- Designing solution for automating application log management using **rsync** and **robocopy**.
- Working independently for migrating **SAN/NAS** workload from legacy NetApp to ONTAP system
- Developed **Feedback and Report generation web portal** which is one stop solution for managers to analyse the employee feedback given by customers using **PHP, MySQL, JS and CSS**
- Expert in automation technology, tools and language such as **Ansible, WFA, PowerShell**.
- Automated **disaster recovery** solution for end customers using **workflow automation tool, MYSQL, PowerShell**.
- Automated annotation setup and various tasks by calling **REST APIs** of **OCI** and **OCUM**.
- Experience in Integration of various 3rd party tools using **RESTful** APIs.
- Experience in **automating all storage** and **Active directory** related tasks.
- Experience in creating **Excel based tools** using **VBA**.
- Developed Automation workflow for creating various storage level component for **shared cloud and dedicated cloud** customers using **Perl** and **PowerShell** Scripts.
- Automated manual storage task using **WFA** and **SNOW** with **REST** integration.
- Developed standalone **PowerShell** and **Python** script for reporting and analysing storage infrastructure.
- Developed automation solution to perform data replication between **on premises storage** and **cloud**.
- Experienced in application deployment using **Docker** and **Jenkins**.
- Experienced in using **GitHub** and **Bitbucket** for versioning control of application and code and for fast application deployment
- Worked as a **migration engineer** in multiple projects and performed data migration between NetApp to NetApp and vice versa using in-house (**7MTT/CLI**) as well 3rd party tools and technologies.

Technical Skills

- **Programming Languages:** Java, C++
- **Scripting:** PowerShell, Python, Bash, Perl
- **Database Systems:** MySQL, PostgreSQL, Oracle, Couchbase, MongoDB
- **Storage:** NetApp (NAS, SAN , iSCSI, FC, Hybrid Cloud)
- **Cloud:** OpenShift, K8s, Docker, Azure
- **Web Servers:** Apache Tomcat, WAMP, XAMP, Nginx
- **Data Mining Tools:** R, Weka Libraries
- **Data Mining Algorithm:** Decision Tree, Linear Regression, Supervised and Unsupervised learning, Boosting and Bagging.
- **Web Technologies:** HTML5, CSS3, PHP, JSP, Angular, React, JS
- **Ticketing tool:** Service Now, Service Desk, BMC Remedy
- **Automation:** Ansible, Oncommand Workflow Automation - NetApp, RPA automation tool (UiPath, AssistEdge), Java Selenium , Jenkins, Junit, RESTful APIs
- **IDEA:** Visual Editor, Sublime text, Eclipse, IntelliJ IDEA, Vim, Jupyter
- **Monitoring:** Splunk, Grafana
- **CI/CD:** Jenkins, XLR
- **Version Control:** git, GitHub, Bitbucket
- **Build Tools:** Ant, Maven, npm, Spring, Hibernate

- **Machine Learning and Artificial Intelligence** with Python and Java
- **JIRA, Confluence**
- **Data Migration Tools:** 7MTT (NetApp), StorageX (Data Dynamics), XCP, Robocopy, rsync

Certification and Training

- Certified SAFe 5 Agilist
- NCDA NetApp certified
- NCIE-SAN specialist NetApp certified
- OpenShift Certified – EX280
- Splunk Core certified User – SPLK – 1001
- Azure Fundamental Certification – AZ - 900
- Python for Data Science
- Assist Edge Community Edition certified (Edge Verve)
- RedHat DO407 Automation with Ansible
- JAVA/J2EE certified.

Professional Achievements

- Received Engineering - **MYCA SRE - Observability award**
- Received Engineering - **MYCA Ops Tool Readiness Review**
- Received **Rewards Award** for developing tool for SRE process automation.
- Received a **Spot Award** for delivering a Customer Feedback Portal and having it Go Live in short span for the GSDC team.
- Received a **Spot Award** for delivering a large and critical automation project for data migration for a leading Bank successfully.
- Received a **Spot Award** for delivering a large number of automation projects independently in the last **2 quarters**.
- Received a **Team Award** for working and supporting team on the largest migration (48 hours cutover) which include migrating Data from EMC- isilon to NetApp using StorageX as a migration tool
- Received an **Appreciation Award** for Completing Automation Project for one of the leading banks in INDIA independently in a short span of time.
- Awarded with **Rating 1** (Best performer of the GSDC Team, NetApp Bangalore) for the years.

2016 - 2017

2017 - 2018

2018 - 2019

Educational Qualification

- PG Diploma (Full stack developer), IIIT Bangalore, 2019
- Bachelor in Engineering (B.E.), Computer science and Engineering , VTU, 2016
- I.S.C. (12th) , 2012
- I.C.S.E. (10th), 2010

Core Competencies

• Management	• Self-Starter	• Decision Maker
• Fast Learning	• Solution Finder	• Leadership