# Nikhil Kenvetil
## DevOps Lead

Over 10 years of industry experience – Holds PG Diploma in Data Science – ITIL v3 Foundation certified – 7 years of experience in Microsoft Azure technologies (IaaS and PaaS) – Azure DevOps (Build+Release) engineer – Skilled in Machine Learning and Deep Learning

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## Work Experience (*latest first*)

### DevOps Lead / Senior Engineer

One Identity by Quest – Bengaluru
June 2019 to present

Description:
- Lead a team of DevOps Engineers and Escalation team members.
- Supported Identity and Access Management products by working with the support engineers and was an escalation point of contact.
- Responding to customer queries and advocating on problem resolution.
- Investigate the root causes of the application behaviours reported by customers.
- Participate in tasks involving new product functions, and creating knowledgebase
- To implement and enhance the automated release process by which the Azure offering software flows from our developers to our customers.
- To define our next generation CI/CD process and supporting test automation framework in the Microsoft cloud as part of the build engineering team.
- Worked relentlessly in refining and improving the process as the Azure business grew.
- Worked in an Agile/Scrum environment with a world-wide team of Azure experts, working tirelessly to achieve best standards.
- Managed full life-cycle experience (design through delivery and support), developing, and improving software configuration management standards, practices, and procedures.
- Administered software engineering source control management and build tools (e.g. Git) to include developing strategies for code branching and release creation.
- Experience with Visual Studio Team Server (VSTS) a.k.a. Azure DevOps workflows and pipelines.
- Maintain and enhance external interfaces to build systems.

- REST development + scripting experience.
- Experience working in a Windows and Linux environment.
- Provided design and implementation guidance and train team members in best practices, tool use, and automated software release concepts
- As the company was in the process of being ISO 27001 certified, lead quite a few ISO 27001 related tasks, one of which was secret rotation.
- Created and maintained pages in Confluence pertaining various day-to-day tasks, and official documentations.
- Guided and supervised monthly and quarterly drills, part of which was the aforementioned secret rotation. This also included the Database Restoration drill (Azure SQL) and Data Breach Response drill, Resource Failure drill (predominantly Azure Functions).
- Monitored the team's progress and ensured no SLA was missed on open tickets.
- Trained teammates about the ALM process and how Azure DevOps manages the application development and release gracefully.
- The role also demanded a 24x7 on-call presence which was taken up by different members in the team on rotation.

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## Senior Engineer

Harman Connected Services (a Samsung company) – Bengaluru
November 2017 to June 2019

Description:
- To provide support to customers implementing Microsoft Azure DevOps (formerly VSTS).
- Addressing customers with their Account related questions around their DevOps organization.
- Assisting customer connect their DevOps organization to their Azure Active Directory and to also link their Azure subscription with it for billing purposes.
- Assisting the customers who are trying to build/release their project to an Azure environment or of their own.
- Configuring private/self-hosted agents in case the customers have their own build server.
- Configuring deployment Groups in case the customers have their own deployment server.
- Working with the Product Group in case you're unable to solve an issue yourself.

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## Solution Architect

MMAD Apps – Bengaluru
January 2017 to April 2017

Description:

- Working with the organizations that hadn't yet adopted cloud computing strategies for betterment of their businesses.
- The organizations were usually local players (mostly small-scale banks) and some hardware manufacturing companies who have less than advances IT solutions to keep track of their inventories.
- Speaking with the organization's IT lead/head and understanding their infrastructure so it can be implemented to Microsoft Azure.
- Presales
- PoC setups

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## Support Engineer

Microsoft (through SPECTRUM CONSULTANTS INDIA PVT. LTD) – Bengaluru
May 2013 to June 2016

Description:
- To provide global support to customers implementing Microsoft Cloud platform, called Microsoft Azure.
- Assisting customers with their billing inquiries and access related issues.
- Increasing quota for compute cores, cloud services, storage, SQL servers etc. on demand from customers.
- Working closely with TAMs (Technical Account Managers) and LARs (Large Area Resellers) in having issues of Enterprise customers, and Partners alike, resolved.
- Work with Leads to map solution and technical information to customer's context.
- Participated in delivery of complex solution as technical individual contributor to the new hires under my guidance.
- Designed a flowchart-based web site for the newcomers to make it easier for them to understand internal processes and how to use internal tools.

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## Service Desk Analyst

Accenture Services Private Limited - Bengaluru,
January 2011 to December 2012

Description:
- To provide global support to customers for corporate laptops and other peripherals, guide users through technical troubleshooting, taking remote access if required, remotely installing client software,
-  setting up dispatches, issue service calls when not resolved and escalating tickets whenever required, to ensure the tickets are updated within ticket severity requirements and SLA.

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## Associate Technical Support

Dell International Services - Bengaluru

March 2010 to December 2010

Description:
- To support customers from Canada with issues related to Dell laptops and desktop machines

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## Associate Technical Support

Minacs Private Limited (now Concentrix) – Bengaluru

July 2007 to March 2010

Description:
- To support customers from US and Canada with issues related to iPod, iTunes on Mac OS, Windows XP, Windows Vista, and Windows 7

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## Education *(latest first)*

### PG Diploma in Data Science

- Manipal Academy of Higher Education (MAHE)
- August 2017 – October   2018

### BCA in Computer Application

- Sikkim Manipal University (SMU)
- October 2012 – January 2016

### Army Public School, Bengaluru

- Class 11 and 12
- May 2002 – March 2004

### Air Force School, Bengaluru

- Class 10
- 2002

## Skills

Microsoft Azure, Azure DevOps, Build+Release, Application Insights, New Relic, Azure Functions, Azure Key Vault, ARM templates, Python, PowerShell, REST APIs, Machine Learning, Deep Learning, Git, Azure Kubernetes Services, ITIL V3 Foundation, OpsGenie, Confluence

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