

Mecrin D Luvis
Cloud/Operational Engineer (Devops)
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Professional Summary:

- 3 years' experience of **Build/Release/Software Configuration** and **DevOps** methodologies and setting up and delivering releases for multiple Applications running on both Linux based distributed Infrastructure.
- Experienced in working on **DevOps** operations process and tools.
- Extensively worked with Version Control Systems (**GIT**).
- Experience with **Linux environments** for Build & Release automation
- Experience in different services of AWS like **IAM, EC2, S3, ECS, EBS, Kinesis**.
- Experience in **Shell Scripting**.
- Good experience on Database like **Oracle My SQL**.
- Extensively worked with automation tools like Jenkins to implement the end-to-end automation.
- Experience with Linux environments for Build & Release automation
- Good Experience in Docker like creating Docker Images and Docker Containers.
- Administration and creation of Individual Jenkins jobs, including automatic generation, reporting, and alerting of build failures and build status indicators.
- Good Experience in Docker like creating Docker Images and Docker Containers.
- Experience in **CloudFormation, Terraform**.
- Experience is using Tomcat application servers for deployments.
- Having good experience on Installing and configuring Devops tools.
- Being a part of new releases (**CTASK**) working along with the application team.
- Supporting Production and non-production deployment failures. Fixing on time.
- Ability to work closely with teams, to ensure high quality and timely delivery of builds and releases.
- Strong ability to troubleshoot any issues generated while building, deploying in production support & **Monitoring Slack channel** and quick response.
- Experience in **Service Now** with respect to Incident Management, Change Management, and problem management.

Professional Experience:

Working as **Cloud/Operational Engineer (Devops)** at Ciber an HTC Global 2020.

Educational Qualifications:

- Master of Computer Application (MCA) from IGNOU University Bangalore, 2018.

Technical Skills:

Operating Systems	Linux, Windows
Version Control Tools	GIT
Scripting Languages	Shell Script
Databases	Oracle, MySQL
Application/Web Servers	Tomcat, WebLogic,JBOSS
Cloud	AWS EC2, VPC, AMI, Cloud Watch, S3,
Monitoring Tools	App Dynamics, OEM (Oracle Enterprise Management)
CI/CD Tool	Jenkins

Project#2

Client	Walt Disney
Role	DevOps Engineer
Environment	Git, Run deck, AWS, ServiceNow

Description:

Disney Parks is one of The Walt Disney Company's four major business segments and a subsidiary. Parks Operations SE L2team provide services for on-premises and cloud systems engineering incident management operations. Disney's Parks Systems Engineering ("Parks SE") supported application portfolio. Services will be provided on a 24X7 basis.

Roles and Responsibilities:

- Created the automated build and deployment process for application, re-engineering setup for better user experience and leading up to building a continuous integration system for all our products.
- Handled Major incidents along with P2, P3 and P4 priority cases, Resolved within SLA.
- Acknowledging the incidents in ServiceNow and completing with in SLA.
- Supported 24/7 on-call on incident management.
- Worked on Tomcat Web server for hosting web apps.
- Setting up monitoring tools like AppDynamics and Amazon Cloud watch to monitor major metrics like Network packets, CPU utilization, Load Balancer Latency.
- Supporting Windows application
- Monitoring Slack channel and quick response.
- Bouncing JVMs for multiple applications.
- Trouble shoot all the application services which are hosted on on-premises/cloud servers
- Implement the change tasks in all the environments.
- Trouble shoot the ECS cluster related issues.
- Used Identify and Access Management (IAM) to assign roles and to create and manage AWS users and groups and use permissions to AWS resources.

- Creating S3 buckets and managing policies for S3 buckets and Utilized S3 bucket and Glacier for storage and backup on AWS.
- Monitoring AWS Global CPU Utilization and Disk space issues.
- Utilized Elastic Load Balancers (ELB) with EC2 auto scaling groups.
- Installed and Configured the Apache Tomcat application servers for Dev and Integration Test Environments.
- Supporting Production and non-production deployment failures. Fixing on time.
- Implemented changes in production during deployments.
- Migrating a production infrastructure into an Amazon Web Services (AWS) utilizing AWS Cloud formation.
- Implement the change tasks in all the environment as per change process.
- Documentation of detailed build configuration, build procedures, schedule build calendars and change history for releases.
- Monitoring the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning, Acknowledge the request for Application stop/start. OS and Scripting Languages: UNIX/Linux, Windows and Shell Scripting.
- Monitoring the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Communicate and customers resolve technical issues and outages via SLACK channels and escalate to on call support personnel appropriately.
- Makes sure that the environment is up all-time including PROD and PRE-PROD environments.

Project#1

Client	COMS (Ciber Oracle Managed Services)
Role	Associate Consultant
Environment	OTRS Tool, OEM (Oracle Enterprise Manager) Tool

Description:

Ciber Global, now a part of HTC Global Services, is a global information technology consulting, services and outsourcing company with commercial clients. The company was called the "Consultants in Business Engineering Research" (Ciber)

Roles and Responsibilities:

- Configuring all targets existing in the environments.
- Meet the SLA's based on the incident priority
- Daily health checks and resolving issues if any.
- Checking the DR database sync daily & use the single mail as chain to update
- Managing 24/5 support and coordinating with the teams in all shifts.
- Creating and tracking the tickets in OTRS.
- Generating monthly service availability, performance reports.
- Enabling and disabling maintenance requests in OEM.
- Tracking the alerts triggered from the console and assigning to Respective team after Primary investigation.
- Communicating ticket progress to customers via email and providing any other assistance as and when required.
- Maintaining all the VPN's, RDP's and PMRX connectivity's up to date.
- Taking care of all client OEM alerts & Maintaining all the servers up in OEM.
- Providing password assistance over phone for customers for different oracle accounts.
- Adding targets into OEM if any new servers has been added to environment.
- Keep track the result alerts/issue till it resolved or updated y respective team.
- Providing password assistance over phone for customers for different oracle accounts.
- Communicating ticket progress to customers via email and providing any other assistance as and when required.
- Forward issues/alerts to proper team by using DL (Distribution List) and track.
- Preparing monthly reports for different accounts and sharing them with SDMs.
- Handling helpdesk activities such as handling ticket escalations, follow-up with agents on ticket update, interacting with end users and closure of tickets.

Declaration:

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

(Mecrin D Luvis)