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# Deepak Mishra

SRE and DevOps



## SUMMARY

### PROFESSIONAL SYNOPSIS

~13 Yrs. of total IT Experience

*Past Companies I worked for in reverse chronology :*

1. **Royal Bank of Scotland** worked as **TPM**
2. **Fujitsu India** worked as COE Lead
3. **IBM India** worked as Snr OSB Developer
4. **HCL Technologies** worked as WebLogic **Administrator**
5. **Deloitte as** BTA- Oracle ERP Techno-Functional **developer**
6. **Cyret Technologies** as Oracle ERP Technical JDE **developer**

## Certifications

1. **Six Sigma**
2. **ITIL V3 Certification**
3. **OFMW Certifications**
4. **WebLogic12C Certification**

## Onsite Exposure

Abu Dhabi  
Muscat

## KEY SKILLS

Team Player with Excellent Written and Verbal Communication

Effective Team management , honing and reskilling Team members

Stakeholders and Partner Satisfaction

Debugging and Coding

## PROFESSIONAL EXPERIENCE

### Engineering Manager- SRE and DevOps

Jul '17 - Present

#### Bharti Airtel

Noida, India

Integrate 100's of various diverse applications of Airtel Business for LOB's such as IOT, Post-Paid, Pre-Paid, DTH, Broad Band, Airtel Payment Bank, Wynk Music, Airtel B2B and B2C Apps, Airtel Works using SOA Principles ( via Oracle Service Bus)

Role & Responsibilities: .

1. **Log Management:** ELK ,Splunk
2. **Data Visualization:** Grafana , Adobe Analytics
3. **Scripting:** Shell, Python, Groovy
4. **Cloud:** AWS, Azure (Beginner)
5. **Containerization :** Docker, K8s
6. **Monitoring:** AppDynamics, Prometheus, Cloud Watch, Cloud Trail
7. **Repository:** Bitbucket, Git, SVN, Nexus
8. **Infrastructure As Code:** Terraform, Packer
9. **Configuration Management Tools:** Ansible
10. **Continuous Deployment:** Maven, Ant
11. **Continuous Integration:** Jenkins, GitLab
12. **API Gateway and Service Mesh:** Kong ,Envoy Isitio, Nginx
13. **OS-** Linux (RedHat) ,MAC and Windows
14. **Message Brokers :** Solace, Kafka
15. **Database:** Oracle 12c, MongoDB (basic) , Influx, Redis
16. **Middleware:** OFMW, WebLogic, ODI
17. **Project Management:** JIRA, ServiceNow, Confluence
18. **Programing:** Soa, Osb, Xml, Json, Yaml, Java
19. **Load-Balancer :** F5, Route 53
20. **IDE:** Jdeveloper, Eclipse , Visual Studio
21. **Code Quality:** SonarQube, Crucible
22. **SSO:** OIM, Crowd, Ldap

## Key Accomplishments

- Achieved **Zero Touch Deployment** by setting up CICD from grassroot for Dev, QA, Pre-Prod and Production env using wide CICD toolchain such as Bitbucket, Maven SonarQube, Nexus, Jenkins, Checkmarks, API gateway, Jira, Weblogic, Influx and Grafana leveraging scripting in Python, wlst and Shell.
- Achieved **Self-Serve** by building various visualizations in Kibana ,Grafana, Splunk , Custom UI's and expose them to various stakeholders
- Reduced manpower by 40% and cost saved by 25 % YoY by automating various BAU tasks, automated Quarterly patches , ssl certificate import automation
- Achieved **Infra Resiliency** and failover by setting up Disaster Recovery for 100+ WebLogic machines, Kong, Solace and all tool chain involved in CICD. Also setup DR for database such as Oracle 12C using ADG
- Lower **MTTR** to 5 Mins by **Self-Healing , auto-restarts on various error codes scan**
- Reduced effort time ced BAU tasks such application of Quarterly Patches
- Implemented **Ping-Mesh**, a large scale system for data center network latency measurement and analysis.

- Automated patch installation and ssl certificate import to 100's of production pods via ansible
- **Stakeholder management** with tasks such as SLA Approvals, SoW creation, technical RFP Rollouts, CCB Board approvals, Software Hardware License renewal, governance around Partner Engagement Model
- **Highly rated 360\* feedback** received from my Reportees, Manager, stakeholders
- **Experience of leading a Big team with 50+ motivated team members** by One2One Connect, Regular Mentoring , upskilling and hiring for pods in SRE, DevOps, SDET and Developers spread geographically.
- **Alerts Pruning** by configuring custom Alert and Monitor Framework from scratch to monitor Infra Metrics in VMs and Containers , Middleware metrics, API gateway metrics, message Brokers, CICD Toolchain Metrics using tools such as Zabbix, Telegraf, Influx, Redis, Kafka, Prometheus, Alert Manager, Elastalert, Chronograph and Grafana. Additionally Integrated all High severity alerts with NOC .
- **Infra Provisioning** via integrating Terraform, Packer with AWS and Airtel private Cloud for WebLogic and Kong API Gateway with best Practises Hardware sizing automation on fly.
- **Auto Configuration** using Ansible playbooks for WebLogic and API gateway
- Hands on experience **utilizing Log4j logging API framework** for logging Java applications for debugging and monitoring purposes.
- Extensive experience of Managing High Severity Incidents, RCA, closing CAPA etc. by technical deep-dives into code, networking, operating systems ,database, middleware and containers.
- Provided useful architectural input , Blueprint and feedback for whole systems, drawing on knowledge of DevOps and SRE fundamentals, cloud computing paradigms and frameworks for **Disaster Recovery, High-Availability, Data Migration, Upgrades and Infra-Resiliency**. Also written multiple **SOPS and Runbooks** for usage to internal team. Conducted Gurukuls technical Workshops in the organization.
- Design and develop multiple micro-services in SOAP, REST and JSON.
- Implemented **Service-Mesh** using Envoy Isitio and Kong API Gateway

## EDUCATION

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**B.Tech**

Jul '04 - Jul '08

**S.I.T.M, UPTU**

Lucknow,India

in Electronics and Comm.