**Rakesh Jana**

**(848) 246-0806**

**Rakesh.devops8910@gmail.com**

**Professional Profile**

* **Over 10 years** of experience in IT industry in Software development and Integration of various applications.
* Hands on experience as a DevOps Engineer in application configurations, code compilation, packaging, building, automating, managing and releasing code from one environment to other and deploying to servers.
* Experienced in Building, designing and maintaining cloud-based applications with Amazon Web Services (AWS) to setup multiple environments on cloud platform which improves scalability and also reduce the cost of maintaining servers
* Experienced in Jenkins by installing, configuring and maintaining for purpose of Continuous Integration (CI) for end to end automation for all build and deployments.
* Experienced in writing scripts to automate the process and generate reports using shell and Perl.
* Performed and deployed builds for various Environments like QA, Integration, UAT and Production. Developed and deployed Chef, Puppet based on their cookbooks, recipes and manifest.
* Experienced in branching, merging and maintaining the versions using SCM tools like GitHub on Windows/Linux Platform.
* Experienced in Project Management and issue tracking tool like JIRA.
* Performed troubleshooting and diagnosis to hardware/software network failures and provided resolutions.
* Hands on experience in Software Testing process, which includes executing tests, record results, test reports and defect tracking.
* Strong analytical and problem-solving skills and can work either independently with little or no supervision or as a member of a team.
* Good written and verbal communication skills, strong organizational skills and a hard-working team player, well-practiced in attending phone calls and answering business team queries.

**Educational Qualifications**

***Master of Sciences***in Applied Computer Science

Northwest Missouri State University, Maryville, Missouri **GPA: 3.1/4.0**

***Bachelor of Technology***in Computer Science and Engineering

Jawaharlal Nehru Technological University, A.P., India. **GPA: 3.5/4.0**

**Certification**

Oracle 10g PL/SQL Certified Associate **(OCA)**

AWS Certified Cloud Practitioner

**Technical Skills**

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| *Scripting Languages* | Java, Perl, Shell, SQL, NO SQL |
| *AWS* | EC2, S3, RDS, IAM, VPC, ELB, EBS, ASG, CloudFormation, CloudFront,  VPC, Lambda, DynamoDB |
| *DevOps CI/CD Tools* | Chef, GitHub, Docker, Jenkins, Puppet |
| *Operating System* | Microsoft Windows, Linux, AIX, Mac OSX |
| *Database* | Oracle, SQL Server, MySQL |

**Projects**

**Fifth Third Bank, Cincinnati, OH Jan 2019 – Present**

**DevOps/Cloud Software Engineer**

**Responsibilities:**

* Building out Shell and Perl scripts in AIX/Linux environments as needed to support Bancorp initiatives in which these scripts are used to renumber the account numbers to new numbers based on input files provided and update these in database using ASG Mobius tools and utilities.
* Writing SQL scripts using SQL Developer to perform database activities to extract the data and generate the reports as per requests from Line of Business which are used for analyzing the metrics
* Management of automation/configuration management using Chef and versioning of artifacts checked in the system using GitHub.
* Installing and configuring Jenkins master and slave nodes. Built CI/CD pipeline and managing the infrastructure as code using Chef and Puppet.
* Building and handling of VM’s, Containers utilizing tools like Docker to deploy and manage applications in production.
* Build servers using AWS Importing volumes, launching EC2, RDS, S3, IAM, Route53, VPC, creating security groups, auto-scaling, Lambda, load balancers (ELBs) in the defined virtual private connection
* Operating Linux environments with good command over scripting language such as Shell, Perl to perform numerous activities on application servers like setting up automation of daily jobs to run in background and monitor the logs for system errors.
* Developing an automation capability to a single data source for a consistent streamlined comprehensive reporting where automated scripts were built and setup as CRON jobs to send the daily reports directly via email to Line of Business which are used for executive level reporting.
* Interaction with Core Teams: collaborating with the technical and BI teams to define the application integrity, identifying and suggesting the required changes.

**NETCRACKER, Cincinnati, OH Oct 2010 – Dec 2018**

**Systems Analyst**

**Responsibilities:**

* Provide post-production support services for the customers, including the following activities: - Analyze, identify, prioritize and assist in resolution of issues in production environments - Analyze, categorize and assist in development by application enhancement requests.
* Provide business users with application support - Configuration management and change management.
* Finalize the implementation process; identify the outstanding tasks and problems remaining after the implementation.
* Work with professional services to ensure seamless transition and knowledge transfer to customer support.
* Establish good working relationship with the customers while providing onsite technical support for production environment.
* Troubleshoot, analyze and resolve various software problems in customer solution.   
  Implement and deploy change requests and enhancements to further improve the existing solution.
* Perform product demonstrations as necessary to introduce customer to solution.
* Work with professional services, product management, quality assurance and development teams to develop and improve product offering and eliminate software problems.
* Involved in writing scripts to automate the process and generate reports.
* Installed, optimized and configured new servers and application upgrades in existing network environment as per requirements.
* Installed and configured secured environments, VPN Internet connectivity of virtualized server environment and clients.
* Involved in performance testing and analyzing the results to avoid risks in production environments.
* Managed and administered Windows/Linux systems – Performed periodic maintenance, provided technical support and executed systems engineering.
* Worked with business team to gather functional requirements and also worked with the developers to make sure the requirements were understood correctly.
* Test cases are written using real world scenarios for the application.
* Having High level of experience with different Interface systems supporting our applications and working on various environments based on requirements.
* Involved in analyzing the real time data and doing performance tuning.
* Knowledge on Splunk to debug the errors from server logs.
* Written SQL Scripts for generating reports.
* Provided User training and support.
* Worked with offshore teams and communicate with them on daily basis to get the updates.

**Environment:** Rating & Billing Systems, Oracle Technologies, PL/SQL, UNIX, Perl, Shell Scripting, Linux OS, Cassandra, Apache Kafka, Web server Technologies

**Procter & Gamble, Cincinnati, OH Mar 2010 – Jul 2010**

**System Administrator**

* Involved in software installation, upgrades/patches, troubleshooting, and maintenance on UNIX servers
* Involved in writing shell programs (monitors, alerts), troubleshooting application errors and taking appropriate actions
* Maintain Web servers, file servers, firewalls, and directory services, and set up user accounts
* Monitored, troubleshot, and resolved issues involving operating systems
* Wrote scripts for automation and information gathering using Perl
* Administered workstation configuration and connectivity to servers, databases, and applications
* Supported LAN servers, peripherals, network nodes, data warehouse, and enterprise management
* Involved in writing various reports using PL/SQL language

**IQuest Solutions Corp., West Des Moines, IA Sep 2009 – Dec 2009**

**Internship**

* Developed windows application using C#. Net, ADO.Net & SQL Server 2005
* Implemented role-based logins for Contractors, Team Members and Managers
* Employee Expense Report module with automatic send email feature by connecting to local Microsoft outlook
* Implemented features like view list of employees, links to employee time sheets, approval/disapproval option and employee expenses report view under managers login
* Options to Import/Export data from and to Excel sheet
* Created Stored procedures, views and triggers in SQL Server Management Studio 2005

**Northwest Missouri State University, Maryville, MO**  **Feb 2008 – Apr 2009**

**Applied Computer Science Department**

* Developed both windows and web applications to maintain the list of students enrolled in a particular course with their profiles and pictures using C#. Net & SQL Server 2005
* Developed search strategies for finding the students based on different criteria
* Created Stored Procedures, Functions, Triggers and Views using Management Studio Express
* Team of four, handled client communication and implemented all business rules