**Sneha R**

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**AWS DevOps/Cloud Engineer || Sr. DevOps Engineer || Software Configuration Engineer**

**VMware Administrator ● Linux Administrator ● Build & Release Engineer**

**Professional Summary:**

* **8-years** of experience in **DevOps**, **Configuration Management**, **Build Engineering** and **Release Management processes**, **including Building binaries, end-to-end code configuration, and deployments** of artifacts for entire life cycle model in Enterprise Applications.
* Experience in building, designing and implementing scalable cloud-based web applications for **PaaS**, **IaaS** or **SaaS** using **AWS**, **Azure** and **GCP**.
* Hands-on experience with **Amazon Web Services** (**AWS**) and using **AWS Kinesis, SQS**
* Deployed and configured **Elastic Search**, **Log stash** and **Kibana** (ELK) for log analytics, full text search, application monitoring in integration with **AWS Lambda** and **Cloud Watch**.
* Experienced in **AWS Elastic Beansta**lk for app deployments and worked on **AWS Lambda** with **Amazon kinesis** and created private Cloud using **Kubernetes** that supports **Dev**, **Stage**, **POC** and **PROD** Environments
* Good exposure to Version control tools **like Git, GitHub, SVN, Bitbucket** -etc.
* Experience in working on version control systems like **GIT**, **Subversion**, and used Source code management client tools like **Git Bash, Bit Bucket GitHub, Git GUI** and other command line applications etc.
* Implemented **Continuous Integration** and **Continuous deployment** (**CI**/**CD**) using various CI Tools like **Jenkins**, **Bamboo**.
* Integrated **Jenkins** with the version control tools to pull the latest pushed code.
* Experience in creating **Jenkins** Environment and configuring end to end **build pipelines**.
* Expertise in setting up **Continuous deployment CD** using **Ant**, **Maven**,**Perl**, **Powershell**,**Puppet**, **Chef**, **Shell,Packer**, **Terraform** on to **prem**, **AWS** and **Azure**.
* Extensive experience using **MAVEN** and **ANT** as build tools for the building of deployable **artifacts** (jar, war & ear) from source code.
* Expertise in Repository Management tools **Jfrog**, **Artifactory**, **Nexus**. Good knowledge on working with monitoring tools like **Nagios**. Real time streaming of data using **Spark** with **Kafka**.
* Experience working on **DockerHub**, **DockerSwarm**, **Docker Container** network, creating Image files primarily for middleware installations & domain configurations.
* Experience working on container-based technologies like **OPENSHIFT** and **Kubernetes.**
* Experience with **orchestration** and configuration management tools like **Ansible**, **Chef**, **Puppet**, as I am much Passionate about automation.
* Configuring code coverage and build validation using **SonarQube**, **SonarLint** and **Google Cloud** (**GCP**).
* Good understanding of **Pivotal cloud foundry** (**PCF**) Architecture (**Diego Architecture**), PCF components and their functionalities. Experienced in using Pivotal Cloud Foundry (PCF) CLI for deploying applications and other CF management activities.
* Experienced in the atmosphere of cross-functional team within the organization's **Agile** Project Life-cycle and in **waterfall Methodology**.
* In-depth understanding of the principles and best practices of Software Configuration Management (SCM) in Agile, SCRUM, and Waterfall methodologies.
* Experience in Linux/Unix System Administration, Network Administration and Application Support working on **Red Hat Linux 4/5/6/7, SUSE Linux 10/11, Sun Solaris 8/9/10, IBM AIX** environments.
* Good knowledge and worked on several **Azure**, Google Cloud Platform and **OpenStackIaaS**, **PaaS** and **SaaS** tool.

**Technical Skill:**

|  |  |
| --- | --- |
| **Operating Systems** | Windows, Linux, Unix, Ubuntu, Red hat, CentOS, **AWS** CLI |
| **Build Tools** | Ant, **Maven**, Gradle, MSBUILD |
| **Cloud Services** | Amazon Web services, Google cloud Platform, Microsoft **Azure**. |
| **Application Servers &****Web Servers** | Web Logic Application Server 9.x, 10.x, Apache Tomcat ,5.x/7.x, Red Hat JBOSS 4.22.GA, WebSphere 6.x/7.x/8.x |
| **Languages** | Python, Shell scripting, Bash, Groovy, Java, C++, HTML, XML, NodeJS, JavaScript, **Yaml**, Json |
| **Web Service Tools** | JBOSS, Apache, Oracle Web logic, IBM WebSphere,IntelliJ IDEA, Apache Tomcat, Nginx |
| **Web Technologies** | Servlets, JDBC, JSP, HTML, Java Script, XML |
| **Databases** | MySQL,MongoDB,Cassandra, PostgreSQL, SQLServer |
| **StaticCodeAnalysis Tools** | Klocwork, FxCop, SonarQube |
| **SDLC** | Agile, Kanban, Scrum Waterfall Methodologies. |
| **Repositories** | Nexus, Artifactory |
| **AWS Services** | EC2, VPC, IAM, S3, Elastic Beanstalk, Cloud Front, Redshift, Lambda, Kinesis, DynamoDB, Storage Gateway, SMS, SNS etc. |
| **CI/ CD Tools** | Hudson, Jenkins, Bamboo, Team City, Circle CI, Travis CI, Nexus |
| **RDBMS** | Oracle, SQL SERVER, MYSQL. |
| **Monitoring Tools** | Nagios and Splunk |
| **Version Control Tools** | **GIT**, SVN, Bitbucket, **Git**Hub |

**PROFESSIONAL EXPERIENCE:**

**Client: Ford Motors, Dearborn, MI Nov 2019 – Present Role: AWS DevOps/Cloud Engineer**

**Responsibilities:**

* Experience in setting up the infrastructure using **AWS** services including **EMR, EC2, and Elastic container services (EKS), Auto-scaling, S3, IAM, VPC, RDS, Cloud Trail, Cloud Watch, Lambda, SNS, and Glacier**.
* Manage and maintaining **IAM policies** for the organization in **AWS** deﬁned group and **create users, assign roles and deﬁne rules for role based on AWS resources.**
* Creating **S3 buckets** and managing polices for **S3 Buckets**. Also, writing lambda functions in **Nodejs** and python for handling Database activities for applications.
* Developed multiple **AWS** services that have API's available for use. Implemented the functionality of **EC2** API's in depth through **AWS CLI.**
* Leveraged **AWS** cloud services such as **EC2**, Auto-scaling, and **VPC** to build secure, highly scalable and flexible systems that handled expected and unexpected load bursts.
* Created **AWS S3 buckets**, performed folder management in each bucket, Managed Cloud trail logs and objects within each bucket.
* Worked closely with Development teams and performance test engineers for **EC2** size optimization and **Docker** build containers.
* Worked on creation of **Docker** containers and **Docker** consoles for managing the application life cycle.
* Experience with **Open Shift, Kubernetes** architecture and design, troubleshooting issues with platform components **Azure**, and developing global or multi-regional deployment models and patterns for large-scale developments and deployments on **Cloud Foundry, OpenShift and Kubernetes**
* Created Pods with **Kubernetes** through YML scripts and Deploy to **Docker** containers in various nodes in the environments.
* Installed, Configured and managed **Ansible** Centralized Server and creating the playbooks to support various middleware application servers, and involved in configuring the **Ansible** tower as a configuration management tool to automate repetitive tasks.
* Worked on **Ansible** setup, managing hosts file, Using **Yaml** linter and authoring various playbooks and used **Ansible** server and workstation to manage and configure nodes and worked with different **Ansible** playbooks and maintain different **Ansible** roles.
* Extensively worked on **Jenkins.** Installed Jenkins, Plugins for **GIT** Repository, Setup **SCM Polling** for Immediate Build with **Nexus Repository** and Deployed Apps using custom terraform modules as a CI/CD Process.
* Experience in handling all CI tools like **Jenkins**, Managing Security, performances, plugin management code integrating analysis and Test to complete CD pipeline with Jenkins.
* Performed software installation and configuration, database backup and recovery, storage management, performance tuning, database connectivity and support various components.
* Understand the latest features like (**Azure DevOps, OMS, NSG Rules, etc.**.,) introduced by Microsoft **Azure** and utilized it for existing business applications
* Worked with development and QA teams to design Ingestion Pipelines, Integration APIs, and provide Elasticsearch tuning based on our application needs.
* Migrated Data from **Elasticsearch-1.4.3** Cluster to **Elasticsearch-5.6.4** using **Logstash, Kafka** for all environments.
* Advanced working Python knowledge and experience working with relational databases, query authoring (SQL) as well as working familiarity with a variety of databases.
* Hands on development of **AutoSys, UNIX**, and **Perl scripts**, delivering the functionality detailed in the technical specifications. Worked in both Batch and Real time implementation workflows on Hadoop, usage of **Autosys JIL** is preferable
* Managed systems routine backup, scheduling jobs like disabling and enabling Cronjobs, enabling system logging, network logging of servers for maintenance, performance tuning and testing.
* Monitoring and troubleshooting day to day issues and provide technical support. Experienced in production support/maintenance projects.
* Perform execution of functional test plan, validate test results and prepare documentation for analysis.

**Environment**: **AWS**, **Git**, **Git**Hub, Jenkins, **ansible**, **ansible** tower, VMware Workstation, **Docker** (Daemon), **Kubernetes**, Python, shell script, ELK, Logstash, Kibana, elastic search, Elastic cache, Cloud Front, Cloud Watch, Cloud Trail, KMS OpenShift, Terraform, Cloud Formation, Nagios, Red Hat Linux, Packer, JFrog, VersionOne, Vagrant, **Azure**.

**Client: AT&T, Dallas, TX Sept 2018 to Nov 2019**

**Role: Senior DevOps Automation Engineer/ Software Configuration Engineer**

**Responsibilities:**

* Working as Cloud Engineer, involved in design and configuration for Web apps/Function apps, **V-net integration, HCM**, Application gateway, App Insights, Active directory**, Azure Key Vault**, Encryption and Security on **Azure**.
* Configured and implemented storage blobs and **Azure** files - Created Storage accounts, Configured the **Content Delivery Network(CDN)**, custom domain, Managing access and storage access key
* Experience in Windows **Azure** Services like **PaaS, IaaS** and worked on storages like Blob (Page and Block), Sql **Azure**. Well experienced in deployment & configuration management and Virtualization.
* Part of a team of DevOps engineer for infrastructure support on **Azure** and **GCP cloud**.
* Worked on various **Azure** services like Compute (Web Roles, Worker Roles),**Azure** Websites, Caching, SQL **Azure** NoSQL, Storage, Network services, **Azure** Active Directory, API Management, Scheduling, Auto Scaling, and **PowerShell Automation.**
* Used of **Docker**, **Kubernetes** and Open Shift to manage micro services for development of continuous integration and continuous delivery.
* Responsible for design and maintenance of on-prem container hosting platform as service and implement Security, Storage, Service Externalization, Monitoring and logging **CICD pipelines**.
* Worked on creating the **Docker** containers and **Docker** consoles for managing the application lifecycle. Worked on various **Docker** components like **Docker** Engine, Hub, Machine, Compose and **Docker** Registry.
* Focused on containerization and immutable infrastructure. **Docker** has been core to this experience, along with **Kubernetes**. Experienced in using **Docker** Swarm and deployed spring boot applications. Deployed **Docker** Engines in Virtualized Platforms for containerization of multiple apps.
* Created **Docker** images from scratch and customized and modified base images from existing environment configurations and maintaining the image repository for development teams.
* Developed microservice on boarding tools leveraging Python and Jenkins allowing for easy creation and maintenance of build jobs and **Kubernetes** deploy and services.
* Developed reproducible builds of the **Kubernetes** applications, managed **Kubernetes** manifest files and Helm packages and implemented **Kubernetes** to deploy scale, load balance, scale and manage **Docker** containers with multiple namespace versions.
* Experience on Vagrant, **Azure** and **Kubernetes** based container deployments to create self-environments for dev teams and containerization of environments delivery for releases.
* Created **Ansible** roles in **YAML** and defined tasks, variables, files, handlers and templates. Created inventory and configured the **Ansible** files for parallel deployment in **Ansible** for automating the Continuous delivery process
* Experience in managing **Ansible** Playbooks with **Ansible** roles. Used file module in **Ansible** playbook to copy and remove files on remote systems. Created inventory in **Ansible** for automating the continuous deployment.
* Used **Ansible** as Configuration management tool, to automate repetitive tasks, quickly deploys critical applications, and proactively manages change.
* Experience on **Azure** Site Recovery, Operations Management Suite, Power shell Scripts and ARM templates.
* Wrote **ansible** playbooks which are the entry point for **Ansible** provisioning, where the automation is defined through tasks using **YAML** format. Run **Ansible** Scripts to provision Dev servers.
* Experience in using **Ansible** Tower, which provides an easy-to-use dashboard, and role-based access control, so that it's easier to allow individual teams access to use **Ansible** for their deployments.
* Used Terraform for building, changing, versioning infrastructure and collaborate the automation of **Azure** Infrastructure via Terraform and Jenkins.
* Built the process of remediation for **Azure** resources, by automating using **JSON Templates** and **PowerShell scripts** and deploy it using build and release pipeline in **VSTS.**
* Worked on setting up **Splunk** to capture and analyse logs from various layers such as Load Balancers, Web servers and application servers.
* Used **Splunk** to monitor the system logs as well as notify the incident management system upon exceeding thresholds.
* Coordinate/assist developers with establishing and applying appropriate branching, labelling/naming conventions using **GIT** source control and analyse and resolve conflicts related to merging of source code for **GIT**.
* Extensive exposure to configuration management policies along with automation of scripting using **Bash/Shell scripting**.
* Written Power Shell scripts for archiving and moving of older log files to **Azure** Storage and automation scripts using python.
* Identifying threats and compliance requirements, evaluate risks, build required controls, Responding to infrastructure security and threat vulnerabilities, operational vulnerabilities and documenting threats and mitigation.
* Respond to critical incidents and maintain service level agreements, troubleshoot for networking issues not limited to transit gateways, routing etc.
* Maintained **JIRA** for tracking and updating project defects and tasks ensuring the successful completion of tasks in sprint.

**Environment**: **Azure**, **Kubernetes**, **Docker**, Terraform, Jenkins, **GIT**,Microservices, **Ansible**, **Maven**, Nginx, Nexus OSS, SonarQube, ELK, Apache Tomcat, Python, Power Shell, Windows/Linux,JFrog Artifactory,JSON.

**Client: Bank of America, Charlotte, NC Aug 2016 – Aug 2018**

**Role: AWS Cloud Engineer**

**Responsibilities:**

* Created **AWS** cloud formation templates to create organization **AWS** network from scratch with custom sized VPC, subnets, NAT gateways, internet gateways, Route tables, ACL’s EC2 instances, ELB's, security groups
* Implemented tagging standards for proper identification and ownership of EC2 instances and other **AWS** resources like compute, storage, **Cloud Front, cloud watch, Elastic beanstalk, RDS, Red shift, S3, EBS, Route53, SNS, SQS, Cloud Trail, IAM ,** Autoscaling groups to meet security audit and compliance requirements.
* Create and manage **KMS keys** to control the use of encryption across a wide range of **AWS** services and in applications working with load balancing and monitoring System/Application Logs of server using **Datadog, Splunk, Nginx, Nagios, Kibana, ELK, Log stash** to detect Production issues
* Developed Cloud Formation Templates in **YAML/ JSON** format to build the **AWS** infrastructure with the paradigm of Infrastructure as a Code by using the command line tools like **AWS** CLI to control various **AWS** services through **SHELL/BASH** scripting running using the user data /metadata
* Integrated with different platforms like **VMware/AWS** with the **ansible** tower to make use of the inventory(hosts) for the consumption to consumers with grouping mechanism
* In Infrastructure as code **(IAC) team**, was responsible for architecting, installing, building, configuring, integrating different tools with post-provisioning tools like **terraform enterprise, Ansible Tower for LDAP,** Ping Identity**, CMDB**, Inventory management, **Avamar backup client, ServiceNow** for change management.
* Managed various **IAAS/PAAS** design groups & working toward designing, architecting, and implementing the product as per the business/security guidelines.
* Implemented the Enterprise tools like ansible tower, terraform enterprise by coordinating with vendors from scratch and managed all the integrations with multiple enterprise tools by aligning to enterprise standards like security etc. for provisioning and post provisioning activities as part of automation.
* Defining, Designing and implementing the security model for role-based access control used in utilization of the **Ansible** tower platform to the clients across the organization and documented the **ITAC.**
* Implemented Tower Jobs for performing automation with **ansible** tower resources like inventory, job templates**, ansible vault**, scheduling jobs etc.
* VersionOne is used to track the user stories, backlogs, impediment, risks, and replicating the repeated stories as template in **VersionOne**
* Defined and implemented the **Git**Hub branching strategies, code reviewers, code approvers with respect to the environment by using the scripts like **ansible** scripts, python scripts
* **Git**Hub is used as a repository to store the **ansible** playbooks, scripts used in the automation, documents related to the **ansible tower, playbook** etc.
* Implemented fully automated server build, management, monitoring and deployment solutions spanning multiple platforms, tools and technologies using the **ansible** scripts.
* Implemented **Splunk-Logging, SiteScope-Monitoring**& alerting, **Ping Identity** for Authentication and **LDAP** for Authorization, Secret Storage Solutions using tools Vault**, Ansible vault**, **Ansible Tower platform**
* Implemented a continuous integration and Continuous Delivery pipeline in enterprise cloud **bees Jenkins** for packaging packer machine images through **Jenkins, GitHub, Jfrog** and using the **RESTApi** calls with the **ansible** tower.
* Managed the admin jobs related to **Ansible** tower like installing/setting up the Development, Disaster Recovery and Production environments for performing the automation across the organization.
* Developed and Implemented python script integrated with vault to create/update the **ansible** tower resources like inventory, credential, teams, **Ldap** configuration, generating tokens used during on-boarding/integrating programmatically to the consumers to **ansible** tower via Browsable **Rest API**
* Developed **Ansible** Playbooks in performing automation to add the server configuration index to the **CMDB** and establishing relationship to the apps via remedy, installing the **Avamar backup agent** on to the servers and adding the customized policy to the backup client and day to day tasks for users as part of self-service jobs
* Developed automation and deployment templates for relational and non-relational databases including **postgres**, **MS-SQL, MySQL, Cassandra and MongoDB** for different micro-services
* Organized the workshops on **Ansible** tower in the organization to share the knowledge on consuming the **ansible** tower platform in performing automation
* Automated applications and **MySQL container deployment** in **Docker** using **Python** and monitor them using **Nagios.**
* Supporting source to image and binary build for **maven** and **gradle using Jenkins pipeline** to deploy the microservices in the **OpenShift** using the **docker** hub.

**Environment**:**AWS**,Jenkins, SVN, **Git**, **Git**Hub, Ant, **Maven**, Selenium, Bamboo, Vagrant, Tomcat, Apache, Nagios,**OpenShift,** Python, Shell, groovy, ruby, JSON, JSONP, JavaScript, Ajax, Xml.

**Client: Compass Group, Charlotte, NC Oct 2015 – Aug 2016**

**Role: Senior Build & Release Engineer**

**Responsibilities:**

* Installation, Configuration & Upgrade of **Solaris, AIX, Linux**, and **Windows-NT** operating systems with installation of Packages and Patches.
* Responsible for automated Scheduled Builds/Emergency Builds and Release using **ANT** scripts for Enterprise application and wrote **build.xml and Pom.xml** for applications that use Ant and **Maven** for builds respectively.
* Created and Maintained Subversion Branching, Merging and tagging across each production releases. Assist developers in integrating their code with the mainstream.
* Deployed and configured **Git** repositories with branching, forks, tagging, and notifications. Experienced and proficient deploying and administering **Git**Hub.
* Worked with **Subversion**, Proposed and implemented branching strategy suitable for **agile/scrum** development in a Fast-Paced Engineering Environment and efficiently performed the task of resolving conflicts while merging in Subversion with the **J2EE development background**.
* Tracking code migration & testing efforts in all environments (i.e. Integration, Sys. Test, **UAT**, Performance/Tech. Test, Training & Staging environments (Mock CutOvers & final migration into Production Environment).
* Managed and performed the environment related configuration changes as a part of deployment. Experienced with **JIRA** for defect tracking. Installation, Configuration and Administration of **DNS, NIS, NIS+, NFS, send mail, Netscape and Apache Web Server and Samba Server**.
* Disk and File system management through **Veritas Volume Manager, LVM and SVM**, Database Backup and Recovery Performance Monitoring and Tuning.
* Experience with Virtualization technologies like Installing, Configuring, and Administering **VMware ESX/ESXi**. Created and managed VMs (Virtual Server) and involved in the maintenance of Virtual Servers.
* Installed Management Server (**Vcenter Server**) instances to enable centralized management of multiple ESXi hosts. Linked different Vcenter servers using linked mode to have a single instance of vSphere client to manage the whole Virtual environment.
* Installation, Configuration and maintenance of Hosted **VMware products (VROPS, VRO, VRM) and VM O/S** installation, setting up VM priorities, Cloning, Creating Templates and Snapshots.
* Create and maintain environment specific installation and configuration guides for **P2V Conversions, ESX server and Vcenter Server installation, VMware tools, Patch Upgrades and, third party applications**
* Implemented **Shell and Perl scripts** for release and build automation. Manipulated and automated scripts to suit the requirements.
* Have work experience on **VMware for Migrating the P2V and V2V servers using VMware Vcenter converter.**
* Provide, build and maintain the **VMware vSphere Infrastructure**, involved in the VMware implementation and expansion work, Configuring and maintaining VMware infrastructure resources including **VMware vSphere/ESXi 3.5, 4.0, 5.1 and 5.5 VMware Vcenter Server.**
* Experience with VMWare Virtualization using **ESX hypervisor of VSphere 5.1** and patching with live upgrade/standard install cluster and applying firmware.
* **VMware vSphere** administration and configuration and **VMware ESX server** installation and **VMware ESX vSwitch configuration.**
* Oversaw customer installation and acceptance testing of the product, Product resided on Sun/Veritas configuration

**Environment:Maven**, Ant, Apache, MYSQL, RDS, Jenkins, Subversion, **GIT**, Puppet, **Git**Hub,SonarQube, Artifactory, Nginx, Tomcat, Splunk, Bugzilla, Shell scripts, Python, VMware

**Client: Netapp Technologies, Hyderabad April 2013 – Aug 2015**

**Role: System Engineer / Administrator**

* Established a NAGIOS server and several "worker" machines in the Amazon Cloud (**AWS**) to demonstrate the capabilities of Nagios as a more proficient alternative to Tivoli.
* Administration and management of Virtual infrastructure environment - monitor, analyse, identify and troubleshoot issues, upgrade of Virtual infrastructure products - **VMware vSphere suite** including VMware **vCenter Server, VMware ESX/ESXi (6 .0/6.5) clusters,** Virtual machines and templates; VMware Site Recovery manager for Disaster recovery of environment; **physical to virtual migration (P2Vs);Microsoft Hyper-V.**
* Excellent experience in working on all VMware advanced settings and technologies like **vMotion**, **Storage vMotion, High Availability (HA), Distributed Resource Scheduler (DRS), Storage Distributed Resource Scheduler (SDRS), Resource Pools, Storage Clusters, etc.**
* Implemented vRealize Automation Manager and created intuitive and customizable dashboards, views and reports for Enterprise customers in monitoring their infrastructure environment with analytics and proactive remediation.
* Expertise in monitoring the CPU, Memory, Network and Hard disk performance of Business Critical VM’s, generating reports and future analysis by using **VCOPS** (VCenter Server Operation Manager), Performance Tab in **vCenter Server** and third-party tool like **VEEAM ONE**.
* Expertise in configuring and managing **VMware** Consolidated Backup, VMware Data Recovery, **vSphere** Data Protection Advanced, **VEEAM Backup.**
* Troubleshoot issues with **VMs running on VMware ESXi 5.5 and 6.0.** Review hypervisor logs using **VSphere web and thick client.** Troubleshoot performance and storage issues. Build, migrate and clone machines.
* Experience in build pipeline process and deploying Java applications using **CI/ CD Tools Jenkins, Apache Maven, Git and Puppet.**
* Involved in Design and configured multiple environments using **Puppet.** Deployed Puppet server to configure and manage the nodes, **Puppet Dashboard** for defining the **ENCs** (External Node Classifiers)/local and **Puppet DB** for storing the information about the resources, catalogs.
* Involved in Designing and Implementing **Puppet with Mcollective**, Orchestration and code manger with **R10K** along with **Git** and **Git** Hub.
* Worked with the **Active-MQ server**, to set up **Mcollective server** and agents for orchestrations or parallel job execution on puppet nodes. And puppet nodes are Managed/Administered using **Mcollective.**
* Having extensive experience on Technical implementation of various ServiceNow modules such as Change Management, Incident Management, Problem Management, Service Catalog, and Configuration Management.
* Worked on scheduling the report generation in **ServiceNow** as per the requirements.
* Perform day to day administration of the **ServiceNow tool** Maintain business services and configuration item relationships in ServiceNow tool.
* Onboarding new/existing application logs in **Splunk** by writing configurations files and maintaining them.
* Automation around Splunk configuration deployment from **Perforce &Splunk onboardings** using **BladeLogic.**
* Experience in creating and managing user accounts, **Security policies, Rights, Disk spaces, Disk quotas and Process monitoring in CentOS and Red Hat Linux.**
* Used to Monitor the process of systems and hardware, software and necessary changes that are to be made in customers environment (Windows and Linux Servers), through the **ITIL Incident**, Problem and Change Management Process.
* Worked on Middleware department and supporting multiple clients with different middleware technologies like **WebLogic 9.x &10.x, WebSphere 6.x, IBM MQ Series 6.0, JBoss 4.x & 5.x, Apache 2.x Tomcat 5/6.**

**Environment**: SOAP/REST services, Dynatrace, JMeter, Chef, LAMP, Splunk, CA Rally, Apache Tomcat Server,Atlassian JIRA, Atlassian Bitbucket, Red Hat Open Shift Enterprise, **Docker** Containers, Jenkins,