LOKESH REDDY AMBATI

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OBJECTIVE

Site Reliability Engineer and production support with 5 Years of total experience in Java based enterprise application support and maintenance for fortune 500 clients and have good experience in incident, change, problem management as per ITIL standard and having working knowledge with Azure and Monitoring tools (Dynatrace and kibana). Proficient in Administrating Azure Iaas/Paas services like Azure Compute Azure Virtual Machines, Azure Devops, Storages, Azure Active Directory, Monitoring.

EDUCATION

Bachelor of Electronics and communication, Lingaya's Vidyapeeth   2014 - 2018

SKILLS

Technical Skills Linux, Java, Jenkins, Kubernetes, Docker, Microsoft Azure, ElK, Dynatrace, SQL, Shell Scripting, ServiceNow, ITSM
Soft Skills Team building, Confidence, Leadership, Analytical Thinking, Diligent, Innovation

EXPERIENCE

Software Engineer   Dec 2018 - Apr 2022
CGI Consulting Pvt.Ltd   Hyderabad, India
Client – Bell Canada

- Application monitoring using Dynatrace and Kibana dashboards.
- Automate the regular activities in the production using shell scripting with ITSM ticket creation.
- Finding Bugs in Production then create defects and work on them associate with Dev Team.
- Creating MOP for the Deployments and execute the Releases (RXX) in Linux environment.
- Perform maintenance and support activities of the application. Involve in sprint meeting and daily Pro action calls.
- Define workarounds for the production critical issues. Moreover, WebLogic server administration
- Creating Jenkins jobs and deploying jobs through Jenkins.

Software Engineer   Apr 2022 - Dec 2022
IBM India Pvt.Ltd   Hyderabad, India
Product – IBM Watson health

- Troubleshooting application and posting saltation issues. .
- Server and domain log monitoring, application deployment and performance tuning of WAS.
- Setting the JVM parameters like maximum and minimum heap size in WAS.
- Deploying jobs through Jenkins and creating Jenkins Jobs.
- Deployed applications (WAR, JAR and EAR) on WebSphere Application Server.

Senior Software Engineer   Feb 2023-Oct 2023
Tech Mahindra Pvt. Ltd   Hyderabad, India
Client – AT&T

- As part of PST (Production Support Team), my role includes release management, Environment Management, deployments, Incident management.
- Key player in driving CR starting from planning & requirement gathering and taking to implementations/deployment.

- Supported activities like deployment, upgrade, patching, database password changes related activities on weblogic/wildfly servers.

- Maintained high availability clustered and standalone server environments.

- Interact with Onsite clients and identify issues and raise incident requests.

- Owning and driving the Severity 1 and Severity 2 incidents ITSM and Service now till resolution.

- Acknowledge, prioritize, assess, follow up, triage & document the incidents reported by tier 1 support personnel.

- Respond to service outages and security incidents and published RCA.

- Track the SLA violation and ascertain continuous improvement in service delivery.

- Good experience in resolving issue through tickets within SLA. Worked with different Tools like Jira, and Remedy for change requests creation.

- Ensured Applications had at least a 99.98% uptime, troubleshooting complex network, application, and security related issues, and continually enhancing the software life cycle for this SaaS solution.

- Worked on BAU Activities like Health check of applications, Monitoring, Customer request etc.

Senior Software Engineer   Oct 2023-Present
Wipro Pvt.Ltd   Hyderabad, India
Client – Edward Jones

- Perform maintenance and support activities of the application. Involve in sprint meeting and daily Pro action calls.

- Working on infrastructure and resolving the issues in the production.
Respond to service outages and to work with JIRA tickets and ITSM/Service now.
Interact with onsite clients to work on problem management to automate the repudiated tasks.

PROJECTS

IBM Watson Health. Responsible for the availability of the Middleware platform. Provided 24/7production support and troubleshooting problems primarily related to WAS and IHS.As part of Build team, responsible for installations and configurations of WebSphere8.5IHS, Red Hat Linux severs.

SSOM and SSIM oracle OSM oracle UIM. Service order management is a workflow Process activation applica- tion, which is responsible for Design, assign of the Telecommunication related order's flow, and implement the order Orchestration. Application receives the orders from Upstream, and process them in various predefined workflows and sent to the downstream applications. In order to process the orders SSOM communicate with the unified inventory management service (UIM) to validate the orchestration methodologies.

AT&T. Responsible for the availability of the Middleware platform like WebLogic and provide 24/7 production support. And troubleshooting of application issues without causing the customer's impact. Installation and configurations of WebLogic servers and creating automation on repeated tasks as part of problem management.

And responsible for orders processing as part of telecommunication project and implement the order Orchestration and drive the orders to downstream system for activation.

. AWARDS   CERTIFICATIONS

- Big data Hadoop Certified in Promac computers Hyderabad.
- CGI APEX Bronze Award presented in recognition of exceptional work in Q1, FY 2020.

LEADERSHIP

- Lead the team during the crucial time with resolving the issue with log analysis and explained the project flow and Infrastructure to team and took the issue to successful Closure!