Naveen Tatarao  **Chennai**

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**Professional Synopsis**

**Results-Driven Technical Lead Engineer with progressive 10+ years of experience in IT Industry** **with proven success which includes experience in Dev-Ops, Microsoft Azure, AWS, GCP, Software and Application Testing – Manual, Agile Process Management, Security End-Point Protection Products, Incident Management Customer Relationship Management, Team Leadership & Project Management, Technical Support, People Management and mentoring skills Service Delivery & Change Management.**

**Executive Summary**

**5+ years of experience as Dev Ops Engineer and Cloud Platform** - **As a Devops engineer I am responsible for automation of infrastructure as well as CI/CD. Also involved with day to day operation activity to troubleshoot the issues.**

**Apart from that I have very good analytical skills which help me most to troubleshoot the issues in my day to day work.**

**Managing the cloud infrastructure using Microsoft Azure, AWS and GCP. I am also keen to learn and implement the new technologies.**

**2+ years of experience in Manual testing domain which includes Defect Life Cycle Testing, Application Testing, Production Printer Application Testing, Security Products Testing.**

**3+ years of experience in security domain managing CA Total Defense End-Point Protection incidents, Installation, Configurations.**

**Skill Sets & Technical Expertise**

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| --- | --- |
| **Skill** | **Skill Sub Category** |
| Cloud Platform | Amazon Web Service (AWS), Microsoft Azure, Google Cloud |
| DevOps Tools | Git,GitLabee,Maven,Jenkins,Sonar-Qube,Tomcat,Jfrog,Nexus,Shell,ELK,Nagios,ICINGA-2, Chocolatey, Vault, Grafana, Dynatrace, Portainer. |
| Atlassian Tools | Bitbucket, Bamboo, Jira Service Desk, Confluence |
| Ticketing Tools | Jira, BMC Remedy, Service-Now, IBM Star TPX, Clear Quest, Bugzilla/Clear Case |
| Containers & Orchestrations | Docker, Mesos, ECS |
| Database SQL & Non-Sql | MySQL |
| Infra as Code | Vagrant, Ansible |
| Security Domain | CA Threat Manager, CA Secure Content Manager R8.0/Gateway Security, Symantec End-Point-Protection |

ITIL, ITSM, ISTQB (HCL Internal Certified)

**Project Details and Work History:**

## Renault Nissan Business Technology Center India Pvt Ltd., 2019 – Till Date

## Role: Dev-Ops Manager

## Client : Nissan Motors Limited

## Work Location: Chennai

**Accountabilities:**

Managing the DevOps Project for Nissan Motors Japan

Responsible for Application Team End to End Delivery.

Managing the Global Devops team for Renault Nissan Projects.

Managing the cloud infrastructure team.

Providing Dev-ops tools chain awareness coaching to the project teams.

Project creation on Jira, Bitbucket, Confluence, Jenkins, SonarQube and Nexus Repository.

Version upgrade the Atlassian products quarterly basis and troubleshoot them

Handling Jira field, workflow, screen, schema customization & Keycloak User administration.

Handling IP whitelisting in firewall & Monitoring Cloud servers with cloudform & SNS.

Software installation, Version upgrade and handling services using ansible playbook.

Troubleshoot application, installation & Bamboo, Jenkins build issues.

Migrated on-premises Atlassian tools to AWS cloud Servers.

Migrating on-premises standalone applications to Docker.

**HCL Technologies** **2018– 2019**

## Role: Project Lead – DevOps

**Client: PayPal Inc.**

**Work Location – Client Location**

**Project Description:**

**Credit End to End Operations PayPal Inc.**

PayPal’s Global Credit Expansion (GCE) project provides online revolving and non-revolving credit to consumers on a global scale with real-time approval. This merchant will provide PayPal the ability to compete in the global consumer credit market and reach several long-term objectives. For consumers in the United States and in the United Kingdom, PayPal will be providing a standard revolving line of credit hosted within the credit systems known as open ended credit. For consumers in Germany, PayPal will be providing a non-revolving closed-end credit known as closed ended credit. Other countries in the Global Credit Expansion project will be categorized under either one of these credit lines.

**Accountabilities:**

Individual contributor towards credit operations team and Stage Environment Support

Managing a dedicated stage for Credit Operations flow for US, UK, and DE market.

Technically involved for stage issues, creating a credit stage with full deployment using CI tool jenkins.

Stage Clean-up, Minimum services restart,

Performs Sanity tests to make sure stage is up and running.

Identify & Configure the stage which pointing to right environment component.

Issues & Follow up with concerned Teams

**Project Description: 2017– 2018**

**Front-Line Operations - PayPal Inc.**

**Managing Frontline Dev-Ops team and Research& Development team for the project implementation** **with the Dev-Ops tool and Practices**. Our team is responsible for PayPal Engineering Environment issues, mainly focuses on increasing the developer productivity by effectively engaging them on their day to day environment related issues. The support consists of all the phases in PDLC right from infrastructure management, build, deploy and automation of repeated issues.

**Accountabilities:**

**Handling a team of 5 members to manage effectively unblock developers asap by solving issues related to internal tools/frameworks, build, deploy, environment (VMware VMs, Openstack VMs, Physical boxes) by doing L2 level of troubleshooting and if required reaching out to respective product teams to fix the issues.**

Act as defense team for developer problems in both development and production environment.

Collaborate with various tool/product owners to find the root cause of a developer problem and discuss solutions to fix them.

Resolving various issues in build and deployment areas in QA/Dev Environment.

Develop dashboards and monitoring tools by working effectively with Cross Vertical Teams.

Prepare a detailed root cause analysis report for various repeated issues in the environment and come up with the pattern analysis to develop permanent fix to overcome the same.

CI Tool (Jenkins): Hands on experience in continuous integration set-up and troubleshooting build and deploy failures.

Create stage instances in GCP and assist users to resolve environment related issues in user stages.

Troubleshoot issues and engage respective teams to bring the issues to closure.

SCM Tool (GIT): Push, Commit, Merge, Code Review and Unlock related issues.

Addressed trouble ticket requests in on-call rotation.

Analyzing the tickets on regular basis and fixing issues through automation tools or in the system itself as a part of ticket reduction initiative.

Monitor all tools, services and infrastructure using the Nagios and ICINGA2 alerting system, immediately act and fix the system when there is an alert.

Review SOP’s, Workbooks and identify inconsistencies or gaps, and submit updates as needed

Investigate and fix failures in end to end deploy process by reading and checking application, Jenkins and failure logs.  Involve L3 if code level fix is required.

Follow the ITIL and DevOps best practices and guidelines for achieving operational excellence.

Contribute to the overall health, performance, and capacity planning of RISK services/batches.

Implement monitors using the in-house monitoring, add alerts and SOPs to ensure early detection, visibility, and accurate response to service-impacting issues.

Constantly provide feedback to the domain architect and SME regarding the gaps in the system that cause the recurring LIVE issue.

Maintain the daily reported issue list and create daily, weekly and monthly report to identify the areas of improvements in the domain.

Train/educate the team on new / updates to SOP and Runbook.

Ensure Continuous Improvement of Services

## HCL Technologies 2016 – 2017

## Client: KODAK (ISRAEL)

## Role: Project Lead

**Accountabilities:**

**Managing a Dev/QA team and Infrastructure**

Leading 6 members of the Dev-Ops team.

Design, build and maintain cloud-based environments capable of scaling with demand.

Design and implement an operational toolset to ensure service availability.

Gather requirements, create designs, and implement prototypes using public and private cloud Infrastructure.

Build and deliver the technology, automation and processes to manufacture and maintain production-Grade solutions.

Collaborate with other members of the Research and Development teams to plan and coordinate the Implementation of complex system and software implementations.

Integrate existing Log Rhythm solutions into cloud-ready products.

Get involved in estimation and planning for the project.

Conducting Daily follow up Scrum meeting with the development teams for bug fixing

Plan for the team deliverables and Review of Test conditions within time scales against plan.

Get involved in estimation and planning for the project

Creating the continuous, smoke and nightly projects in both Jenkins Server.

Monitor Nightly builds every day morning and update the respective Dev team if there are any issues.

Triaging the build failures by analyzing the logs/core files and assigning it to appropriate team

Weekly Client interaction, Global AR and SPAR handling

## HCL Technologies 2013 – 2015

## Client: Xerox Corporation US

## Role: Build & Release Engineer

**Accountabilities:**

**Responsible for overall planning, tracking, and delivery for Xerox Free Flow Print Server Digital Front End across multiple baselines supporting 10-13 separate Xerox production printer products**

Prepare release plan, test strategy and test scenarios.

Facilitated meetings with cross-organizational engineering teams to identify or address barriers and issues.

Presented delivery status against plans to stakeholders (senior management, Line of Business, etc.) to keep them informed of progress, issues, and concerns.

Managing the forward schedule of releases and related milestones working with senior stakeholders to resolve conflicts such as resourcing or environment

Working with senior management, service and delivery partners to ensure appropriate decisions are taken on content at risk

Understanding the client requirement, functional and technical specifications.

Build the client environment - Installation, configuration the Xerox application on Solaris environment

Coordinated initial customer engagement tests, reliability test, feature integration. Also, provided initial third level support for the production controller.

Take part in Technical discussions, handle technical questions and provide appropriate solution offerings Investigation / Analysis of Customer Reported bugs and change requests creation.

Work directly with development teams to consistently deliver software fixes in a timely manner.

## HCL Technologies 2010 – 2013

## Client: Computer Associates US

## Role: Enterprise Support Specialist – Security Domain

**Accountabilities:**

**Lead, develop and motivate a high-performance team of support professionals [Team Consist of 18 members] to deliver excellent technical support and customer service in an accurate and timely manner.**

Mentor the staff members (1:1, call coaching and case reviews) to lead them to their improvements.

Was part of Senior Management Reviews and PCI Internal Audits for the Global Support Team.

Head the weekly conference calls with Research and development and do RCA for Software bugs and Definition file (DAT) creation.

Chair the weekly conference calls with Clients to resolve client level issues.

Investigating technical problems to determine the root cause and forward findings to Sustaining Engineering. Improving customer service based on client

feedback through the development of new policies and procedures. Overseeing incidents, resolving them and updating the knowledge base for further reference.

**Non-IT Experience**

**February 2006 – June 2010 Senior Application Engineer – Cisco WebEx, Cybernet Slash Support India Pvt. Ltd, Chennai**

**July 2004 – January 2006 Technical Support Executive, Sutherland Global Services Pvt. Ltd. Chennai.**

**Academia**

Bachelor of Electronic Science from The New College (Madras University) 2001 - 2004

Higher Secondary School from Sri Rama Krishna Higher Secondary School. 1999 - 2001

Secondary School Leaving Certificate from Sri Rama Krishna Higher Secondary School. 1998 - 1999

**Achievements & Accomplishments:**

* **Received certification from Xerox Corporation, US in appreciation of creating and implementing process improvements for better SLA compliance for critical customers.**
* **Top performer in the project to maintaining SLA**
* **Received LIVE WIRE awards for best performance**
* **Received award for Long standing commitment of 5 years at HCL.**
* **Conducted product testing and reporting bugs for the development team**