
KAPIL TIWARI

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Sr. Analyst

Summary

A Skilled and result driven Cloud Engineer with 2 + plus years of industry experience in the area of Computer, Cloud Computing and Networks and 6+ Years in SQL DB Administration. Exploring the Devops ocean with sound knowledge in Devops Cloud, Virtualization and Testing with experience serving large clients including Group1 and Lithia Motors.

Education

2014 - 2017	Master of Computer Application <i>Sikkim Manipal, Hyderabad</i>
2005 - 2008	Bachelor of Science in Information Technology <i>Bundelkhand University, Jhansi, U.P</i>
2016	MCP Querying Microsoft SQL Server 2012 <i>Microsoft</i>

Professional Experience

- Deploying and Configuring Virtual Networks.
- Managing Public and Private IP addresses for your VMs and selected other AWS resources.
- Implementing and configuring SQL Server / Agent security and Object permissions i.e assigning user roles and permissions
- Database backup and disaster recovery procedures.
- Monitor database status including CPU, Memory, I/O, Space and dead lock using SQL Server Utilities and Running DBCC.
- consistency checks, and fixing data corruption in user databases.
- Good Understanding of High Availability and Always on concepts.
- Orchestrating Routing Paths, especially in a Hybrid Cloud.
- Good Understanding of High Availability and Always on concepts.
- Well acquainted with ITIL concepts and can work accordingly to the incident Management.
- Working on different UNIX Terminal Servers to interact with jobs.
- Good Experience in downloading and transferring various files through ftp/Sftp/terminal to different servers.
- Scheduling Backup and Backup scripts using Scheduled Jobs.
- Able to work in a team and as well as individually.
- Sound knowledge of release management, Scheduling Patches via inserting, deleting and updating jobs in various Nelson instances.
- Strong Documentation skills using Confluence.

Skills

Operating Systems: LINUX, Windows Server Platforms

Programming Languages/Scripting: Python

Cloud Solutions: AWS. and Basic knowledge of Microsoft Azure.

Networking Kit: VPN Proxy Servers.

Virtualizations: VMWARE EXSI.

Container Tool: - Docker

Version control and rep: - GIT, Jenkins

Database Administration: - MS-SQL

Sprint Management: JIRA, Confluence

Work experience

2018 - Present

Sr. Analyst

CDK Global Pvt Ltd

WS/UNIX/Python/Docker/AWS/GIT/MS-SQL/Jenkins/JIRA

I managed infrastructure on AWS Cloud, automated application deployments for different environments using Jenkins. Set up containerized the applications using Docker.

Role & Responsibility:

- Working as Cloud Administrator on AWS, involved in configuring virtual machines, storage accounts, resource groups.
- Maintained Git workflows for version control, automated CI/CD pipelines for code deployment using Jenkins.
- Built and deployed Docker containers for Implementing Microservices Arch.
- Remote login to Virtual Machines to troubleshoot, monitor and deploy applications.
- Managing Windows 2012 servers, troubleshooting IP issues and working with different support teams.
- Configuration of Microsoft DevTest Labs to migrate the virtual machines from one subscription to another subscription.
- Managing day to day activity of the cloud environment, supporting development teams with their requirements.
- Creating Labs, Virtual Machines along with setting up policies and using Formulas and Custom Images to deploy the network.

2015 - 2017

Analyst

CDK Global Pvt Ltd (MS-SQL/UNIX)

Description:

AutoLine is a Dealer Management System (DMS) product designed for the Automotive Industries to control their Dealership Business autonomously.

Role & Responsibility:

- Responsible for Pro-active maintenance of the AutoLine Application, so that clients' business remains unaffected.
- Involved in developing new functionalities required to enhance the existing product.
- Segregating and classifying the Issues based on priority and delivering quality solutions within the Service Level Agreement(SLA) Targets.
- Debugging the code and directing the Development Team to rectify the bugs by suggesting the code changes required.
- Accessing clients system and applying the required solution on the client server using the Salesforce Tool
- Creating and modifying standard and non standard reports to accurately display information reflecting various aspects of client business.
- Single Point of Contact for all issues resulting from Initial Product Deployment at client location.
- To author and review technical installation reports , help documents , test cases and any other documents.
- Ensure issues are accurately investigated and both the cause and the symptom of problems are resolved while taking into customers account business and operational practices.
- Pro-actively acquire knowledge of the project and associated tool sets, sharing that knowledge across other teams (Development, Testing and Patching teams).

2012 - 2015

Senior Technical Associate

CDK Global Pvt Ltd (Release Management InHouse Legacy Tool I.e Daisy, Nelson)

Project: Central Software Distribution Team

Role & Responsibility:

- Piloting on test sites before dispatching patch on live sites if they are critical clients.
- Scheduling, monitoring the patches on Rings and Drive System.
- Determining the criticality of patch for dealers.
- Allocating the time space to the dealer before patches.
- Involved code level investigation of the patch (KCML and UNIX).
- Provide emergency patches in specific scenarios of countries or dealer.
- Install internally developed code, software, and related configuration/script through the patches or product version upgrading.
- Scheduling, Task allocation and Status Reporting perform root cause analysis in defect Resolution and while debugging.
- Raising and updating the issues/bugs.
- Providing support to the technical requests to Front End customers.

Achievements and Strength

- Participated in World Hackathon 2016 & 2019 and implemented the Idea to gain free space on servers automatically, IIS Running status.
- I was part of an innovation team which will post and implement the Innovative Ideas to increase the process productivity and quality.
- Given 2 CRI (Call Reduction Ideas) and are implemented. My ideas reduced 20 – 25 percent of volume of issues.
- E-Recognition award for solving DMS issues, process related presentations and training's.
- A quick learner, Self-Motivated and Positive Attitude, Ability to adapt to any kind of environment.

Training's attended and given

- Completed 40 hrs of training of Docker admin on LinkedIn Learning.
- SQL server 2000/2005 Administration in our company given by SQL Star international. UNIX training given at CDK IT.
- DMS (Dealer Management System) UNIX Server at CDK , Hyderabad.
- Stellar services training for leadership and administration skills.
- Given process related training to my co-associates in my team.

Personal Details

Name : Kapil Tiwari
Nationality : Indian
Hobbies : Poem writing, Photography, Chess
Languages : English, Hindi
Passport : Yes
D.O.B : July 15, 1989