

VIVESH KUMAR TYAGI

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I'm a Cloud Operations Specialist Engineer, with expertise in optimizing across all areas of availability, automation, latency, change management, performance, emergency response, capacity planning and more. Having spent years in, and shepherding operations teams, looking to move into a Cloud Associate Engineer role. I am confident in the value I can bring to organization.

EXPERIENCE

JULY 2021 – PRESENT

CLOUD OPERATIONS SPECIALIST, UKG (ULTIMATE KRONOS GROUP), NOIDA

- Improve team efficiency and performance, with the use of scripts or tools where possible, automate processes cautiously to save manual work.
- Experience in managing/maintaining various cloud-based platforms.
- Experience in continuous deployment, having knowledge of CI/CD pipelines.
- Experience working with public cloud – Google Cloud (deploying hotfix, compliance, changes).
- Done daily health check of the system and provided support to the end-user.
- Used Jenkins to automate most of the build related tasks.
- Maintaining the Service Level Agreements (SLAs) with respect to key SLI indicators, in the project.
- Production System Monitoring, Incident Management, Server Capacity Management
- Escalate issues as needed to product development or service engineering team per documented procedures, while at the same time establishing a contingency plan to eliminate any intermittent service disruption.

JANUARY 2020 – JUNE 2021

CLOUD INFRASTRUCTURE ENGINEER, UKG (ULTIMATE KRONOS GROUP), NOIDA

- Worked closely with the Network and Storage teams to ensure smooth operations and communicate effectively to avoid unexpected outages/downtime.
- Implemented and maintained system security including user accounts, file permissions, and access control lists.
- Monitored system performance and capacity planning to ensure optimal performance and utilization of resources.
- Applied updates and security patches to systems in a timely manner.
- Implemented monitoring tools to track the performance of each application in real time.
- Work directly with users of the cloud to support failures in the automation or portal usage
- Problem management reviews to identify known issues.
- Knowledge of network (LB).
- Knowledge of AD (Active Directory).

EDUCATION

2016-2019

MASTER OF COMPUTER APPLICATIONS / CS, SHARDA UNIVERSITY, GREATER NOIDA

2013 - 2016

BACHELOR OF COMPUTER APPLICATIONS / CS, UNIVERSITY'S MAHARAJA COLLEGE, JAIPUR

SKILLS

- **Cloud Computing & Tools:** Google Cloud Platform, Jenkins, New Relic, Splunk, Service Now, Jira, Cyber-Ark, VMware, Salesforce.
- **OS:** Windows (server 2012, 2016, 2019), Linux (Ubuntu, Debian, Centos)
- **Database:** MYSQL, NoSQL
- **Application Server:** Apache, NFS, FTP.
- **Security:** F5, Firewall/ACL.
- **Tools/Framework:** Arch Linux, Raspberry PI.

TRAINING

- Server: RHCA, RHCE Training (REDHAT).
- Networking: CCNA Routing and Switching Training (Cisco Certified Network Associate).
- IGNOU: CIT Certificate in Information Technology