

# Kranthiveer Dontineni

kranthi095@gmail.com

8985299694

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System and network operations professional with about four years of experience in the systems operations/Engineering space, specializing in delivering outstanding customer experience in unique, high performing and complex enterprise environments, focused on enabling customer success with their core business, clients and end-users. Highly trained and experienced in installation, deployment configuration, and automation of highly available, fault tolerant environments. Individual contributor, team player, technical and skill management expert who thrives in collaborating in heterogeneous environments, always seeking an opportunity to learn, lead and mentor technical acumen.

## Technical Expertise:

- Cloud computing experience on public cloud providers (GCP, AWS, Digital Ocean) ● Virtualization experience with Openstack, KVM, Chef, Docker and Kubernetes.
- High availability configuration for database and application.
- Clustering experience: MySQL replication and HA clustering, MongoDB sharding
- Basic Knowledge of scripting languages like python
- Tomcat, Apache web server, NGINX, haproxy, Jboss
- Host,application and network based security
- Monitoring Tools like Zabbix, Observium, nagios, Prometheus and grafana.
- Knowledge on LMS application
- Programming languages like c and core java
- Able to analyze php and html codes

## Professional Experience:

**Associate Consultant, Infosys** | Mar-2022 - till date

- Managed and monitored production systems for maintaining high uptime.
- Served as primary point, was responsible for the overall health, performance, and capacity for internet facing systems

- Performed RCA on various service impacting events and worked with product teams for mitigating the issues.
- Troubleshooted and resolved issues escalated by customers and Internal systems, reviewed Application & Infra monitoring changes and worked with other team leads to develop SOP documents.
- Experienced in Application and Database level Monitoring and Troubleshooting ● Experienced in Monitoring tools like Nagios, New Relic, and Splunk.
- Lead complex deployments, architectural reviews, extensively focused on technical upskillment of team and on analyzing the quality of work done in order to meet customer centric metrics.
- Mentoring and assisting team members in implementations and quick resolution of customer queries

**NOC Engineer, Freshworks Inc.** |Feb-2021 - Mar-2022

- Managed and monitored production systems for maintaining high uptime.
- Served as primary point, was responsible for the overall health, performance, and capacity for internet facing systems
- Performed RCA on various service impacting events and worked with product teams for mitigating the issues.
- Troubleshooted and resolved issues escalated by customers and Internal systems, reviewed Application & Infra monitoring changes and worked with other team leads to develop SOP documents.
- Experienced in Application and Database level Monitoring and Troubleshooting
- Experienced in Monitoring tools like Nagios, New Relic, and Splunk
- Used tools like Rundeck and N8N for automating the alerts and helped my team in reducing most of the manual work.
- Created self serviceable slack bots for getting information by passing commands.

**DevOps Engineer, Laalsa Business Insights pvt ltd.** |Dec-2020 - Jan-2021

- Digital Ocean, Jenkins, GitLab, Rocket chat, Docker, Nginx, pm2, nvm, MongoDB, OpenVPN, Mailtrain, Prometheus and Grafana.
- Worked on open source promotion and adoption.
- Single handedly maintained the entire production system, overlooked deployments of both major releases and minor feature additions.
- Worked in parallel with various teams and used to report directly to CTO.

- Worked on prototyping and POC for optimizing the application performance and sharing the backend load.
- Monitored and debugged the code for vulnerabilities and was responsible for firewall configurations and DNS mappings.
- Worked on cost optimization and monitored the effective resource utilization.
- Worked closely with internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
- Managed and monitored all installed systems for the highest level of availability
- Monitoring cloud environment and creating alerts using Grafana and Prometheus
- Maintained and monitored Jitsi based video conferencing solutions • Worked along with developer teams for applying patches and OS hardening.
- Expertise in MongoDB replica sets and Sharding.

**Cloud Administrator, C-DAC Chennai, |Mar-2019 - Nov-2020**

- Openstack, cloud computing, Virtualization, Linux Operating Systems, System Administration, Configuration Management and Technical Support
- Experience in Openstack components Neutron, Nova, Cinder, Horizon, Ceilometer, Heat, Glance and Swift.
- Experience in creating/managing multiple tenants in a cloud, creating quotas, and creating/customizing heat templates.
- Experience with Linux, database and application server configuration.
- Excellent interpersonal skills, effective troubleshooting, and customer handling skills.
- Worked closely with customers, internal staff and other stakeholders to determine planning, implementation and integration of system-oriented projects.
- Managed and monitored all installed systems for the highest level of availability
- Monitoring cloud environment and creating alerts using Observium and Zabbix
- Maintained and monitored Jitsi based video conferencing solutions
- Worked along with application teams for applying patches and VM hardening.
- Expertise in MySQL replication and clustering.

**Electronics Corporation of India Limited (ECIL, Hyderabad)**

Mar 2016

**Intern**

**1 month**

Studied in detail about FPGA kits and built a prototype on “Automatic Lift Control unit” using FPGA kits

**Education:**

- **Centre for Development of Advanced Computing (C-DAC, Chennai)** Mar 2019 PG Diploma in Embedded Systems and Design (DESD) 72.74%
- **Koneru Lakshmaiah Education Foundation** May 2018 Bachelors of Technology in Electronics and Communication Engineering 6.71 GPA
- **Vignan Junior college (vadlamudi)** Mar 2014 HSC in Physics, Chemistry and Mathematics 89%

### Technical Expo:

- Cloud Computing:: Openstack, AWS & GCP(passed LinkedIn assessment)
- Databases: Oracle, MYSQL Server, MongoDB administration
- Auditing tools: OpenSCAP
- DevOps: Ansible, Git
- Security: assessing the vulnerability reports and mitigating the issues if necessary.

### Technical Sessions:

- Cloud Computing, Edge computing and IoT

- Role of Edge Computing in the future of IoT

### Personal Information:

- **Date of Birth** : 24-July-1997
- **Father's Name** : Samba Siva Rao Dontineni
- **Languages Known** : English, Telugu, Hindi, Tamil
- **Permanent Address** : 2/72 Pangalurivari palem, Kukkapallivari palem, Chilakaluripet Mandal, Guntur - 522619

### Declaration:

I hereby declare that all the information furnished above is true and best of my knowledge.

Kranthiveer Dontineni

