






ASHOK GADDAM

Hyderabad 
+91-9121339284 
ashokaws012@gmail.com 



OBJECTIVE

- I've total 4.6 Years of Experience in AWS-Devops Engineer. Domains are IMS (Infrastructure Managed Services-AWS).
- I'm working as **AWS DEVOPS ENGINEER - AWS Cloud** Infrastructure Managed Services (IMS)for US Client. I've work experience as **Technical Admin -AWS** (AWS -Technical Admin Engineer) for Server Monitoring, Functional Testing, etc.
- Understand user stories (use-cases) and provide accurate assistance with solution to Client, Clients Partners as per SLA as well as provide technical assistance to global Client by Web-ex Voice, Skype, Communicator as well as Email.



EDUCATION

B. TECH (ELECTRICAL ENGINEERING) | University Of JNTUH

2011 – 2015

INTER (MPC) | SIRI CHAITANYA JUNIOR COLLEGE, KHAMMAM

2009 – 2011



EXPERIENCE

AWS-DEVOPS ENGINEER | TRANSTECH SOLUTIONS PVT LTD, HYDERABAD

July 2018 – TILL DATE

- **Client:** First Quality®, has become a diversified family of companies manufacturing Adult Incontinence Products, Feminine Hygiene Products, Baby Wipes, Adult Washcloths and Consumer Paper Products serving institutional and retail markets throughout the world.
- Responsibility:
 - I'm working as Sr. Consultant to AWS Architect design and implementations on user stories also, understanding the user challenges and analyses, solutions.
 - Analyze and Evaluate Existing Architecture and Design and Configure a complex architecture on AWS Cloud.
 - Setup/configuring EC2 (Linux and Windows) Servers on AWS (IaaS, Paas, SaaS, DaaS)
 - Build and configure a Virtual Private Cloud (VPC), Public, Private and Hybrid Subnets, Security Groups, ACL (Access control list), Route Tables, ELB (Elastic Load Balancer), Auto-Scaling and blocking suspicious IP/subnet via ACL.
 - Cloud application deployment for client based on AWS development methodology with tools (Jenkins)

best practices. A developer responsibility is to lead the execution of a project by working with a senior level resource on assigned deployment activities and design, build, and maintain cloud environments. Focusing on uptime, control, and network security using automation and configuration management.

- Created NAT gateways and instances to allow communication from the private instances to the internet through hosts and VPC peering (built integration between VPC's).
- Designing a Backup solution and a Disaster Recovery for the infrastructure in the cloud.
- Design and implement the Cloud Infrastructure to easily adapt to changes in an Agile Environment. Setup/Managing Databases on Amazon RDS, DynamoDB.
- Deploy Java Web App On Amazon Linux EC2 instance Using Tomcat.
- Utilizing CloudWatch to monitor resources such as EC2, EBS, ELB, RDS, S3, DynamoDB etc. and creating Cloud watch Dashboards, Alarms, and events to trigger actions on AWS resources.
- Configured CloudWatch custom metrics on Linux and windows servers.
- Creating/Managing DNS records on Amazon Route53 and AMI/Snapshots/Volume and configured with S3 bucket.
- Migration (Upgrade/downgrade) AWS resources, Creating/Managing (CPU, Memory, EBS).
- Managing CDN on Amazon CloudFront (Origin Path: Server / S3) to improve site performance.
- Configuration and administration of Load Balancers, Network and Auto scaling for high availability.
- Setup/configure SNS topics and subscriptions to deliver notifications. SES to send transactional/bulk emails
- Hands on experience with continuous integration tool and continuous deployment, create and manage S3 buckets.
- Experiencing to create API on DynamoDB and modifying as per required from testing team.
- Predominantly Voice Interaction support and also through email, chat & remote support. Provide resolution of tickets for application support as per matrix.
- Responsible to continually monitoring behavior and supporting of cloud-based infrastructure as well as its solutions
- Follows the Request and Incident life cycle as defined by business guideline SLA, with proper priority, categorization and documentation, performs follow up on all necessary incidents as defined in matrix with customer to ensure timely closure.
- Service Level Agreement (SLA). Performs incident notification and ensure incident/request/issues are communicated effectively
- Work closely with several teams to deliver an industry leading service our customers. Review and maintain Service analysis and prepared standard operating procedures (SOP) for future assistance.
- Having a good knowledge of CRM's ticket management tools (Snow), JIRA for incident management, Service requests, Dashboards monitoring.
- Understand and Prepare client production issues / requirements and work on it accordingly. Provide technical assistance via phone, email and Webex to clients, across the globe. Like US, UK, China, etc.
- Monitoring Servers, dashboards, network services and perform UAT with Functional testing on services as need and ensure complete, approved SOP for upload on confluence.
- Preparing for daily, weekly and quarterly reports with Red-Flag, BSAT and CSAT Reports for client and Higher-level manager.
- Provide 24x7 Technology Operation Support and responsible for 4 consultants team. Prepared roster as per co-ordination with Client and Onsite manager.

- OPERATIONAL:

- Experience with AWS Services for architecture configuration for IaaS, SaaS, PaaS, DaaS.
- Consultant (Serve as the single point of contact) within First Quality (US, UK) as well as keeping data up to date for future references with SOP.

- Provide architectural guidance and recommendations on running applications efficiently and reliably on AWS platform.
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible.
- Dealing with queries by different departments for production fault resolution.
- Ensure the team members close out their allocated task properly.
- Make sure that the SLA shouldn't breach, take care of handling call for high and major incident related issue.

AWS DEVOPS ENGINEER | TRANSTECH SOLUTIONS PVT LTD, HYDERABAD.

Feb 2018– Till Date

- **Client:** **HCL client** top partners the company has continued to advance the games, technology, programs, marketing research and security that have been a driving force behind the success of more than 300 customers on six continents over the years.
- Responsibility:
 - On a day-to-day basis provide Interactive Technology support to partner's as managed services in AWS Cloud domain and deal with global partners via Voice, Email, Skype.
 - Perform functional testing on ecommerce domain with AWS Services such as ec2, RDS, S3 on staging and Production got resolve the issue or create bug on it.
 - Have experience for Client queries regarding PaaS, SaaS related to Web services. Have to pull log's from AWS servers (ec2), API and perform action on it. Once confirm co-ordinate with client.
 - Work on session transaction related data which was pulled by API, Server logs and user information.
 - I've experience on frame works such as XML, JSON to get required information and perform session validation with request and response.
 - Responsible for Infra behavior via Grafana UI behavior and it should be look normal.
 - Work with several team SME's, Development team, Commercial Team, Marketing Team, mainly Communication and dealing with global partners via WebEx Call, Skype chat and Email.
 - I was responsible for publish day to day reports (BSAT, CSAT, Red Flag Report) to higher level Management and Clients to supply accurate and replies within the given time frame to partners.
 - I have to achieve (SLA) service level agreements when it comes to our queue or have to create it if need fix or more look on it.
 - Work on Agile methodology with JIRA CRM tool to get done tasks, incident in reported time line with smooth and perfect solution.
 - I was responsible for (24x7) operation for production Services. Servers monitoring with PaaS Technologist, logs, errors and work on alerts which, I've found
 - Joined as Associate Technical Support Engineer and promoted as Technical Support Engineer.
 - Received "Start Performance of the Year" Award.

- CLIENT CERTIFICATIONS:

- T100 (Domain Level 1)
- T200 (Domain Level 2)



TECHNICAL SKILLS

Domain Technology:

AWS CONSOL, VPC, EC2, IAM, EBS, ELB, S3, ELB, Auto-Scaling, Route 53, RDP, SSM, DynamoDB, API Gateway, SNS, Instance Migration, Cloud Watch, Security Group, ACL, AWS billing, Linux server for Deployment using Jenkins (Tomcat server), SAP, Mainframe Technology, MQ Series, DB2, MySQL Functional Testing, Monitoring, CRM's.

Worked Tools:

AWS console, Putty, Putty Key Gen, Web-Services, Jenkins, Apache Tomcat-8.5, SAP, AD, Web Ops, Confluence, Roomba IBM mainframe, MS Office.

CRM Ticketing Tool:

Service Now, JIRA, ISD, C2.

Operating System:

Windows 2012 and AWS Linux/Unix

Database and Storage:

EBS, S3, MySQL, DynamoDB (NoSQL), DB2.



INTERPERSONAL SKILL

- I like to do tailoring.
- Sincerity and punctuality
- Ability to rapidly build relationship and set up trust.
- Confident and Determined
- Ability to cope up with different situations.
- Self-Motivated & self-Starter
- Dedication for committed work.