

# Makeshkumar N S

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## OBJECTIVE:

Seeking a great opportunity with an organization that can greatly use for the growth of the organization as well as to enhance my knowledge about new and emerging trends in software.

## PROFESSIONAL SUMMARY:

- Responsible for global support of applications running in testing and production environments.
- Experienced with managing the code using the Version control systems like Git & GitHub.
- Good understanding in Agile, Scrum, and Waterfall methodologies.
- Experience in branching, tagging and maintaining the version across the environments.
- Good knowledge and hands on Experience in monitoring tools like Geneos.
- Closely worked with Developers and Production support team to address the project requirements.
- Able to effectively manage the time and prioritize multiple projects.
- Excellent communication, team membership and relationship management skills.
- Utilized configuration & automation tools such as Ansible. Hands on experience in development of utilities using Ansible to automate the process.
- Strong perseverance and diligence towards attaining challenging goals and possess good communication skills and quick learning ability.

## SKILLS:

- |                                 |                        |
|---------------------------------|------------------------|
| • Platform                      | : Linux, Windows 10/11 |
| • Version Control               | : Github               |
| • Application Server            | : Tomcat               |
| • Monitoring Tools              | : Geneos, App dynamics |
| • Configuration Management Tool | : Ansible              |
| • Ticketing tool                | : ServiceNow & Jira    |

## WORK EXPERIENCE:

<b>Company Name</b>	: Sarlak Techno Systems, Chennai
<b>Designation</b>	: Software Engineer
<b>Duration</b>	: June 2018 to Till now

## RESPONSIBILITIES:

- Understand client requirements, propose solutions and ensure delivery.
- Actively Participated in deployment meetings and performing the deployments in Linux prospective.
- Worked in closely with the Development Teams, Product Management, Enterprise Architects, Operations to achieve the optimum performance.
- Supported Dev team with troubleshooting build failures.
- Knowledge of Configuration management tool, Ansible to deploy critical applications, automates repetitive tasks and proactively manages the changes.
- Assisted developers with establishing and applying appropriate branching, labeling convention's using GIT source control
- Interfaced with various levels of executives, management, and technical staff of customers.
- Implemented Ansible to complete the automation from commit to deployment.
- Provided global support of applications running in staging and production environments.

- Standardizing the automation process of Operating System Installation Management.
- Used WINS CP for packaging and uploading.
- Monitoring daily scheduled jobs for various sites which ensures completion of daily loading
- Involved in ticket creations and analysis of different IT Support Reports
- Assist with enhancing customer experience by promoting and leveraging the Self-Service Portal.
- Worked on Incident, Request, Problem Change Request and Major Incident Management with follow up.
- Worked on ticket audit reports in daily basis and hosted daily SOD calls
- Facilitate the negotiation of service performance criteria resulting in SLA's and OLA's with IT service owners, service contributors, and customers.
- Had a direct involvement in creating knowledge articles.
- Taken part in improving the IT Services Catalog experience.
- Created documentation of processes and creation of guidelines.
- Responsibly worked for the identification of service owners, stakeholders, customers and key users as organizational changes occur and new services are required
- Worked with RPA team to design bots for complete Change creation, Task Movement, Task Follow up, Approval Follow up and Change Closure process
- Governance review & approval of Change Records (CRs) – Review, assign, accept/reject CR tasks.
- Manage interactions between PCCM and Internal organizations, including third party tool vendors, the Senior Technology Leadership Team (STLT), Senior Manager Technology (SMT), Operations and Technology.

#### **EDUCATION:**

- Completed **B.E** in Electrical and Electronics Engineering in Coimbatore Institute of Engineering and Technology, Coimbatore.

#### **DECLARATION:**

I sincerely feel that working and to be served in your organization will fulfil my cherished goals. I, hereby, declare that above information is true to the best of my knowledge.

Place: Chennai

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