BALASUNDARAM N

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| Professional Summary |

With total of **~13 years'** experience in Information Technology Industry. Articulate communicator working as a liaison between Technical & Support functions with commitment of contributing to an organization's bottom line. Experience in Development Life cycle from requirement gathering, analysis, designing, developing, testing, documentation, implementation and support.

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| Experience Summary |

Ø Currently working with **OnMobile Global Ltd** as **Senior engineer DevOps**

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| COntributions |

* Part of Docker community in Bangalore and contributing Docker stack ready solution to collabnix dockerlabs. (<https://github.com/collabnix/dockerlabs/blob/master/solution/django-postgres/readme.md>)
* Presentation and webinar on Container Networking in the Docker community event.

Webinar: <https://docker.zoom.us/recording/play/1yu_fGqwzB4pQj2hl3dFPgTjS5HeeJrHLrQJ3mtE2-pfdBLGgbR93uYl2ujXqixu?continueMode=true>

Presentation:

<https://www.slideshare.net/BalasundaramNataraja/demystfying-containernetworking/BalasundaramNataraja/demystfying-containernetworking>

* LinkedIn profile <https://in.linkedin.com/in/balasundaram-natarajan-43471115>

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| Skills |

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| Ø AWS, Docker, Kubernetes  Ø Python Scripting  Ø Linux (CentOS & RHEL) Administration  Ø MariaDB, MongoDB, Scylla  Ø Virtualization - Citrix XenServer & Hyper-V  Ø Telecom – SS7, SIP | Ø Customer Relationship Management  Ø Responsible for the, Installation, Integration & Commissioning Acceptance Testing  Ø Project Risk Management  Ø Cross Functional team interactions to expedite customer deliveries  Ø Track and Update Project status  Ø Service Documentation, Service Transition |

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| Work History |

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| |  |  |  |  | | --- | --- | --- | --- | | Apr 2012 – Current  Senior Engineer DevOps  OnMobile Global Limited - Bengaluru, KA  Clients In– Across Globe | * **Responsible** for deploying OnMobile products in AWS services, On-premise * **Performing vulnerability** assessment and fixing those vulnerabilities (CIS benchmarks) * **Track and update** risks, and action items to ensure project is on track and within scope and following up with team to make sure these issues were resolved and escalated. * **Maintain the project related documents** for ongoing/completed projects and ensure Handover/support transition to Operations team for the completed projects. * **Customer liaising** for functional and Technical level requirement gathering ,Involving in System study, Integration and System Acceptance Test * **Mentoring onsite & offshore** team, Overseeing Project deployment according to the dimensioning, integration and acceptance testing activities. * Provide **technical assistance** to engineers at site and liaise with QA/Eng. team for troubleshooting issues. |  |  | | * **Responsible** for deploying OnMobile products in AWS services & On-premise * **Performing vulnerability** assessment and fixing those vulnerabilities (CIS benchmarks) * **Track and update** risks, and action items to ensure project is on track and within scope and following up with team to make sure these issues were resolved and escalated. * **Maintain the project related documents** for ongoing/completed projects and ensure Handover/support transition to Operations team for the completed projects. * **Customer liaising** for functional and Technical level requirement gathering ,Involving in System study, Integration and System Acceptance Test * **Mentoring onsite & offshore** team, Overseeing Project deployment according to the dimensioning, integration and acceptance testing activities. * Provide **technical assistance** to engineers at site and liaise with QA/Eng. team for troubleshooting issues. |

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| Jul 2006 – Mar 2012  Product support Lead  OnMobile Global Limited - Bengaluru, KA  Clients In– Across Globe | * **Responsible** for documenting the release and raising the release issues with QA/Engineering * **Maintaining FAQ/Issues** documents & ticketing all the issues & future request through Jira ticketing tool * **Track and update** release deployments across clients and action items to ensure that latest releases are applied at site. * **Create test** environments for testing releases provided by Engineering/QA. * **Mentoring** team, on ongoing and completed product support related issues. * **Responsible** for Project Coordination/Data collection/training of language model/Maintenance/ Installation/support for Nuance9.0 & telispeech ASR engines & language models * **Maintaining** documents & monitoring systems for Onmobile CMS server. * **Create Interactive voice applications and** environments for deploying at client location based on product requirement |  |  |

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| Education |

* Masters (M.Sc.): Information Technology | Dr. M.G.R. Engineering College, | Anna University
* Course completion from Red Hat India Training services on **RHCSA & RHCE on RHEL7.3** –Oct 2016.
* Course completion from **NPTEL IIT Kanpur on Cloud computing & distributed systems** with a consolidated score of 75% –Aug -Oct 2018

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| Achievements |

OnMobile Exemplary Award winner on various projects.

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| Personal Information |

Date of Birth: 01-04-81

Marital Status: Single