

Jitender (DevOps Engineer)

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SUMMARY

- **6+ years** of experience as an IT Professional with **5+ years** in DevOps and Deployment Engineering, specializing in telecom and e-commerce domains.
- Proficient in deploying and managing multimedia messaging and analytics applications on Kubernetes, Docker, Helm, and OpenStack-based virtualized infrastructures.
- Hands-on with CI/CD pipelines using Git, GitHub, Jenkins, Maven, and Ansible for automated deployments and release management.
- Skilled in scripting and automation with Shell and Python, optimizing workflows and reducing manual intervention.
- Worked on telecom projects for clients including Telenor Sweden, Hi3G Sweden, and Telefonica Germany, handling MMSC configuration, testing, integration, and ATP.
- Experienced in integrating systems with analytics tools like ELK Stack, Prometheus, Grafana, Splunk, and ServiceNow for monitoring and troubleshooting.
- Strong understanding of telecom protocols including MMS, SMPP, SIGTRAN, LDAP, DIAMETER with experience in fraud management and revenue assurance platforms.
- Recognized for preparing technical documentation (CIQ, HLD, LLD, MOPs) and collaborating with cross-functional teams in Agile environments using Jira for delivery excellence.
- Skilled in managing production clusters (EKS, OpenShift), CI/CD pipeline automation with Jenkins, and Infrastructure as Code using Terraform.
- Proficient in observability tools (Prometheus, Grafana, ELK), security best practices (IAM, secrets management, compliance), and incident management.
- Experienced in Agile collaboration with Jira and delivering high-availability systems in telecom and e-commerce domains.

SKILLS

- **Core IT Skills:** Red Hat Linux, Microsoft Windows, SQL, Troubleshooting, Issue Resolution, Quality Assurance, Testing, Technical Documentation (CIQ, HLD, LLD, MOPs), E-commerce
- **DevOps / Deployment Skills:** Kubernetes, Docker, Helm, Kafka, Zookeeper, AWS, OpenStack, Shell Scripting, Python, Git, GitHub, Jenkins, Maven, Ansible, CI/CD,

Virtualization Platforms, Containerization, Orchestration, Telecom Protocols (MMS, SMPP, SNMP, SIGTRAN, DIAMETER, LDAP), MMSC Configuration, OpenShift, Podman, Redis

- **Tools:** ELK Stack, Prometheus, Grafana, ServiceNow, JIRA, Splunk, Xura Analytics Tool, Toad, IBM Endpoint
- **Languages:** Python, Shell Scripting, SQL
- **Productivity Tools/Terms:** Agile Collaboration, Customer Solution Delivery, Technical Documentation, Vendor/Stakeholder Management

WORK EXPERIENCE

NOV 2022 -
PRESENT

Senior DevOps

Multimedia Messaging Service (MMSC)

Industry: Telecommunications

Description: This project portfolio involved end-to-end deployment, integration, testing, and delivery of Multimedia Messaging Service (MMSC) and analytics solutions for leading telecom operators across Europe. The initiatives focused on containerized deployments, seamless system integration, and performance optimization to ensure high availability and reliability in large-scale telecom environments.

Technology/stack: OpenStack, Kubernetes (OpenShift), Docker, Podman, Helm Charts, Redis, LDAP Directory Server, SMPP, DIAMETER, SIGTRAN, XURA Analytics Tool, Splunk

Key Deliverables:

- Deployed and managed MMSC configurations across multiple telecom operators, ensuring seamless rollout and customer acceptance (ATP)
- Configured and upgraded application systems using Helm Charts for containerized and cloud-based deployments
- Coordinated with SMSC teams and other cross-functional groups to achieve smooth integration of VAS and MMS applications
- Integrated MMSC with analytics tools (XURA Analytics, Splunk) to enable efficient monitoring, troubleshooting, and reporting
- Supported customer acceptance testing (ATP), resolving issues, and delivering technical solution documents including CIQs, HLDs, and LLDs
- Implemented deployments on both OpenStack-based virtualized platforms and Kubernetes-based cloud environments (OpenShift)
- Delivered performance improvements through optimized configurations and Redis-backed caching for scalability
- Troubleshooted and resolved application issues raised in JIRA, ensuring SLA compliance and customer satisfaction

- Implemented Terraform scripts (exposure) for infrastructure provisioning and version-controlled deployments.
- Integrated Prometheus, Grafana, and ELK Stack for observability, enabling proactive monitoring and incident response.
- Applied IAM and secrets management practices for secure access and compliance.
- Collaborated with cross-functional teams in Agile sprints (Jira), driving continuous delivery and faster releases.

FEB 2022 –
NOV 2022

DevOps

Fraud Management & Telecom System Operations

Industry: Telecommunications

Description: This project involved supporting telecom system operations and monitoring critical applications such as Fraud Management & Revenue Assurance (FMRA), Welcome Message Service (WMS), Location Information Server (LIS), and IP Logger. The role focused on database operations, log monitoring, and DevOps tool support to ensure smooth system performance.

Technology/stack: FMRA, WMS, LIS, IP Logger, SQL (Toad), GIT, Jenkins, Maven, System Logs, CDR Collection

Key Deliverables:

- Monitored server operations across multiple telecom applications (FMRA, WMS, LIS, IP Logger) to ensure stability and uptime
- Performed database operations and extracted datasets using SQL queries via Toad for reporting and analysis
- Supported CI/CD processes with GIT, Jenkins, and Maven build tools for application deployment and version control
- Monitored and analyzed system logs to proactively identify issues and support troubleshooting efforts
- Collected and validated CDR (Call Detail Records) and operational dumps for auditing and system performance reviews
- Deployed observability stack with Prometheus and Grafana to identify performance bottlenecks.
- Led incident management and troubleshooting using ELK and system logs.
- Collaborated with cross-functional teams to maintain system integrity and assist in application-level issue resolution

MAY 2020 –
DEC 2021

DevOps

E-Commerce Category & Data Analytics

Industry: E-Commerce

Description: This project involved managing product categories and merchant accounts for a government e-commerce platform, while conducting research, competitive pricing analysis, and data-driven decision-making. The role combined functional e-commerce expertise with technical skills in SQL and GitHub for product data extraction and reporting.

Technology/stack: E-Commerce Platforms, SQL (Toad), GitHub, Competitive Analysis, Data Analytics Tools, Product Catalog Management

Key Deliverables:

- Conducted research and documentation for new software, products, and categories to support marketplace expansion
- Managed multiple categories on the government e-commerce platform, including onboarding and enhancing product content
- Performed competitive analysis to define product pricing strategies and maintain market competitiveness
- Wrote SQL queries for data extraction and analysis across multiple product categories, ensuring accuracy in reporting
- Pushed and pulled SQL query scripts to GitHub for version control and collaboration with the analytics team
- Contributed to cloud cost optimization (FinOps) by analyzing resource utilization and suggesting scaling improvements.
- Enhanced security with IAM-based access controls for e-commerce integrations.
- Managed key merchant and brand accounts contributing bulk sales, optimizing relationships for higher revenue contribution
- Enhanced product listings and ensured catalog accuracy to improve discoverability and customer experience

NOV 2017 –
FEB 2020

Technical Analyst
Government E-Marketplace (GeM)
Industry: Government E-Commerce

Description: This project supported the Government E-Marketplace (GeM) initiative by managing technical specifications, vendor assessments, and category development across diverse domains including electronics, medical, forensic, defense, and mechanical. The role emphasized product standardization, stakeholder coordination, and performance tracking to streamline procurement processes.

Technology/stack: GeM Portal, Technical Specification Documentation, Vendor Assessment, Product Performance Tracking, Data Analysis

Key Deliverables:

- Supported preparation of technical specifications for multiple product categories to be listed on the GeM portal
- Managed category performance for high-volume product domains including electronics, medical, and defense
- Coordinated with vendors and partners to provide training on order fulfillment, category handling, and compliance
- Assisted stakeholders in the vendor assessment process, ensuring quality standards and eligibility compliance
- Monitored performance of newly released products and measured success using data-driven metrics
- Facilitated vendor and seller engagement to strengthen marketplace participation and adoption

EDUCATION

- B.E. in Computer Science & Engineering, AMIE, Kolkata, 2015-2017

CERTIFICATION

- Docker & Kubernetes – Edyoda
- Linux Red hat Certified Administrator (RHCSA 8) -Unofficial: - Udemy
- Introduction to Cybersecurity: - CISCO
- Learning Docker: - LinkedIn
- The Complete Oracle SQL certification: - Udemy
- Fundamental of Digital Marketing: - Google digital Garage