**GANESH NELLI**

Email: iamganesh.nelli[@gmail.com](mailto:babunaveen1290@gmail.com) | Mobile-+91 9912792854 | Hyderabad

## Objective:

A highly skilled and dedicated **TIBCO Business Works (BW) Administrator** withhands-on experience in managing, configuring, and supporting TIBCO BW 5.x environments. Adept at implementing and administering TIBCO solutions, with a strong foundation in deployment, performance tuning, and troubleshooting of TIBCO BW applications. Demonstrated expertise in providing end-to-end support for BW processes, monitoring, and ensuring seamless integration with external systems and services.

## Profile Summary:

* TIBCO BW 5.x: Installation, configuration, and administration.
* Integration & Orchestration: Orchestrating processes and integrating systems using TIBCO BW.
* Monitoring & Troubleshooting: Using TIBCO Hawk, Admin, and BW tools for performance monitoring and issue resolution.
* Environment Management: Supporting dev, staging, and production environments for smooth deployments.
* Performance Tuning: Optimizing BW apps for throughput and low latency.
* Scripting & Automation: Writing Bash scripts for automating BW tasks.
* Deployment: Deployed BW projects and managed the deployment lifecycle.
* Troubleshooting: Analyzing logs and resolving BW and system issues.
* Collaboration & Support: Coordinating with dev, QA, and business teams for BW solution deployment.

**Professional Experience:**

Senior Systems Engineer at Infosys from 2022 to till date.

**Technical Expertise:**

* Good experience in handling the client’s during High priority Issues.
* Worked extensively on TIBCO Business Works, Adapters and Administrator Responsible for all aspects.
* Good knowledge on using Apigee.
* Automated the monitoring alerts using shell scripts.
* Creation of cronjobs.
* Excellent understanding of full Software Development Life Cycle.
* Provided on-call support 24/7 for TIBCO environment and Working Experience independently and within the team.
* Good knowledge on using Splunk.
* Good expertise in dealing with Application users and resolving their issues.
* Knowledge on Jenkins CI/CD workflows, integrating Jenkins with Nexus, SonarQube

**PROJECT-1:**

**Client: Telstra Corporation Limited**

Telstra Corporation Limited is Australia's largest telecommunications and media company, offering a wide range of services including mobile, broadband, and TV solutions. This is a Development, Enhancement, and Support Project that allows to create better applications by integrating automation into their current systems. This helps them satisfy SLAs and effectively manage resources. In addition, standardized processes make sure that the deployment is smooth, and features are released quickly.

**Technical skills**:

* Tibco BW Administrator 5.x.
* Knowledge on Tibco Designer
* Operating Systems: Windows XP/7, 8, 10, Linux
* Basics of Oracle SQL DB
* Tibco EMS and MQ Managers
* Apigee, My Gateway
* Certificate Renewals

**Tools used**: TIBCO Business Works (BW), EMS, MQ, Splunk, Jira, TIBCO Hawk, WinSCP, Apigee, My Gateway, Confluence, iTAM, Putty.

**Roles & Responsibilities:**

* Conducted daily health checks for applications, monitoring disk space, BW components, and EMS status.
* Managed queue pileups, incidents, and resolved issues to minimize downtime.
* Participated in daily stand-ups, providing task updates and aligning with team goals.
* Tracked and updated tasks in Jira, ensuring timely completion of critical responsibilities.
* Executed server/application restarts during patching to maintain system performance.
* Performed backups for critical system components (disk, crontab, EMS, SSH, MQ, logs).
* Restarted services (hawk, EMS, admin) in sequence, ensuring minimal service disruption.
* Maintained and monitored the EAI Dashboard, addressing issues promptly to ensure visibility.
* Managed server failover from primary to secondary servers, including SSH and connection handling.
* Automated workflows using parent/child scripts to streamline processes.
* Coordinated certificate renewals and ensured seamless system communication.
* Generated and analyzed IT/EI reports to track integration order statuses and resolve errors.
* Managed reports, re-submitting failed transactions and supporting timeout issues.
* Supported CR2591 activity by halting data flow and managing incident resolution via Console.
* Resubmitted timeout errors from the console to prevent data loss.
* Utilized Hide/Unhide Tool for bulk transaction resubmission and discarding.
* Created Change Requests (CRQs) and Incident tickets for issue resolution and documentation.
* Optimized log storage and configuration to ensure effective troubleshooting.
* Automated BW component health checks with Bash scripting to enhance system reliability.

**PROJECT-2:**

**Client: Sydney Water Corporation**

Sydney Water is Australia’s largest water utility, providing essential water, wastewater, and stormwater services in Sydney. This is a migration project to update legacy code to the latest version, implementing modern CI/CD practices using Jenkins, Docker, and Kubernetes. Managed automated build, testing, and deployment pipelines to ensure seamless integration and continuous delivery in a containerized, cloud-native environment. Enhanced development efficiency and reduced deployment times through robust automation and scalability solutions

**Tools used**: Git, GitHub, Maven, Jenkins, SonarQube, Nexus, Docker, Kubernetes, Prometheus & Grafana.

**Roles & Responsibilities:**

* Managed code repositories in GitHub, streamlining collaboration and versioning through pull requests.
* Assisted developers with pulling requests from GitHub, ensuring smooth code updates and commits.
* Designed and maintained Jenkins CI/CD pipelines, automating the build, test, and deployment lifecycle.
* Integrated SonarQube into Jenkins pipelines for static code analysis, ensuring code quality by identifying and fixing issues before deployment.
* Automated code packaging using Jenkins, storing packages in Nexus for consistent artifact management.
* Used Nexus as the artifact repository to store build packages and Docker images securely.
* Developed Jenkins jobs to retrieve code packages from Nexus, build Docker images, and push them back to Nexus for reliable image management.
* Configured and managed Kubernetes clusters to deploy, scale, and manage containerized applications.
* Automated Docker image deployment on Kubernetes using Helm charts, ensuring correct image pulling from Nexus post-approval.
* Integrated approval processes in Jenkins pipelines, ensuring deployments proceeded only after necessary validations.
* Automated notifications to stakeholders about approval status, ensuring transparency and real-time updates.
* Configured Prometheus for real-time metrics collection, enabling proactive system health monitoring.
* Created Grafana dashboards for visualizing performance metrics and providing actionable insights into system behavior.
* Automated Jenkins notifications to keep stakeholders informed of deployment status and issues.
* Collaborated with development, QA, and operations teams to continuously improve CI/CD pipelines and deployment processes.
* Actively participated in troubleshooting deployment-related issues, reducing downtime and improving system stability.

**Education:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Qualification | School/College | Board/University | Year of Passing | Percentage/CGPA |
| Bachelor of Technology | Narsimha Reddy College of Engineering | JNTUH | 2021 | 70% |
| HSC | Geetha Junior College | TGBIE | 2017 | 82% |

**Personal Information:**

|  |  |
| --- | --- |
| Permanent Address | D.no: 3/12, Janakampally (V), Ryalamadugu (Post), Medak (M), Medak (dist). |
| Mobile | +91 9912792854 |
| Corporate Email | [ganesh.nelli@infosys.com](mailto:ganesh.nelli@infosys.com) |

**Declaration:**

I hereby declare that the information furnished above is true up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Hyderabad Name: N.Ganesh