**GANESH NELLI**

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## Objective:

A highly skilled and dedicated **TIBCO BusinessWorks (BW) Administrator** with **hands-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 of TIBCO BusinessWorks 5.x environments.
* Integration & Orchestration: Skilled in orchestrating complex business processes, integrating heterogeneous systems using TIBCO BW and other TIBCO products.
* Monitoring & Troubleshooting: Experience in using TIBCO Hawk, TIBCO Administrator, and TIBCO BW monitoring tools for system health checks, performance monitoring, and issue resolution.
* Environment Management: Support and management of development, staging, and production environments, ensuring smooth deployment cycles and minimal downtime.
* Performance Tuning: Identifying and addressing performance bottlenecks, optimizing BW applications for maximum throughput and minimal latency.
* Security & Compliance: Knowledge of implementing security measures in BW environments, including SSL, user authentication, and ensuring compliance with organizational policies.
* Scripting & Automation: Proficient in writing custom Bash scripts for automating BW processes and server management tasks.
* Version Control & Deployment: Hands-on experience in deploying BW projects using TIBCO Administrator and maintaining version control with Git.
* Troubleshooting: Expertise in analyzing logs, handling errors, and resolving complex system issues related to BW components and integrated systems.
* Collaboration & Support: Worked closely with developers, QA teams, and business analysts to ensure the successful deployment and operation of TIBCO BW-based solutions.

**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 BusinessWorks (BW), EMS, MQ, Splunk, Jira, TIBCO Hawk, WinSCP, Apigee, My Gateway, Confluence, iTAM, Putty.

**Roles & Responsibilities:**

* Conducted daily health checks for applications, ensuring proper disk space utilization, monitoring the status of BusinessWorks (BW) components, and verifying the health of EMS (Enterprise Messaging Service).
* Monitored queue pileups and managed incidents, ensuring timely resolution to minimize downtime.
* Actively participated in daily stand-up meetings, providing updates on ongoing tasks and ensuring alignment with team goals.
* Managed and updated mandatory tasks, ensuring that all critical responsibilities were tracked and completed as per schedule.
* Updated and maintained day-to-day tasks in the Jira board, ensuring that all issues, tasks, and incidents were logged and tracked effectively.
* Executed server and application restarts during patching activities to ensure optimal system performance.
* Followed strict protocols to back up critical system components, including disk space, crontab configurations, EMS, SSH configurations, hawk agent, MQ configurations, Splunk logs, and Admin configurations.
* Stopped and restarted hawk, EMS, and admin services in a sequenced manner, ensuring that secondary servers were operational before halting primary services to avoid service interruptions.
* Responsible for the maintenance of the EAI Dashboard, ensuring the proper functioning and monitoring of in-transit counts.
* Actively responded to incidents when the dashboard went down, promptly addressing any issues to ensure visibility of integration status.
* Managed the server failover process from primary (J1) to secondary (J2) servers, including executing SSH commands on the secondary server and terminating existing connections on the primary server.
* Oversaw and executed parent and child scripts as part of the workflow automation and process execution.
* Coordinated and handled the renewal of certificates to ensure seamless communication between systems.
* Generated and analyzed IT reports and EI (Enterprise Integration) reports to track in-transit orders, error integration order statuses, and to ensure the smooth operation of integration workflows.
* Managed CDE (Critical Data Events) reports, providing support for timeout transactions and re-submitting failed transactions as required.
* Supported the CR2591 activity, halting data flow to target systems and managing the incident resolution process from the Console.
* Resubmitted timeout errors directly from the console to ensure no data loss.
* Utilized the Hide/Unhide Tool to manage bulk transaction resubmission and transaction discarding when necessary.
* Created and raised Change Requests (CRQs) for system changes and Incident (Inc) tickets when issues were identified, ensuring proper documentation and resolution.
* Enabled and configured logs based on system space constraints, optimizing storage and ensuring sufficient log data for troubleshooting and auditing purposes.
* Automated the health checks of BW components using Bash scripting, improving system reliability and reducing manual intervention.

**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 and maintained code repositories in GitHub, enabling seamless collaboration between development teams and streamlining code versioning through pull requests.
* Assisted developers in pulling requests from GitHub, ensuring smooth code updates and commits back to the repository.
* Designed and maintained Jenkins CI/CD pipelines, automating the entire build, test, and deployment lifecycle for applications.
* Integrated SonarQube into Jenkins pipelines for static code analysis, ensuring code quality by identifying and fixing bugs, vulnerabilities, and code smells prior to deployment.
* Automated the process of code packaging using Jenkins, where the pipeline creates packages and stores them in Nexus, ensuring a consistent, centralized repository for artifacts.
* Leveraged Nexus as the artifact repository for storing build packages and Docker images, ensuring a secure and efficient storage mechanism for artifacts.
* Developed Jenkins jobs to retrieve code packages from Nexus, build Docker images, and push them back to the Nexus repository, enabling consistent and reliable image management.
* Configured and managed Kubernetes clusters to deploy, scale, and manage containerized applications.
* Utilized Helm charts to automate the deployment process, ensuring that Docker images were correctly pulled from Nexus and deployed onto Kubernetes clusters after receiving the necessary deployment gate approvals.
* Integrated approval processes into Jenkins pipelines, ensuring that deployments were gated and only proceeded after necessary validations and approvals were granted.
* Automated the process of notifying stakeholders about the approval status, ensuring transparency and real-time updates.
* Configured Prometheus to collect real-time metrics from applications and infrastructure, enabling proactive monitoring of system health and performance.
* Utilized Grafana to create visual dashboards for real-time performance monitoring, providing actionable insights into system behavior and application performance.
* Automated Jenkins notifications about deployment status, keeping stakeholders informed of successes, failures, and any issues during the deployment process.
* Worked closely with development, QA, and operations teams to continuously improve the CI/CD pipeline and deployment processes.
* Actively participated in troubleshooting and resolving deployment-related issues, reducing downtime and improving the overall stability of production systems.

**Education:**

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| 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:**

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**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