

**Hemanth Raj Gandham**  
**Application Support, Tech Lead**

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**Objective:**

- To pursue a rewarding career, effectively utilizing and meanwhile updating my skills, knowledge for the benefit of the Organization and improving the self.

**Professional Summary**

- I am an experienced **Application Support, Tech Lead** with experience in areas of Support/Build/Release/ Environment Management, releases for multiple Applications running on both Linux & Windows based distributed Infrastructure, Software Configuration and **DevOps** Methodologies with equal emphasis on supporting Java/J2EE applications and setting up and maintaining **CI & CD** pipelines and delivering
- Experienced in working as **DevOps Engineer/AWS Engineer** operations process and tools area (Continuous Integration, Configurations)
- Experience in working with Scrum Framework of Agile Project Life Cycle Model
- Involved in Sprint Planning and Sprint Retrospective Meetings
- Having knowledge of **CI** (Continuous Integration) and **CD** (Continuous Deployment) methodologies with **Jenkins,Azure Devops**
- Experienced in build tools such as **Maven** to generate project Artifacts and troubleshoot Build issues and **Nexus** for uploading artifacts
- Hands on experience with Configuration Management Tool - **Ansible**
- Hands on experience with SCM tools like **GIT** for branching, tagging and version management
- Hands on experience with code coverage tools like SonarQube
- Hands on experience in Cloud Technologies like **Amazon Web Services (AWS)** and its services **VPC, EC2, Cloud Watch, Cloud Front, Route53, ELB, ASG, IAM, EBS, AMIs, S3 etc.**
- Good Experience with application and infrastructure management and monitoring tools
- Having good exposure in **Shell scripting,PowerShell and Python.**
- Attending Scrum Meetings with **Dev& QA**
- Good knowledge on containerized applications by using **Docker** and Podman containers
- Maintaining and Monitoring the Application/Servers using **Nagios**
- Knowledge on **DevOps Tools, Linux Commands, GIT, Nagios, Docker, Vagrant** and software configuration management activities with **Tomcat**
- Experience on Build and Deployment process for Apache **Tomcat** Application Server
- Having experience in creating custom **Docker Images** using **Dockerfile**
- Having good exposure in creation of Virtual Environments using **Vagrants**
- Good understanding of defect and change tracking tool such as **Jira**
- Configuring, automating and maintaining build and deployment **CI/CD** tools **GIT, Tekton,Jenkins, Docker**, and Jira for Multi-Environment (Local/NON-PROD/PROD) with high degrees of standardization for both infrastructure and application stack automation in AWS cloud platform
- Experience on implementing tools like **Ansible** and **Docker**
- Watch In-depth understanding of the principles and best practices of Software Configuration Management (SCM) processes which include compiling, packaging, deploying and Application configurations

- Good knowledge in **Terraform** for creating IAAC (infrastructure as a code) for different cloud providers
- Experience in setting up the **Kubernetes** for the **Docker** to handle cluster-based containers
- Good knowledge on deployment and orchestration the applications with **Kubernetes**
- Involved in Package applications with Helm and writing **Helm charts** for applications
- Team player with good communication, interpersonal, analytical and problem solving skills and ability to work as part of team as well as individual
- Keen at learning and adaptable to any kind of platform, new and advanced technology
- Good Interpersonal Skills, team-working attitude, takes initiatives and very proactive in solving problems and providing best solutions

#### Educational Details:

Completed MCA(**Computer Science**) from Osmania University (Hyderabad).

#### Professional Background:

- 1) Working as **Application Support Tech Lead** at **Fiserv** from **11<sup>th</sup> April,2018** to **Till Date**
- 2) Worked as **Senior System Analyst** at **TCS** from **December 20,2017** to **April 10,2018**
- 3) Worked as **System Analyst** at **Tech Mahindra** from **January 2017** to **13<sup>th</sup> October 2017**
- 4) Worked as **at Amazon Development Centre** from **September 2013 – July 2016**
- 5) Worked as **Team Developer** at **BA Continuum Solutions Pvt Ltd** from **Aug 2009 – Aug 2013**

#### Technical Skills

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|---|--|
| ➤ <b>Operating Systems</b>              | : Windows, LINUX/UNIX                        |
| ➤ <b>Version Control Tools</b>          | : GIT,Azure Repos                            |
| ➤ <b>Configuration Management Tools</b> | : Ansible, Terraform                         |
| ➤ <b>Build tools</b>                    | : Maven                                      |
| ➤ <b>CI Server</b>                      | : Jenkins,Tekton                             |
| ➤ <b>Bug tracking tool</b>              | : E-Jira, ServiceNow                         |
| ➤ <b>Web/Application Servers</b>        | : IIS,Nginx, Apache Tomcat,Weblogic          |
| ➤ <b>Scripting Languages</b>            | : Shell Scripting, Python, PowerShell,Groovy |
| ➤ <b>Cloud Technologies</b>             | :AWS (EC2,S3,CloudWatch,Route 53, IAM),ADO   |
| ➤ <b>Monitoring Tools</b>               | : Dynatrace,Splunk,Grafana                   |
| ➤ <b>Containerization</b>               | : Docker, Podman, EKS, Kubernetes, ARO, Helm |
| ➤ <b>Log Monitoring Tools</b>           | : Splunk                                     |

#### Project Profile

<b>Company</b>	: Fiserv
<b>Project Name</b>	: Card Services Internals and Credit
<b>Role</b>	: Application Support, <b>Tech Lead</b> experience
<b>Applications</b>	: Credit Console,Service Request,Implementation Console, Dispute Expert,Nautilus
<b>Duration</b>	: April-2020 to till date

### **Roles & Responsibilities:**

- Support the engineering teams during monthly releases, deployments and installs
- Review the Deployment instructions, coordinate with development team and provide release support for upper environments i.e. Prod and Cert.
- Creating new repositories and branches in existing repositories as per the requirement of the dev team
- Support the engineering teams regarding CI/Build tools, Environments and Development teams automate the environment setup using tools like Ansible
- Involved in Branching, Tagging and Merging of code delivery at required releases
- Good knowledge on maintaining cloud based infrastructure (AWS)
- Involved in Creating Security using VPC, IAM, SSO, Security Groups
- Attending Scrum Meetings with Dev & QA
- Creating CI/CD pipelines by integrating Git, Maven, Jenkins, Ansible, and AWS and on Azure Devops
- Good knowledge on writing Ansible playbooks for Application Deployment automation, Cloud Infrastructure Automation
- Automated deployment process, where it copies the WAR files and starts deploying into Tomcat Environment using Jenkins's Pipeline
- Supporting the deployment of software releases into development and test environments, troubleshooting release package, and deployment procedure or environment configuration issues
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups
- Defects Encountered during builds and Follow-up with Developers until all Issues were resolved
- Monitored and worked on alerts send by Nagios on various issues related to Server availability, Disk issues, CPU, Memory, Processes, etc.
- Involved in design, implement, manage and orchestrate Docker Container Clusters using Kubernetes
- Involved in Packaging applications with Helm and writing Helm charts for applications
- Design and build Docker Files, Docker Images, and Docker Containers
- Automating build process used for Java, Middleware applications using tools / automation framework like Jenkins
- Created Docker images using Dockerfiles to support containerization of applications
- Supporting different environments like Prod, Dev and Staging
- Working Experience in log management/monitoring systems tools like Nagios, Grafana & Prometheus
- Involved in Release management like planning, scheduling, and deploying Releases
- Involved in AWS provisioning by creating EC2 Instances and configuring all necessary services like Security, EBS, and S3
- Involved in job scheduling for daily and nightly build activity using Jenkins
- Creating new jobs in Jenkins and managing the build related issues and Configure the jobs and pipelines
- Code deployments and code builds on Linux and application deployments on Tomcat servers in stage mode
- Involving in scrum meetings, product backlog and other scrum activities and artifacts in collaboration with the team
- Maintaining all the Linux environments for deployments and Implemented Configuration Management, Change Management policies and procedures
- Working closely with dev team to manage CI environment using Jenkins
- Participation in project meetings with other technical staff and business owners and subject matter experts
- Creating new repositories and branches in existing repositories as per the requirement of the dev team
- Configured Git to inform all the teams about the latest changes happening on it to avoid conflicts due to the push before pull issue

- Involved in configuring AWS EC2 instances on cloud platform using Ansible
- Support the build and deployment infrastructure used by our development teams
- Support developers by deploying application into Develop, test and production servers
- Automated various tasks using Shell scripts and maintaining regular Backups of the Logs
- Good knowledge in defining various branching, and merging strategies
- Installed and configured Jenkins with different tools (plug-ins) for continuous integration process
- Installation and configuration of Tomcat
- Build and deployed J2EE application in Tomcat from Jenkins by invoking required scripts
- Good Analytical and communication abilities in understanding the scenario and work accordingly
- Ability to Work in a Group as well as independently with a minimal supervision
- Actively involving in inter and intra team activities with full responsibility
- Actively coordinating between Development & Testing teams in resolving the issues, hosting meetings, calls etc.
- Deploying applications to various Production Environments using deployment tools, Automated various tasks using Shell scripts
- Setup and maintain system-monitoring using Nagios
- Helped Development teams automate the environment setup using tools like Ansible
- Troubleshoot and resolve issues related to application deployment and operations
- Monitor and maintain ticketing system to ensure all new and repetitive bugs and issues are addressed, researched, fixed and closed
- Involved in Creating Dockerfiles for easier replication of DEV, QA Environments in local machines
- Setting up local test environments if required on the engineers machine using Vagrant and VirtualBox
- Involved in Automation of the compilation, continuous integration, testing, packaging, and distribution of software
- Working with various cross-functional engineering specialists, project managers and application development teams to define and implement a cloud-based hosting solution
- Created users and groups using IAM and assigned individual policies to each group
- Created SNS notifications and assigned ARN to S3 for object loss notifications
- Created load balancers (ELB) and used Route53 with failover and latency options for high availability and fault tolerance
- Configured Security group for EC2 Windows and Linux instances
- Good knowledge with monitoring tools such as Cloud Watch
- Involved in Branching, Tagging and Merging of code delivery at required releases
- Involved in Developing the utility scripts to effectively reduce the time and manual effort
- Focused on automation and integration
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#### Past Experience:

<b>Company:</b>	TCS
<b>Project Title:</b>	Sears
<b>Duration:</b>	Dec 2017 to April -2018
<b>Tools &amp; Technology Used:</b>	Weblogic, Websphere,Apache, SSL, Python,Shell Scripting, Linux, AOTS ( Ticketing tool )
<b>Platforms/OS:</b>	Linux, UNIX

<b>Company:</b>	Tech Mahindra
<b>Project Title:</b>	AT&T (USA)
<b>Duration:</b>	Jan 2017 to Oct -2017
<b>Tools &amp; Technology Used:</b>	Weblogic, Websphere,Apache, SSL, Python,Shell Scripting, Linux, AOTS ( Ticketing tool )
<b>Platforms/OS:</b>	Linux, UNIX

<b>Company:</b>	Amazon Development Center
<b>Project Title:</b>	sellercentral.com
<b>Duration:</b>	September 2013 to July 2016
<b>Tools &amp; Technology Used:</b>	L3 support,JBoss, IHS server, Tomcat, LDAP,Python
<b>Platforms/OS:</b>	Linux,UNIX

<b>Company:</b>	Bank of America
<b>Project Title:</b>	Legacy Services (Bankruptcy Foreclosure Services) (BFS)
<b>Duration:</b>	August 2009 to August 2013
<b>Tools &amp; Technology Used:</b>	Weblogic, Apache, Tomcat, SSL, Shell Scripting, Make files, Java, Wily Introscope
<b>Platforms/OS:</b>	Linux, UNIX

#### Certifications:

1. Splunk 7.x Fundamentals Part 1(e-learning)
2. Splunk 7.x Fundamentals Part 2 (IOD)
3. AZ-900 from Microsoft
4. AZ-104 from Udemy

#### Declaration:

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

Hemanth Raj Gandham