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| Nistha Patra   |  |  | | --- | --- | | 23035 COTTONWILLOW SQ, Ashburn, 20148, United States | 4029993198 | | |
| Details 23035 COTTONWILLOW SQ, Ashburn, 20148, United States  4029993198  [ni.nistha@gmail.com](mailto:ni.nistha@gmail.com) Links [LinkedIn](https://www.linkedin.com/in/nistha-patra-907b0926/) Skills  |  |  | | --- | --- | | Decision Making | | |  |  |  |  |  | | --- | --- | | Leadership | | |  |  |  |  |  | | --- | --- | | Adaptability | | |  |  |  |  |  | | --- | --- | | Fast Learner | | |  |  |  |  |  | | --- | --- | | Ability to Work Under Pressure | | |  |  |  |  |  | | --- | --- | | Computer Skills | | |  |  |  Hobbies Interior designing, Event Management, Travelling | |  |  |  |  | | --- | --- | --- | --- | |  | | Profile | | |  | 13 years of IT infrastructure experience involving supporting, implementing, release management, network device analysis with expertise in ITIL processes Incident management, Change Management, Problem management, Certificate renewal, Backup & storage, DevOps, Information Security and Data Management operations both On-Premises and Cloud Platform.  **Experience**  ------------------------------------------------------------------------------------------------------------   * Experience building monitoring solutions for variety of workloads using **Kubernetes**, **Dyna trace**, **Prometheus**, **Splunk**. * Experience in building resilience infrastructure for **MicroServices**. * Lead Subject master expertise in building dashboards and monitoring using **Grafana**, **Splunk**, **Kibana** * Design and build dashboards using **Azure** **cloud Watch, New Relic**. * Experience in Handling multiple account level meeting with broad level leaders and sending multiple reports/ KPI metrics using power BI. * Always open for feedback, able to listen and self-correct. * Star performer in implementing Lean methodology and Agile Environment across the account level organization. * Subject master Expertise for handling and pushing multiple changes into production environment while maintaining the application and infrastructure resilience. * Playing SRE role, handling end to end multiple applications and infrastructure platform while creating better opportunities for automation. * Experience in **WebLogic** version upgrade. * Experience in **Kubernetes** for maintaining **Master Node** and **Worker Node** * Experience in maintaining **Microservices** using **Kubernetes.** * Experience in Implementing **Terraform to create and manage cloud infrastructure.** * Experience on log parsing, complex **Splunk** searches, including external table lookups, Splunk data flow, components. * Knowledge of IT Infrastructure Administration experience in multiplatform like LINUX/UNIX, VMware, and Windows. * User Access Management: providing cluster roles to the user and addition/creation of groups to the namespaces. * Configured many monitoring alerts using the **Prometheus dashboard and Grafana.** * In depth knowledge of creating the technical implementation of change management, Server build management, knowledge management, reporting and creation of workflows for service catalog using service now. * Core competency areas using **ITSM** using the service now tool. * Used lean methodology and worked in multiple teams to automate the Tickets/using less manual effort. * Excellent analytical Skills with proficiency in debugging and problem-solving. * Subject matter expertise (SME) for End-to-end Implementation of Lean, six sigma across the DXC account of support. * Excellent Working Knowledge of Operation and Production support with large mission critical applications, systems in multiple platforms including Weblogic, Apache**, JBOSS, WebSphere, UNIX, WINDOWS and ORACLE**. * Maintained Load balancing, failover for the servers and clusters. * Using ITSM tools have checked load on priority request, SLA, metrics TTTF. * Support Red Hat Enterprise Linux Servers and configurations plus reporting and monitoring. * Experience in migration of LINUX Logical Volumes (LVM) from one server to another server. * Perform backup and restoration procedures, support audit efforts and ensure compliance with corporate and regulatory standards. * Used **SERVICENOW** for customers to deploy the environment into different on prem and cloud servers to avoid same kind errors. * Monitor and Managing the **Oracle Weblogic** instances. * Installed, Configured and Administered Oracle WebLogic Server in various Window, Linux, and Solaris environments. * Expertise in Querying RDBMS such as **Oracle**, **PL/SQL** and **MYSQL**. * Have been responsible for administering multi-site UNIX/LINUX server environments and operating systems, software package installation, upgrades, system integrity, security, disaster recovery and performance. * Responsible for installation, maintenance, monitoring, patching to meet requirements in different environments. * Increase, decrease, and remove Disk Space (**LVM**) and mount points in all LINUX servers. * Installation & Configuration **RedHat Enterprise** Linux 5/6/7 * File/Directory & User/Group Management. * Hands on experience on creating and customizing Splunk dashboards, alert handling, and performance report generations. * Leading a team of 10 people spread across onshore and offshore providing Level 3 support on Linux and provisioning applications of T-Mobile. * Ensure critical incidents are managed in standard way on a global level by handling major incidents of p1 and p2 issues. * Hands on experience in **Agile methodology**, worked for the merger of Sprint to T mobile related to Automation. * Migration and shell scripting to automate the servers space reduction and CPU utilization. * Created Knowledge articles to document the steps in creating catalog items. * Managing web Apps such as **DNA** (Device Network Analysis) which gives all details of a subscriber for provisioning. * Created users, manage user permissions, maintain User. * **Monitor** and assists for system issues through tools like **Datalog**, **Zabbix**. * Implemented an LED monitoring using python script that notifies the NOC when a major incident has been opened. * Working for log analysis in Splunk to support proper provisioning flow. * Working for Billing tools in **Ensemble** and **icare**. * Worked in **Jira** to create multiple service requests for creating monitoring alerts of the application. | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Employment History | | |  | Site Reliability Engineer / DevOps Engineer at T-Mobile/Sprint, Reston VA November 2019  **Tools Used:** Putty, WinSCP/FileZilla/Secure-CRT/Splunk /ServiceNow, MS SQL, My SQL/ORACLE 10g, Linux/Unix Servers, ICare, Ensemble, Weblogic, Tomcat, AWS, Jenkins, Grafana, New relic, Prometheus, Kubernetes.  **Site Reliability Engineer**   * I have been working for server build **migration** and merging of Sprint servers to cloud which is currently moved to T-Mobile. * Strong experience in the complete project life cycle from analysis to implementation. Apart from development, I also participated in Unit Testing, **Integration testing**, **UI testing** and reporting. * Hands on experience on creating and customizing **Splunk dashboards**, alert handling, and performance report generations. * Leading a team of 10 people spread across onshore and offshore providing Level 3 support on Linux and provisioning applications of T-Mobile. * Ensure critical incidents are managed in standard way on a global level by handling major incidents of p1 and p2 issues. * Hands on experience in Agile methodology, worked for the merger of Sprint to T mobile related to Automation. * Migration and shell scripting to automate the servers space reduction and CPU utilization. * Created Knowledge articles to document the steps in creating catalog items. * Managing web Apps such as **DNA** (Device Network Analysis) which gives all details of a subscriber for provisioning. * Created users, manage user permissions; maintain User . * We have used and created the statical activity and upgraded using Grafana for our dashboards of our application called DNA. * Monitor and assists for system issues through tools like Datalog, Zabbix. * Implemented an LED monitoring using python script that notifies the NOC when a major incident has been opened. * Working for log analysis in Splunk to support proper provisioning flow. * Grafana and splunk are our monitoring dashboards to monitor multiple applications. * Working for Billing tools in Ensemble and icare. Worked in **Jira** to create multiple service requests for creating monitoring alerts of the application. * We have used New Relic for our application to check the individual host and individual users also to check whenever there is any issue.   **DevOps Engineer**   * Develop, build and deploy **Microservices** on **OpenShift** Container Platform, setup auto scaling and performance tuning. * Experience in **WebLogic** version upgrade. * AWS DevOps Tools for Build and Deploy **Microservices**. * Created templates using **AWS cloud Formation**. * Have been responsible for administering large, multi-site **UNIX/LINUX** server environments and operating systems, software package installation, upgrades, system integrity, **security, disaster recovery** and **performance**. * **Ansible playbooks/Puppet Manifests**. * Proficient with **GIT** and Git workflows. * Creating **CI/CD Pipeline** using Jenkins and Git. * Integrating **Splunk logging** tool with the application. * Using the New relic we have checked our response time of our application performances.   **Application Support Project Manager**   * Leading Analyst and capable of managing multiple applications, functions, and teams with adaptability. * Built strategic plan and executed to save Infrastructure and third-party product license cost up to **$150K** annually. * Provides strategic input to the executive management team for the technology direction for the division, business segment and/or enterprise. * Streamlined project management methodologies and communication, which increased team **efficiency by 70%.** * Established IT Infrastructure Monitoring Tools (**ITIM**) for telecommunication platform to capture the availability of the IT infrastructure components that reside in a data center or are hosted in the cloud as infrastructure as a service (IaaS). * Contributed in **DCN** Infra migration master plan program with respect to Supply chain platform Data.  DevOps Engineer/Business Analyst at DXCTechnology, Bengaluru, India July 2017 — January 2019  **Tools Used**: Putty, WinSCP/FileZilla, MS SQL, My SQL, Linux/Unix Servers, Weblogic, Tomcat Servers, Docker, Jenkin., Grafana, New Relic.  **DevOps Engineer**   * Experience in **WebLogic** version upgrade using WSLT. * Perform **RHEL administration** including installation, maintenance, monitoring, patching etc. to meet requirements in production, staging, and test environment. * Increase, decrease, and remove Disk Space **(LVM)** and mount points in all LINUX servers. * Automate some of the administration tasks through Linux scripting. * Installation & Configuration **RedHat Enterprise** Linux 5/6/7 * File/Directory & User/Group Management. * Installation, configuration, managing & troubleshooting of servers: **Apache, NFS, FTP, SMTP, SSH, SAMBA.** * Installed, Configured and Administered **Oracle WebLogic Server** in various Window, Linux, and Solaris environments. * **Ansible playbooks/Puppet Manifests**. * Creating **Docker** containers and maintaining **Docker** repositories.. * Reduction of CPU usage on different host can be checked are checked by new relic for our internal applications. * Proficient with **GIT** and Git workflows. * Creating **CI/CD** Pipeline using **Jenkins** and **Git**.   **Business Analyst:**   * Participated and performed multiple tasks in implementations undertaken by many reputed corporations in various methodologies such as **Agile (SCRUM)** development methodology and Rational Unified Process (RUP). * Created Business Requirements Documents **(BRD)**, Functional Requirements Documents **(FRD),** Software Requirements Specification (SRS) consisting of various artifacts such as the High-level Business Requirements, Business Rules, As-Is Process Flows, and To-Be Process Flows. * Effectively used CA Rally, Atlassian JIRA, Confluence, HP Application Lifecycle Management **(ALM)**, IBM Requirements Composer, IBM Requisite Pro to organize, track and change requirements of the system. • * Worked in Jira to create multiple service requests for creating monitoring alerts of the application. * Experience in facilitating Joint Application Development **(JAD**) sessions, performing GAP Analysis, conducting user interviews, storyboard sessions and acted as a liaison between the customers, development team and testing team. * Profound experience in facilitating requirements review sessions (for use cases, user stories) with the project teams towards the end of the requirements phase or iteration based on the methodology adapted by the project team.   **Site Reliability Engineer at Hewlett-Packard, Bengaluru, India**  August 2010 — April 2017  **Tools Used:** Putty, HPSM Tool, Oracle Weblogic, tomcat, BSM/Site scope Monitoring, Weblogic, Tomcat Data Protector, UNIX (HP-UX)/Linux and Windows (2003, 2007 and 2010) Servers, Oracle 10g/SQL server 2008, HPSM Tool, BSM/Site scope Monitoring, UNIX (HP-UX)/Linux and Windows (2003, 2007 and 2010) Servers,WinSCP/FileZilla.  **Site Reliability Engineer**   * Used the SOX **Audit report** tool for my account. * Perform **RHEL administration** including installation, maintenance, monitoring, patching etc. to meet requirements in production, staging, and test environment. * Increase, decrease, and remove Disk Space **(LVM)** and mount points in all LINUX servers. * Automate some of the administration tasks through Linux scripting. * Installation & Configuration **RedHat Enterprise** Linux 5/6/7 * File/Directory & User/Group Management. * Installation, configuration, managing & troubleshooting of servers: **Apache, NFS, FTP, SMTP, SSH, SAMBA.** * Installed, Configured and Administered **Oracle WebLogic Server** in various Window, Linux, and Solaris environments. * Good Knowledge with Install, Deploy, Configure **Oracle products**, servers and domains related to OIM such as the **Web Logic server**, **SOA**. Integrating **Splunk logging** tool with the application. * Analyze and resolve diagnostic problems on **Linux**, **HP-UX** systems. * Maintain servers and set up user accounts and application accounts. * Communicating with different team for technical issues * Interacting with Onsite team for resolution of any issue * Installing, upgrading, deleting, and querying packages using RPM & YUM * Deployed the Java applications into Apache **Tomcat Application** Servers. * Executed user administration and maintenance tasks including creating users and groups. * Utilized WAR and JAR files for deployment of enterprise apps. * Managed **Nexus Maven repositories** to download the artifacts during the build. * Created and maintained the **Shell deployment scripts** for **Web Logic** web application servers. * Worked as a system administrator for the build and deployments process on the enterprise server. * Developed, Maintained, and Distributed release notes for each scheduled release. Skilled to write, debug, maintain scripts in Shell, Perl etc. * Worked as a system administrator for the build and deployments process on the enterprise server. * Developed, Maintained, and Distributed release notes for each scheduled release. * Skilled to write, debug, maintain scripts in Shell, Perl etc. * We have used New Relic for our application to check the individual host. * Used **JIRA** for tracking user stories and backlogs. * Build artifacts are deployed into **Tomcat** instances which were integrated using the Perl and **Shell scripts**. * File access permissions, Access Control Lists * Monitoring and health checkup of servers * Creating, configuring, and managing **Users** and **Groups** * Responsible for performing various audit checks like **RCA**, log analysis, cleanup, checking disk. * Responsible for dealing with issues like server down, service failure. * Responsible for both **Incident and change management**. * Participated in on-call rotation to provide 24×7. * Created and maintained various **Shell scripts** on different **Linux** servers. * Having good hands-on experience in administering Linux machines and building RPM's. * Developed processes, tools, automation for Jenkins based software for build system and delivering SW Builds. * Managing and architecting more than **3000 virtual servers**. Monitoring of Application and Servers through **Nagios**. **Web Servers Administration** on **Apache** and **Nginx**. * Resolving backup failure when Backup is failing due to different reasons. * Resolving **INET issue**, **Database** **Backup** **failure** * Application Deployments & Environment configuration using **Chef**, **Puppet** and **Ansible**. * Experience with build tool **Maven** for writing build. **xmls**, **pom**. **xmls** * Management of **Red hat Linux user accounts**, groups, directories and file permissions. * **Backup Automation Script**: Identify all open tickets in the support queue with successful backups and automatically close by **HPOO**. * **Backup Disable Script**: Script to disable backup for decommissioned, move to obsolesce, canceled, reserve for decommission servers.   **Team Leadership**:   * Managing as a shift lead of my team, assigning the task to individuals, checking the individual queue, reviewing daily meetings, lean methodology discussion, Problem analysis, SLA metrics review for the individuals. * Worked with the L3 team to understand the process and automate the manual effort and maintenance of multiple servers. * Oversaw on-site and off-site teams of up to 20 professionals working on diverse IT projects. * Provide accurate reporting on project states throughout its life cycle of 15+ each project teams, stakeholders and sponsors encompassing budget estimation, scheduling, capex investment, operating cost, O&M cost, benefit cost and resource planning. * Managing and utilizing resources across projects which includes project resources, cross functional team members and vendor resources. * Demonstrated strong leadership capabilities to work effectively with executive management.   **Scrum Master**3 + years of Scrum Experience in sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations. Creates Scrum plan, Sprint Plan, Release Plan, and QA plan for the scope that must be developed and released Stakeholder management  **IT Infrastructure Specialist**: Evaluated and streamlined core IT systems for multiple clients. Retired obsolete apps, established scalable platforms supporting business growth and strengthened information security. | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Education | | |  | B Tech Computer Science Engineering, BPUT, Bhubaneswar, Odisha April 2005 — April 2009 | |  |  |  |  |  | | --- | --- | --- | --- | |  | | System Experience | | |  | April 2010  **Technology**: AppDynamics, Jenkins, Splunk, Puppet, Ansible, Jira, HPSM, ITSM, ServiceNow, Data Protector by HP, Azure Monitor, Telemetry, Dynatrace, Grafana, Prometheus, Kibana, Elastic Search, AppDynamics, Kubernetes, Docker, Ansible.  **Operating Systems:** Unix, Linux, HP-UX, Windows.  **Databases:** Oracle, MYSQL  **Application Servers:** Oracle WebLogic server, WebSphere, JBoss, Apache Tomcat.  **Reporting Tool:** YOTTA, Power BI.  **Industry domains:** Telecom, Manufacturing, Retail Project  **Methodology:** Waterfall, Agile (Scrum & Kanban) | |  |  |  |  |  | | --- | --- | --- | --- | |  | | Certifications | | |  | **ITIL® FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT**  Registration Number: 5628932  **Scrum Certified Master** Badge ID: 1768890 | | |