JOY L. MARCHATTIWAR

PROCESS AUTOMATION | DEVOPS | SERVICE DELIVERY | IT – PROFESSIONAL

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OBJECTIVE:

Looking for a challenging career which demands the best of my professional ability in terms of technical and analytical skills, helps me in broadening and enhancing my current skill and knowledge and use my organizational skills, educational background and ability to work well with people.

PROFESSIONAL SUMMARY:

- Technically Sophisticated IT Professional with 5+ years of experience in Banking and Finance, Tele-Communication domain in area of **Automation, DevOps, Process improvement, Build & Release and Service Delivery.**
- Proven ability to identify problem, analyze possible solutions and determine best course of action to meet objectives when required in extremely critical conditions (like **Triages** and **call to work**).
- Dexterity in grasping new technical concepts and utilizing the same in a productive manner.
- Good interpersonal and technical skills and effective communication with stakeholders.

EDUCATIONAL ACADEMIA:

- **Bachelor of Engineering** (*June 2015*)
  Dept. of Electronics Engineering, Walchand Institute of Technology, Solapur
  Secured **78.87 %** (Aggregate %) in Final Year in Solapur University.
- **Diploma in Electronics and Tele-communication** (*June 2012*)
  Dept. of Electronics and Telecommunication, Anjuman Polytechnic, Nagpur.
  Secured **80.34 %** (Aggregate %) in Maharashtra State Board of Technical Education (MSBTE).
- **Secondary Examination** (*June 2009*)
  Hindu Dyanpeeth Convent, Nagpur.
  Secured **74.61%** in Maharashtra State Board of Secondary Education (MSBSE).

AWARDS AND ACHEIVEMENTS:

- Received **'Performance Kudos'** for identifying and work in the automation and process improvement in IdP Operations Teams.
- Completed **'SPLUNK 7.x Fundamentals part 1'** Certification.
- Received ***'Pat on Back'*** Award for being Key Contributor in Mediation Infra team and for consistent error free and timely deliveries and actively working in automation area.
- Awarded with ***'SPOT for Excellence'*** award for successful implementation of Jenkins pipeline automation on Mediation production environments from offshore and taking up the new BAU projects.
- Received ***Golden Grade Certificate*** for completing *'ELITE'* program during the period of Induction Training.
- Secured ***Rank 1*** in the Final Year of Graduation in the Dept. of Electronics Engineering, Solapur University.

PROFESSIONAL EXPERIENCE:

Company Name: Transcend Street (India) Pvt. Ltd.
Current Designation: Senior Software Engineer (**Role** - Release and DevOps Engineer)
Timeframe: July'21 Onwards.
Project: Transcend Collateral, CCP and Inventory.
Project Description: Transcends robust inventory optimization engine maximizes liquidity while reducing funding and operational costs through unique algorithmic and rules-based processing. DevOps and engineering practice, which includes implementing the latest DevOps philosophies and methodologies.

Responsibilities and Contribution:
- Implement and manage the releases using continuous integration and continuous delivery (CI/CD) systems and methodologies on premise and in a cloud platform(AWS).
- Creation of automation scripts and templates for provisioning resources, rolling out tools and new features.
- Identification of areas where automation is needed and coming up with necessary scripts that can help smoothen the process.
- Design and maintain tools to automate operational and application processes.
- Help with monitoring systems and providing support.
- Work with all teams to achieve business objectives.
- As a release engineer, took care deployment issues at customer sites/Transcend internal environments, work with BAs, customer support teams to fix installation problems etc.
- Coordinating with the third-party service provider for timely repair of the system and repairing minor flaws in hardware.
- Ensure that software builds happen predictably, consistently and reliably.
- Assist development in troubleshooting system and software issues in all environments.

Company Name: FIS Solutions (India) Pvt. Ltd.
Current Designation: Service Delivery Analyst (Build and Release Engineer).
Timeframe: March'19 – July'21 (2.4 Years).
Project: Infinity IdP Service Delivery [IdP Operations].
Project Description: The Infinity IdP stands for "Identity Provider" is an identity and access management (IAM) system that provides multi-factor authentication and authorization services, including Single Sign-On (SSO) and a multi-tenant system, where each tenant is securely separated from other tenants, allowing multiple customers to share the same deployment to handle authentication and entitlements for their various software applications.

Responsibilities and Contribution:
- Working with the complete build cycle with its deployments and fix the post deployment issues if any.
- Acting as a mediator between building the source code and deploy it on a server to make application up and running. Liaising with Dev and QA team to automate entire deployments along with Regression Test Suite using Docker and Jenkins Pipeline.
- Conceptualizing, creating & Managing the CI/CD flow from commit to test execution using Jenkins jobs to automate the manual things.
- Managed application on web servers, performed daily tasks like running daily Jenkins jobs along with Ansible playbook for server health checks , maintenance and monitoring application.
- Worked with project managers and client to identify automation scope and implementing solutions.
- Implemented of new builds and process to make smooth pipeline transition from Dev to Production.
- Administering QA/UAT/DEMO/Performance instances along with Live production systems and their respective application patching by following Kanban practices.
- Working on new upgrades for Production application to new released application by using ANT scripts
- Taking care of MySQL database with Percona replication and fix the issues related to GTIDs replication fix.
- Installed configured Databases like MongoDB, Oracle, PostgreSQL.
- Creating and maintaining fully automated CI/CD pipelines for code deployment using Octopus Deploy and Shell
- Automated build and deployment using Jenkins to reduce human error and speed up production upgrades.
- Coaching and mentoring team members to develop model while providing support and training for platform and entire toolchain, & so on.
- Implemented application monitoring, health check and logging strategies using tools like Splunk and Glowroot.
- Install and configure tools like Splunk Forwarder, Glowroot, SelfHeal, Solr.

- Working with various stakeholders and executive management to plan, scope, grid and identify present and future release candidates while assessing risks and developing contingency plans as needed.
- Coordinated with the developers, QA team, and other application teams to mitigate problems and perform RCA
- Designing and implementing highly scalable, reliable, extensive and maintainable build & release process and tools.

Highlights:
- Automated build and deployment using Jenkins & ansible to reduce human-error and speed-up production upgrade.
- Successfully reduced sanity execution process time by 21 hours using Docker.
- Created SPLUNK Dashboards to analyze the application performance and generate KPI reports.

Company Name: Tech Mahindra Ltd.
Designation: Software Engineer
Timeframe: Nov'15 – Mar'19 (3.3 Years)
Project: AT&T LTE Production Support [Mediation INFRA]
Client: AT&T Services Inc. (American Telephone & Telegraph), USA
Project Description: Mediation application collects, processes and distributes usage data of Voice, Internet, 3G/4G/LTE, MMS, SMS, VoIP etc. Mediation is a mission critical and mainstream application which generates revenue for AT&T. Mediation is the connecting link between a telecom network that enables a user to make a call, and the billing system that bills the user for that call. It processes and enhances CDR's (call detail records) before sending it for billing or different down streams. Various streams involved like Voice, Data and VOIP.
Responsibilities and Contribution:
- The primary responsibility is to provide implementation & administration of mediation environments. It includes building environments, manage deployments, maintenance, handling outages, estimation, SLA management and client reporting. It also involves detail interactions on planning, scheduling and execution of release deployments.
- Writing shell scripts to make huge, repetitive, manual tasks easy, efficient, time-saving and automated.
- Build production and QA Servers for Mediation Volte applications with migration in Linux, responsible for installing of RPM packages, pacemaker configuration, MVS-LE architecture and working with orchestration scripts.
- Create environment, Build Design plan and implement same with activities like code deployments, system configurations, installation of application & web servers and third-party tools as per AT&T specifications on **UNIX/Linux** operating systems.
- Co-ordinate with impacted teams for failover of the application on DR servers as BCP in case of outage.
- Closely working with AT&T release management team for deployments in Non-Production and Production.
- Defect management & reporting, system testing, defect prevention mechanisms, liaising with offshore team and meeting the test deadlines.
- Identify improvement areas across Mediation application and implement automated tools / standard procedures/scripts etc. to improve productivity and reduce cost.

TECHNICAL SKILLS:
- **Programming:** Linux, Shell Scripting, Ansible Playbook, Docker Files.
- **Database:** SQL, MySQL, PostgreSQL, MongoDB, Red Gate, DBeaver.
- **Automation/DevOps Tools:** Jenkins, Docker, Ansible, GIT.
- **Application Server:** Apache Tomcat and Nginx.
- **Ticketing Tool:** WEBTRAX, Jira, ServiceNow.
- **Monitoring Tool:** Dynatrace, Glowroot, SPLUNK
- **Learning skill:** AWS, Docker and KUBERNETES.

SOFT SKILLS:

- Energetic and highly ethical in all work-related assignments thus able to immediately contribute to corporate goals and objects. Possess good team skills, coordination capabilities.
- Strong verbal, written communication, and Analytical thinking with good business acumen.

PERSONAL DOSSIER:

- **Mother's Name**: Anuradha Laxman Marchattiwar
- **Father's Name**: Laxman Rajanna Marchattiwar
- **Date of Birth**: 02-05-1994
- **Languages Known**: English, Hindi, Marathi (& Telugu)
- **Hometown**: Nagpur

HOBBIES AND INTEREST:

- Photography.
- Riding bicycle and travelling.
- Playing cricket and Badminton.

DECLARATION:

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

(JOY LAXMAN MARCHATTIWAR)