Name	**Jyotirmoyee Mitra**	
Email	Jyotirmoyee25mitra@gmail.com	
Mobile Number	+91-8018395672	
Total years of experience	2.6 Years	

Work Experience

➢ I am currently working with Capgemini Technology Services India Ltd. as a Senior Software Engineer from July 2021 to Till Date, in Bengaluru.

Projects

1) Capgemini – GMA (Global Mobile Application) McDonalds,

Profile Summary and Skill Sets

➢ Having Knowledge and Hands-on experience with various DevOps Tools and different services of the AWS.

➢ Having approx. 2.5 years of experience in DevOps and AWS Support for Production and non-production environments along with CI-CD pipelines.

➢ Having good experience in Kubernetes and Docker for Orchestration and Containerization.

➢ Having approx. 2.5 Years of experience in troubleshooting and supporting AWS services like EC2, S3, RDS, Lambda, CloudFront, SQS, SNS, EBS, VPC, Auto-Scaling, IAM, DynamoDB, EFS, CloudWatch, API Gateway.

➢ Having approx. 2.5 Years of experience in Incident, Major Incident, Problem, and Change management and skill in handling the task within SLA guidelines.

➢ Having Knowledge and Hands-on experience with various Ticketing Tools, Monitoring tools, and alert triggering tools.

➢ Having experience with PSA (Platform Support Analyst) which involves business relationships with clients.

➢ Having very good experience in multitasking and managing difficult situations in a production environment.

➢ Having hands-on experience in performing various patching and deployment activities from change management (Windows, Unix, Database, Proxy, Load balancer)

➢ Self-motivated, highly committed Individual and excellent Team Player.

Key Areas

Functional Skills:

➢ Application and Production Support.
➢ Incident, Major Incident, Problem, and Change Management.
➢ DevOps and AWS Support.
➢ Monitoring and Support.

Domains worked on:

QSR (Quick Service Restaurant)

Ticketing Tools:

Service Now (Service Cafe) and JIRA.

Monitoring Tools:

New Relic

Logging Tools:

New Relic, Fiddler

Technical Skills:

Operating System	UNIX, Linux, Windows.
Databases	SQL Server, Cassandra, Janrain, DynamoDB
Networks Technologies	SFTP, Telnet, TCP/IP, SMTP, IP, TCP, UDP, HTTP, HTTPS, FTP, SSH,POP3,DNS,DHCP,Telnet.
Web Servers	Apache Tomcat
Scripting Language	Shell Scripting
Web Technologies	HTML, CSS, XML, JSON.
Functional Skills	ITIL, IT SLA Catalogue, Monitoring, Support.
DevOps Tools	Jenkins, Consul, Kubernetes, Docker, Bitbucket, GIT, DAC.
DB and DB Languages	SQL, MySQL, Cassandra, DynamoDB, Jainrain.
AWS	EC2, Lambda, S3, RDS, VPC, Route 53, DynamoDB (NoSQL), CloudWatch, IAM, ELB, EBS, ECS, CloudFront, WAF, SQS, SNS, SES.

Responsibilities

Tech Leading/Managing:

➢ Command on product delivery and product presentation to clients.
➢ Very good exposure to presenting products in front of clients and presenting Ideas Infront of clients.
➢ 2+ Years of Experience as a team member for the application and production support team for the application GMA (Global Mobile Application-MCD).
➢ Making SOP and Confluence page for team understanding and Making KT plan for New Joiner as Senior resource.

DevOps Support:

➢ Create and maintain fully automated CI/CD pipelines for code deployment using Jenkins.
➢ Actively manage, improve, and monitor cloud infrastructure on AWS, EC2, S3, and RDS, including backups, patches, and scaling.
➢ Reduced costs for each month by eliminating unnecessary servers and consolidating databases.
➢ Built and deployed Docker containers to break up monolithic app into microservices, improving developer workflow, increasing scalability, and optimizing speed.

- ➢ The key Involvement in monitoring and troubleshooting of production issues for end-user applications and the system health.
- ➢ As a DevOps Engineer in CI (Continuous Integration), and CD (Continuous Development), strong background in Build and Release Management and Cloud Implementation all within those suites the needs of an environment under DevOps Culture.
- ➢ Monitoring of the system for Scalability, availability, Performance, and Security.
- ➢ Handling performance tests to know the resultant traffic load with the help of WebLoad.
- ➢ Working on several components of Kubernetes like Master node, Worker node, kubelet, kubeproxy, API server.
- ➢ Major work in modifying and deploying new codes/builds and in case of deployment failure analyze reason of failure from console Logs and Fiddler to re-deployment and retest.
- ➢ Creation of New pipelines to create new environment from existing one, Created Jenkins Pipelines for effective code functionality in lower environments.
- ➢ Working on Jenkins, Bitbucket, Consul, and Git.
- ➢ Understand and Modify code from code repository by cloning, Pushing and by deploying.
- ➢ Troubleshooting involves Log analysis for PODS, Docker, Containers through Kubernetes and its maintenance.
- ➢ Deployment of New builds using Jenkins and track the successful deployment and in case of failure of deployment investigate the cause of failure.
- ➢ Making and tracking of JIRA ticket for the issues with different teams.

AWS Support:

- ➢ Experience on Key AWS services: EC2, S3, VPC, Route 53, RDS, EC2, DynamoDB (NoSQL), Lambda, logging/CloudWatch, IAM, Certificate Manager, ELB, EBS, ECS, CloudFront/WAF, SQS, SNS, SES.
- ➢ Designed high availability environment for Application servers and database servers on EC2 by using ELB, Auto-scaling and Route 53.

Application and Production Support along with Monitoring and Troubleshooting:

- ➢ Proficiently monitored and troubleshooted application issues using New Relic and New Relic logs, ensuring seamless performance and availability.
- ➢ Conducted in-depth analysis of Database, Windows, and Linux logs to identify and resolve application-related challenges promptly.
- ➢ Successfully managed payment provider and payment gateway issues, guaranteeing smooth cashless transactions for users.
- ➢ Demonstrated expertise in continuous monitoring of various tools and applications to proactively address end-user issues and ensure optimal system performance.
- ➢ Played a key role in investigating root causes of issues by working extensively with Databases (Cassandra, SQL) and analyzing Linux logs.
- ➢ Actively participated in Deployment, Patching, and Fix activities as part of Release Management, ensuring smooth software updates and improvements.
- ➢ Documented all project-related information on Confluence and created comprehensive Confluence pages for effective knowledge sharing.
- ➢ Skillfully maintained and updated documentation on SharePoint/Confluence, ensuring easy access to essential information for the team.
- ➢ Utilized monitoring tools to track server and network performance, proactively identifying and addressing potential issues to minimize downtime.
- ➢ Demonstrated a swift response to outages, following escalation procedures, and conducting root-cause analyses for timely issue resolution.
- ➢ Evaluated both Server and Client-side performance, optimizing resources and enhancing user experience.
- ➢ Prepared and delivered various reports to internal and external clients, providing valuable insights into system performance and issue resolution.
- ➢ Successfully interacted with global customers and users through the Service Desk, addressing their concerns and ensuring high levels of customer satisfaction.
- ➢ Prioritized tasks based on business needs, ensuring timely and effective resolution of critical issues while documenting common issues for the team's reference.
- ➢ Responded to issues of varying severity, including outages, with a focus on providing prompt and efficient resolution to enhance customer experience.

Network Troubleshooting:

➢ Troubleshooting of network issues with different approaches with commands like.
  Ifconfig, IP, traceroute, ping, netstat, dig, nslookup, host, hostname, curl or wget.
➢ Knowledge and experience of different network errors and network protocols.
➢ Knowledge of different ports of different protocols.
  IP, TCP, UDP, HTTP, HTTPS, FTP, SMTP, SSH, POP3, DNS, DHCP, Telnet.

Database support and Troubleshooting:

➢ Troubleshooting of issues with different data manipulation with different queries.
➢ Worked on different databases like SQL, RDS, DynamoDB
➢ Data troubleshooting in the database with DDL, DQL, DML, DCL, and TCL.
➢ Exposure to CREATE, ALTER, DROP, TRUNCATE, SELECT, INSERT, UPDATE, DELETE queries.

Training, Certifications & Affiliations

➢ AWS Certified Cloud Practitioner

➢ AWS Certified Solutions Architect -Associate

➢ Microsoft Certified: Azure Fundamentals

➢ Microsoft Certified: Azure Administrator Associate

➢ AWS Learning: Object Storage Specialized

➢ AWS Learning: Data Migration

➢ Container & Kubernetes Essentials V2 (Coursera IBM)

➢ Kubernetes: Basic Architecture and First Deployment (Coursera)

➢ Kubernetes for the Absolute Beginners - Hands-on Tutorial (Kode Kloud)

➢ Hands-on Introduction to Linux Commands and Shell Scripting (Coursera)

Educational Qualification

➢ B.Tech. at Computer Science Engineering with an 8.14 CGPA From C V Raman Global University.
➢ Senior Secondary education from MOTHERS PUBLIC SCHOOL, Bhubaneshwar.

Personal Profile

Father Name	Sujit Kumar Mitra
Date of birth	25 – June - 1999
Languages known	English, Hindi, Bengali, Odia
Marital Status	Single
Current Address	Flat No.#228, First floor – 102, 2nd Cross Road, 9th Main, Manjunath Layout, Munnekollal, Bangalore, Karnataka – 560037
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