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Location: Bangalore

Summary: Proven experience as Product support engineer with monitoring, analyse, report on daily basis of multiple SAAS applications built for Capacity management, Line management, Delivery date prediction. Worked on monitoring highly available applications built using microservices and monolithic architecture that hosted on Microsoft Azure cloud.

Tools: ELK stack, Grafana, Atlassian tools(confluence, Jira, Bitbucket), service now, Mongo DB Atlas and Postgres DB, Postman, Azure Active Directory, IAM, Docker, basic Kubernetes skill

Certifications:

- **Microsoft certified – Azure Fundamentals(AZ-900)**
- **Udemy certified** – MLOps Fundamentals, Docker for Absolute beginner, ELK stack, Apache Kafka series – Kafka cluster setup & Administration, Kubernetes for Absolute beginners, Microservices – Designed highly scalable systems

Skills:

- Creating, managing, monitoring dashboards in kibana, Grafana for performance metrics in Prod and Non Prod environments.
- Maintaining latest information in Confluence pages for staying on top the SAAS product details.
- Monitoring the Node pools in AKS for tracking cpu and memory utilization of VM instances and resource health for any abnormalities.

Independent Project: Deployment of Dockerized application

Description:

Successfully managed the deployment and configuration of a Dockerized application to automate CSV file generation and expose the application on a specific host port. The project included:

Docker Container Management: Deployed and debugged the Docker container in the background. Troubleshoot and resolved container startup issues by analyzing logs and identifying configuration or resource conflicts, ensuring the application ran smoothly.

File Sharing and Volume Mounting: Configured Docker to mount the local directory as a volume inside the container, ensuring the generated CSV file was accessible for processing by the application.

Environment Variable Configuration: Implemented custom environment variables, to modify the behavior of the application running inside the container, demonstrating my ability to control containerized application environments.

Networking and Port Mapping: Configured the container to expose its application for easy access from the host machine, ensuring seamless communication between the application and external users.

Container Lifecycle Management: Applied best practices for managing the lifecycle of Docker containers, including stopping, restarting, and removing containers as needed to maintain an optimal development environment.

This project strengthened my skills in containerization (Docker), shell scripting, troubleshooting, and deploying applications in isolated environments, and I effectively demonstrated my problem-solving abilities by resolving configuration and networking issues.

Experience:

1 Nextuple India Private Limited(SAAS Product based) – Product Support Engineer

Bangalore, KA [07/2023 – 12/2024]

- Monitoring the performance of multiple SAAS applications performance using ELKstack, Grafana, Prometheus.
- Worked on Change requests, hot fixes that occurs on monthly basis to add new features to SAAS applications. Monitoring smooth deployments, looking for 4xx, 5xx errors during deployments and performance metrics after the deployments.
- Supporting the SRE team by identify the over utilized or under utilized VM instances and estimating the cpu and memory usage required for cost optimisation.
- Verifying the pull requests and commits made before and after deployments and also code changes for smooth SDLC process.
- Identifying the enhancements required and raising tickets to development teams form Jira. Worked on Disaster Recovery, swithching the Regions priority and changing the traffic as per requirement.
- Worked as an SME for two SAAS products.
- Supporting kafka related issues by monitoring from Kafka UI, Grafana, Kibana.
- Monitoring the succesful events in Mongo DB Atlas, Postgres DB. Validate the DB updates after every change request.
- Support operations in IBM self service portal, IBM query client, Sterling.

2 Wipro Limited – Administrator

Bangalore, KA [04/2022 – 05/2023]

- Incident management from Service now tool.
- Supporting clients to resolve access related issues from Active directory, Office 365 troubleshooting, setting Multifactor Authetication(Microsoft Authenticator, Symantec VIP access), Password management, Account lockout issues.
- Supporting clients with access related issues to Citrix VDI from Citrix director and V-sphere.
- Supporting VPN related issues(Azure VPN, Pulse Secure) for remote access.
- Support client with issues related to legacy applications used on daily basis for successful transactions.

Highest Education: Bachelors in Electronics and Communication Engineering (2017)

Hobbies: Cooking, Organic farming, travelling

Skills workingon: Basic level python, OOP, Microsoft Azure Administrator(AZ - 104)