

# Tanishk Agrawal

TIBCO Admin, JIO



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With over 5 years of professional experience, I have accumulated valuable expertise, currently contributing to JIO for the past year. My responsibilities involve adeptly managing Kubernetes and TIBCO servers. Within my role at JIO, I excel in executing deployment and testing activities in both Replica and Prod environments. I am accountable for the seamless deployment of activities, addressing application-related issues and alerts within designated SLA hours. My role also encompasses vigilant monitoring of application performance and ensuring the smooth transmission of queues.

## Skills

- **Application servers:** TIBCO, Kubernetes, Red Hat Open Shift, IBM Web Sphere Application Server 8.5
- **Tools:** ELK and MySQL, IBM-APM, ISPI, WinSCP, Rfh Utility, mqmonntp, HPSM, BMC Remedy ,HP Monitoring Tool, IBM Operations, Solace, Rabbit MQ, and TIBCO EMS, Jenkins
- **Languages:** C, C++, Shell scripting, HTML
- **Monitoring Tools:** IBM DataPower Monitoring Tool, NextGenOps, Grafana

## Work History

### Ques Corp (Client – Reliance Jio Infocomm Ltd. (RJIL))

April 2024 – Current

#### Project – Reliance Jio 4G/5G

- Used Kubernetes to orchestrate the deployment, scaling and management of micro services.
- On-boarding micro-services/container images in Kubernetes platform
- Investigate and resolve issues related to pod failures, container issues, networking, resource limits, pod scheduling, image pulling, etc. and Engage required specialized team (e.g., Network, Dev, L3 etc.)
- Create and maintain documentation related to troubleshooting steps, cluster configuration, and best practices.
- Alert Setup and actions based on alerts.
- Review logs and metrics to identify potential issues before they escalate and Assist in Conducting root cause analysis for recurring incidents and suggest improvements
- Involved in the analysis, production support, Report Generation and documentation. And Providing Production support for planned event, release/change management and deployment activity.
- Handling the application related issues and alerts within SLA hours and as well as to provide RCA for the same.
- Coordination with various downstream and upstream system to ensure a smooth running of application's Data Center.
- Worked extensively on TIBCO Business Works and other TIBCO Products.

### Outworx (Client – Reliance Jio Infocomm Ltd. (RJIL))

Feb 2022 – April 2024

#### Project – Reliance Jio 4G/5G

- Worked extensively on TIBCO Business works and other TIBCO Products.
- Experience in using messaging standards such as TIBCO EMS and Solace Appliance and Rabbit MQ.
- Working on tickets/SR changes.
- Handling the application related issues and alerts within SLA hours and as well as to provide RCA for the same.
- Performing the deployment/testing activities in replica and prod environment.

### Softenger (Client – IBM India)

Sep 2020 – Feb 2022

#### Project – Vodafone idea

- Working as a Middleware Admin, Primary responsibility includes Monitoring MQ objects using MQMON and BMC Portal.
- Handling different Configuration and Monitors the log files of Cluster and Queues and Queue managers.
- Experience to give permission for the user to connect the Queue manager and Queue. Maintained over 100K+ Queues on 150 servers.
- Experience in configuring of MQ objects like Queue manager, Remote Queues, Local Queues, cluster queue, transmit queue and Alias queues.
- Having experience in performing backup and Recovery of MQ objects.

Aug 2019 – Aug 2020

**Alchemy Techsol India Pvt. Ltd. (Client – IBM India)**

**Project – Vodafone idea**

- As per logs we work on Incident which raised by VI store and consumers and resolve them by usig BMC Remedy Tool.
- Edited and updated cron jobs when required.
- Having experience in performing backup and Recovery of MQ objects.
- Involved in Change Management process and raised the RFC( Raised for Change) to deploy new change and support individuals to successfully adopt change in order to drive organizational success and outcomes



## **Education**

**B.E: Computer Science**

Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal (2019)