

Kingslly RA



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CAREER SUMMARY

Extensive experience with 4+ years of experience skilled in AWS Cloud, CI/CD, Terraform, Docker, Jenkins, Git, and automation of deployments and also experienced in ServiceNow ITSM modules, integrations, scripting, and customization to optimize IT processes.

TECHNICAL SKILLS

Cloud Provider :

AWS

DevOps Tool:

CI/CD, Jenkins, Ansible,
Docker, Terraform,
Prometheus & Grafana

ServiceNow Technologies :

ServiceNow ITSM, Integrations,
Service Bridge

Version Control System:

GIT, GitHub

Scripting Language: Python,
JavaScript, HTML, CSS

OS Platform: Linux, Windows

Methodologies : Agile

WORK EXPERIENCE

Ensono Technologies Software Engineer

Oct 2024 - Present

- Designed and implemented ticketing tool integrations between ServiceNow, and external systems using Python and AWS services (DynamoDB, SQS, Lambda, API Gateway, IAM, S3).
- Developed API-driven, real-time integrations to automate Incident, Request, Change, and Problem management.
- Configured and troubleshoot AWS serverless components and Micro Focus services to ensure smooth deployment and operations.
- Managed application servers and databases supporting integration platforms, ensuring performance, security, and scalability.
- Built and maintained Service Catalog items, Record Producers and approval workflows to streamline request fulfillment.
- Worked in Business Rules, Client Scripts, Script Includes, UI Policies to optimize platform efficiency.
- Monitored SLAs, notifications, reports, and dashboards to support ITSM service delivery.

- Worked in Bi-Directional E-Bonding Integration.
- Migrated customizations and configurations across environments using update sets, ensuring consistency and compliance.
- Authored technical documentation for integrations and workflows, enabling smooth knowledge transfer to clients and internal teams.
- Collaborated with stakeholders (CSX Technology Inc, Globe Life Insurance, Nissan North America Inc.) to gather requirements, design scalable solutions, and deliver successful integration projects.
- Exploring and learning more things which in Out-of-Box functionalities given by ServiceNow

Factals Infotech Solutions
DevOps Engineer

Jan 2021 - Sept 2024

- Provisioned and maintained EC2 instances across development, testing, and production environments, implementing Auto Scaling and security best practices to ensure high availability.
- Designed and managed S3 buckets with lifecycle policies for cost optimization, data encryption, and secure access controls.
- Created and managed IAM roles, policies, and user groups enforcing least-privilege principles for secure AWS access.
- Deployed and managed RDS databases with automated backups, snapshots, and performance tuning.
- Configured CloudFront distributions and Route 53 DNS management for low-latency content delivery and efficient traffic routing.
- Designed and implemented VPCs with subnets, route tables, gateways, and WAF rules to secure and scale applications.
- Developed serverless applications using AWS Lambda, API Gateway, and CloudWatch events, automating key workflows.
- Configured Application Load Balancers (ALB) and Auto Scaling groups for scalable and reliable application delivery.
- Monitored infrastructure using CloudWatch alarms, logs, and dashboards to proactively resolve issues and optimize performance.
- Deployed and managed containerized applications on ECS, ensuring scalability of microservices.

- Automated CI/CD pipelines using Jenkins with Git integration for build, test, and deployment workflows.
- Created Docker files and deployed containers for consistent environments across Dev, Test, and Production.
- Configured Prometheus & Grafana for monitoring and visualization, and integrated Splunk for centralized logging.

EDUCATION

- **Bachelor of Engineering in Mechanical** **2016 - 2020**
Kongunadu College of Engineering and Technology, Trichy
- **12th** **2016**
RSK Higher Secondary School, Trichy
- **10th** **2014**
RSK Higher Secondary School, Trichy

CERTIFICATION

- AWS Certified Cloud Practitioner Fundamental
- AWS Certified Solution Architect Associate
- Accredited Service Bridge - ServiceNow