

# Manoj Malaka

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## EDUCATION

### Master of Science in Computer Science (STEM)

Expected May 2024

Clark University; Worcester, MA

GPA: 3.90

### Bachelor of Technology in Computer Science

May 2020

Veltech University; Chennai, India

CGPA: 8.90

## SUMMARY

Dedicated System/Azure Administrator with a passion for cloud technologies and a strong desire to transition into a DevOps/Cloud Engineer role. Adept at leveraging self-driven learning initiatives to acquire expertise in key tools and methodologies, with a proven track record of successfully managing complex infrastructure. Eager to contribute to innovative DevOps solutions and enhance organizational efficiency.

## RELEVANT SKILLS

**Technical Skills:** Microsoft Office Suite (Word, PowerPoint, Excel), Linux, Windows, AWS, Azure, Apache Tomcat, IIS, HTML, CSS, Agile, Scrum, GIT, MYSQL, Oracle, Maven, Jenkins, JIRA, ServiceNow, Bash, Python, Docker, Kubernetes, Ansible, Terraform.

**Coursework:** Software Engineering, Network Architecture, Data Visualization, Fundamentals of Data Engineering, Applied Data Analytics.

**Certifications:** Microsoft Azure Fundamentals, Automation Engineer Practitioner (Capgemini Certified).

## PROFESSIONAL EXPERIENCE

### Capgemini Technology Services India Limited; Bangalore, India

August 2020-July 2022

System / Azure Administrator

- Implemented Agile methodologies for project execution, ensuring streamlined processes and efficient collaboration within the team.
- Successfully migrated 50 applications by fostering collaboration with team members, stakeholders, and vendors.
- Installed applications, SQL on VMS, and demonstrated proficiency in Azure services.
- Effectively tracked and assigned support tickets using ServiceNow for end-user support, maintaining a high level of customer satisfaction.
- Utilized Azure DevOps dashboard for tracking and managing cloud migration tasks, ensuring timely completion and adherence to project timelines.
- Managed licenses for all applications, ensuring compliance and cost-effectiveness.
- Developed an automation using PowerBI to notify team members of license expirations within 30 days, enhancing proactive management.
- Adhered to ITIL guidelines for Incident Management, Request Management, Problem Management, and Change Management.

- Participated in daily stand-up calls to provide updates on migration tasks and collaborated with team members to address migration issues.
- Managed 200 applications, 100 on-premises servers, and 75 cloud servers, providing 24/7 on-call support for end-users.
- Led the initiative to revamp runbooks, creating application architectures and updating them on GitHub for team accessibility.
- Self-trained in Jenkins, Docker, Kubernetes, Terraform, and Ansible to transition into a DevOps/Cloud engineering role.
- Conducted training sessions for the operations team post-migration and provided Knowledge Transfer (KT) to newly onboarded employees on various applications.
- Collaborated with team members to troubleshoot and solve tickets effectively.

## Achievements

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| • Received “ <b>STAR</b> ” award from Capgemini for quick and efficient problem-solving skills.  | 2021 |
| • Resolved a year-long ongoing issue within two months of joining the project, showcasing strong problem-solving skills.                                     | 2021 |
| • Recognized as one of the top 100 employees in the business unit for outstanding contributions and dedication, resulting in the receipt of a lumpsum award. | 2022 |