

### Professional Summary:

Experienced IT Professional with progressive journey through Webshpere administrator, Infor ERP Products and AWS Cloud Solutions. Proven ability to adapt to new environments, implement the solutions supporting the business needs. I bring comprehensive understanding of enterprise-level system and Infrastructure.

Seeking opportunities to leverage my multifaceted expertise in driving efficiency and scalability within dynamic IT environment.

### Work Experience:

#### Senior Dev Lead, Infosys, Hyderabad, Telangana March 2022 - Till Date

- Supporting and guiding team of 3 members.
- Implemented AWS Cloud Solution, Migration and using IAC terraform pipeline for environment creation.
- Managed various AWS resources including VPC, subnets, Route tables, NAT, IG, Security Groups, S3, EC2, AMI creation, Secret Manager, Cloud Watch, Cloud Front, Cloud Trail, AMQ, Elasti Cache, RDS, IAM policy and roles, User management, ALB, Target Group Creation, KMS etc.
- Providing Infra support during the microservices new version rollouts on AWS EKS custom managed.
- Performing security patches on Ec2 and rolling out latest AMI with security fixed in Auto Scaling with Instance refresh feature.
- RND on new tool implementation - Wazuh.
- Installation and configuration of Backends on Ec2 like MongoDB, RabbitMQ, Mysql, Solr, Zookeeper.
- Enabling ssl on RabbitMQ, Solr, offloading TLS with NLB.
- DNS validation and raise request with Architects to map to AWS resources.
- Certificate renewal request and updating certificates both in AWS ACM, ALB and on backend standalone application of Solr, RabbitMQ.
- Worked on fixing the IAM policy and S3 bucket policy report by security tool Qualys.
- Application K8 yaml deployment on AWS EKS and providing support to troubleshoot the issue.
- Execution of existing terraform code for complete new AWS environment creation.
- Exposure to micro service application architecture developed on Springboot.
- Working Knowledge on DevOps – Jenkins, Kubernetes, GIT, Ansible, Docker.
- Configured Master/Slave architecture for the pipelines jobs in Jenkins.

#### Consultant, Infor India Private Ltd, Hyderabad, Telangana July 2019 - March 2022

- Understanding manufacturing business processes and devising methods to implement them with the ERP application.
- Interact with client, gather requirement, and provide estimations.
- Devise plan to implement the ERP products meeting the deadlines.
- Engage with customer and provide support in maintenance activities.
- Troubleshoot the issue and deliver the solution.
- Plan and assist in migration, upgrades and applying the patches to keep the ERP product

updated.

- Providing regular update to management and Client on the project status and meeting the project target on time.
- Worked with multiple customers who are from Manufacturing, Healthcare, Defense, Banking sector.
- Developed python script for purpose to connect to ftp, authenticate and download the required patches and files to provide download location.
- Configured shell script for copy purpose and added to task scheduler which runs frequently.
- Worked on installation of different Infor Products listed below.
  - Infor Factory Track.
    - Gathering the required details from the customer.
    - Standard installation or creation of MSSQL instance for the application.
    - Configuring the SQL instance according to need of Factory Track application.
    - Other prerequisite software installation like ADFS install and configuration, SSMS, Net framework
    - Troubleshooting of issue during the Installation – most commonly found issue was Firewall blocking the port, server manager role install, IIS certificate Issue.
    - Installation of Factory Track Application and integration with InforOS for Single-SignOn enablement.
    - Technical admin activities – Certificate Upgrade, Application Upgrade to newer version.
  - Infor Operating System (InforOS)
    - Gathering the required details from the customer.
    - Standard installation or creation of MSSQL instance for the application.
    - Other prerequisite software installation like ADFS install and configuration, SSMS, Net framework etc.
    - Technical admin activities – User Access, Raising CSR and requesting certificate, Certificate Upgrade, Application Upgrade to newer version.
    - Troubleshooting of issue during the Installation – most commonly found issue was Firewall blocking the port, server manager role install, IIS, certificate Issue.
    - Application uses JSON, Springboot. Postman tools to activate the services.
    - Multi-node Installation of Infor OS.
    - Providing regular update to management and client.
  - Infor Automotive Exchange
    - Gathering the required details from the customer.
    - Standard installation or creation of MSSQL instance for the application.
    - Troubleshooting of issue during the Installation – most commonly found issue was Firewall blocking the port, server manager role install, apache tomcat.
    - Integration of Automotive Exchange application with Infor OS for SSO enablement and https enablement
    - Technical admin activities –Certificate Upgrade, Application Upgrade to newer version.
    - Installation on EXS and Interform NG.
    - Migration of Automotive Exchange application from one server to other server.
    - Using Log4j for debugging the application and apply the fix, deployment of War file onto tomcat for latest build version.
    - Providing regular update to management and client.

- Infor LN/Baan
  - Standard installation or creation of MSSQL instance for the application.
  - Standard Installation of LN application, LNUI.
  - Post install configuration of LN.
  - HTTPS enablement and SSO configuration with InforOS.
  - Troubleshooting of apache tomcat server.
  - Technical admin activities like certificate upgrade, user access, CRDD, monthly solution installation, cloud tenant upgrade, cloud user access.

**System Administrator, HSBC Software India Private Ltd, Hyderabad,TS Dec 2018 - June 2019**

- Experience & awareness of build and set up the frontend WebSphere environment per application requirements.
- Administering WebSphere Application Servers. This includes WebSphere instance configuration, monitoring health of application servers, deploying applications on servers, performance tuning and troubleshooting.
- Be aware of the ongoing infrastructure issues and vigilant to avoid / minimize downtime of services
- Understand business, environments, shared services to prioritize incidents.
- Track and resolve WebSphere infrastructure incidents per SLA.
- Apply performance monitoring / tuning methodologies to investigate issues reported for WebSphere Application Server.
- Handling crisis calls and Provide timely reports.

**ServiceDeliverySpecialist, IBM India Private Ltd. Hyderabad, Telangana May 2015 - Dec 2018**

- During my work tenure in IBM, I have worked in different location as per company's requirement. Worked in Bengaluru, Pune and Hyderabad.
- Worked on resolving Service Request Incident like restarting Servers on priority, taking care of file system issues, providing JVM related details.
- Supported Changes that involve many multiple teams, by bringing down the WAS services during Infrastructure related changes like fix packs or patches.ss
- L1 support for both Tomcat, apache along with WAS.
- Performed Changes on Update Deployment, applying fix pack, Certificate renewal /configurations, involved in troubleshooting call for application unavailability.
- Undergone training on SDM IPC in Pune and supported in real time for short period of time.
- Supported during the transitional phase of an account where my task was to gather environment details, perform health check of Web Sphere Application.
- Transferred to Hyderabad for another project where I have supported 24\*7 in rotational shifts.
- Providing 2L support for Web Sphere Application and IBM BPM /ODM as L 1 support base on the Incident and Change ticket.
- IBM BPM/ODM, web method, restarting of server like AppCluster, Support Cluster, WebAppCluster and Messaging Cluster, ODM-Event Server, Rule Server, Webmethod – Integration Server.
- Performed changes on Creation of new JVM s, data source, JMS, virtual-host configurations, certificate renewal or SSL configurations both at WAS level, Web Server level, generating and propagating plug-ins.
- Worked on Major/Minor Incident and sending periodical updates/communication to management.
- Troubleshooting issues like URL unavailability, OAM Issue, taking thread dumps during hung situation and heap dumps during OOM issues.

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- Worked on Service Request like providing JVM configuration details, restart of application on WAS, tomcat, apache and clearing document queues on broker and restarting broker, web methods instances.
- Supporting apache and tomcat, ssl setup at tomcat, managing/creating user access at tomcat level.

#### **Education:**

- Bachelors of Technology in Computer Science, JNTUH, Hyderabad, Graduated : Jun,2014

#### **Technical Skills:**

##### **1. AWS Cloud:**

- AWS Services - VPC, Subnets, NAT, IGW, EC2, ALB, NLB, TargetGroups, ALB rules, RDS, ElastiCache, S3, IAM, Secret Manager etc..
- Cloud Security Best practices

##### **2. Infor EPR Products**

- ERP product- InforOS, LN, FactoryTrack, Seagull Bartender, Automotive Exchange
- Installations, Integrate and configuring, upgrading applications, updating certificate, configuring SSO
- Providing user support

##### **3. Application Server Administration**

- Installation, configuration and maintenance of Websphere Application Server, tomcat, IHS, IIS
- Performance tuning and troubleshooting
- Security setup and administration

##### **4. Operating System**

- Linux (Redhat, AIX, Solaris)
- Windows Server

##### **5. Database Management**

- MS SQL
- Mysql
- MongoDB and Atlas Mongo

##### **6. Scripting**

- Shell Scripting (Bash)

##### **7. Monitoring and Logging:**

- ELK Stack
- Sumo logs

##### **8. Version Control**

- Git

##### **9. Virtualization and Containerization**

- Docker
- Kubernetes

##### **10. Tools**

- Eclipse, Edit Plus, Maximo, BMC Remedy ticketing tool.

##### **11. Knowledge on Java, Spring boot, Maven.**