**Roles and responsibilities**

My daily tasks begin with checking email notifications of Jira tickets. During scrum meetings, we discuss resolved or pending tickets from the previous shifts. I monitor machine servers using promotheues and Grafana, which capture and send alerts for any issues. Upon receiving alerts, I attempt to resolve them; if not possible, I escalate the issue to the L2 or L3 management team. Additionally, I provide support to developers, handle issues on production servers, and manage automation tasks. I create Jenkins jobs for deployment, deploy code on development and production servers, and ensure proper approvals before code release from the development team, QA team, user assurance test team, and tech team. My responsibilities include overseeing the build and release process during code commits, creating and maintaining user accounts, granting file access, scheduling backup activities, managing Git branching activities, maintaining CI/CD automation through Jenkins, and generating project code quality HTML reports by pushing the project code to the SonarQube monitoring tool.

Regarding my roles and responsibilities, my day begins with checking emails and attending a standup meeting. As a Scrum Master, I manage a team, breaking down their stories and creating proper Jira tickets for assigned tasks on a sprint basis, typically lasting two weeks. Additionally, I contribute as an individual contributor, working to improve our established pipeline. Our team has categorized alerts based on infrastructure and service levels, and we analyze tickets before assigning them to the product team. I assist the development team with automation tool-related queries and maintain the CI/CD pipeline to enhance their productivity. This includes setting up new pipelines or modifying existing ones to accommodate new environments. I proactively introduce new ways to enhance our pipeline, such as integrating SonarQube to improve code quality and detect security issues. Despite the challenges we face, our team continually strives to optimize our processes and deliver the best results possible.