Aakash Punekar (Devops Engineer/SRE)

Contact: 7387802737 | [aakashpunekardevops@gmail.com](mailto:aakashpunekardevops@gmail.com) | <https://www.linkedin.com/in/aakash-punekar-43b71b118/>

# Summary

Focused engineer with industry best experience and knowledge in Banking and Finance Domain, specialized in reliability, performance improvements and operational excellence with ability to deliver projects under minimal supervision and defined timelines

# Tangible results

# Implemented End to End Observability

# Incident Reduction by 50%

# MTTR reduced by 35%

# Eliminated 60% of Incident

# Transitioned the Project revenue from paying penalties of $ 97K in 2021 to saving $ 218K in 2024 YTD

# No SLA miss for the consecutive 15 months YTD setting a bench mark in my organizations

# Technical Skills

**Tools and Technologies:** Dynatrace, ITSM, Application Performance Management (APM), Real User Monitoring, Synthetic monitoring, Alert Profiling, Observability, Azure Devops, Dashboard implementation, CI/CD, Azure VM, Azure IAM, Azure Entra ID, AKS, Azure Resource Group, Azure storage, Azure VNET, ASG, NSG, Service Now, Linux, Docker, Terraform, Autosys, AWS, Splunk, SFG, Confluence, Agile methodologies.

# Work Experience (7.5+ Years in Fiserv)

## SRE/Devops Specialist (May 2021 - present)

* + SRE/Devops Specialist with 3+ years of experience in every phase of the DevOps lifecycle with good understanding of the fundamentals, Deployments with security and technical documentations
  + Collaboration: Engage closely with our engineering teams from product requirements and contributing to the improvement of the software application build/test/deploy processes.
  + Responsiveness: Participate in an on-call rotation, promptly addressing availability incidents, and offering support for application engineers during customer incidents.
  + Documentation: Thoroughly document actions to transform findings into repeatable processes and, subsequently, into automation.
  + Troubleshooting: Debug production issues across various services and stack levels.
  + Performance Engineering: Spearhead efforts to enhance system performance by conducting performance testing and implementing resilient monitoring solutions for continuous tracking of system performance metrics. Assess and strategize for system scalability, proactively anticipating future resource demands.
  + Release Engineering Management: Oversee the end-to-end release process, coordinating the planning, execution, and deployment of software releases.
  + Implement best practices for version control, branching strategies, and release automation to ensure efficient and reliable software delivery.
  + Collaborate with cross-functional teams to streamline release workflows, conduct pre-release testing, and facilitate seamless deployment, validating post deployment activities contributing to the overall stability and success of the software release lifecycle.
  + SME for Designing Observability/Monitoring solutions for 3 different Products
  + Creating the SOP (Standard Operating Procedures) and documenting tribal knowledge of the project in Confluence
  + Responsible for conducting blameless postmortems of the priority incident
  + Collaborated with cross functional teams to analyze, investigate and diagnose for the RCA of the escalated issues
  + Leverage Dynatrace’s AI-driven root cause analysis to quickly identify and resolve performance issues, reducing mean time to resolution (MTTR).
  + Implement Infrastructure as Code (IaC) principles using Azure Resource Manager (ARM) templates and terraform.
  + Automated the release and deployment of infrastructure components using Azure DevOps release pipelines.
  + Expertise in trouble shooting the problems generated while building, deploying and production support
  + Built and managed CI/CD pipelines from scratch using automation tools like MS Build, Azure DevOps
  + Automated deployment of multiple components like Websites, IVR, Info Portal, SSIS Packages, Environment configuration
  + Led Software Development Life Cycle (SDLC) from Project Planning, Coding, Unit Testing, Pre-Deployment and post-deployment activities
  + Developed Azure ADO pipeline to automate the deployment of the Applications
  + Experience on Troubleshooting production issues and deployment issues in Kubernetes.
  + Created Docker file that packages applications into docker images and automated the distribution and scheduling of application containers across a cluster to make it easy to deploy, scale and manage application.
  + Experience in writing Ansible playbooks, modules for automating the various tasks to avoid manual effort.
  + Experience in handling windows as well as IIS hosted services.
  + Created more than 85+ documentations for every issue later converted it to a useful KB Article (Knowledge Articles)
  + Manage roster and monthly presentations for team performance and future goals
  + Responsible for giving KT to multiple team (Developer/Tester/New joiner) following with the shadowing and creating documents on confluence

## AppOps/Production Engineer (Oct 2016 – April 2021)

* + Skilled AppOps Production/Application Engineer with 4+ years of experience in providing production support (L2 and L3) for medium and highly complex web-based applications in Finance Domain
  + Expertise in general application configuration and infrastructure support like incident management, change management and monitoring production processes
  + Experience in managing multiple issues with conflicting priorities in appropriate business standards under tight deadlines
  + Extensive working knowledge on application support in production environment and maintaining its life cycle
  + Handled multiple SLA calculations on monthly basic and connected with the partner and treasury team
  + Wide experience in supporting various file transmission and file delivery for different products along with ITIL framework
  + Having knowledge of handling applications after weekly and monthly maintenance window on a regular basis
  + Responsible for handling various alerts of Autosys, Splunk, SFG.
  + Responsible for troubleshooting the operational problems of back end with the help of Splunk searching utility, dashboards, alert monitoring, diagnosing the defects and errors
  + Involved in creation of Splunk Dashboards and Alerts which results in smooth automation
  + Hands-on experience with ServiceNow for incident management, change management, problem management, case creation and handling, knowledge articles creations and publications
  + Engaged at basic technical level in discussion to evaluate those solutions, and publish Root Cause Analysis Report (RCA)
  + Ability to keep up with innovation in application design and assisting with process improvements

# Honors and Awards

## Trailblazer | Fiserv India | Q1 – 2024

## Outshining performance in a critical project with the struggling team for streamlining their work flows, creating SOP and retaining white glove clients

## Shining Star | Fiserv India | Q2- 2023

Outstanding and excellent performance towards work and client satisfaction

## Leads a community of active folks in Fiserv called ‘Champions’ who are responsible for all the events happing in Pune location from sports to cultural to CSR activities

## Living Proof Level 3 Award (Worth 15000)

Winner of both Men’s doubles and Mixed Doubles carrom tournament 2024.

Winner of multiple corporate Football & Cricket Tournaments and won many awards for the organization

# Certifications

* AWS solutions Architect Associate – Aug 2023