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Ram Peri ⭐ Featured

Cloud Support Engineer seeking roles in Software Solutions,Cloud Infrastructure Management,Project Management,Incident Management,Problem Management,Risk Assessment,Datacentre Management,Configuration Management,Problem Management,Oracle,Redhat,UNIX

Current Designation: Cloud Support Engineer

Current Company: SAP UK

Current Location: London,UK

Pref. Location: Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Married

Total Experience: 19 Year(s) 0 Month(s)

Notice Period: 1 Month

Highest Degree: MS/M.Sc(Science) [Computers]

Key Skills: Cloud Support Engineer,Team Lead, Software Solutions,Cloud Infrastructure Management,Project Management,Incident Management,Problem Management,Risk Assessment,Datacentre Management,Configuration Management,Problem Management,Oracle,Redhat,UNIX, IT Co

Verified : Email - id

Last Active: 18-Jan-21   Last Modified: 18-Jan-21

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Summary

Achievement-driven professional, with over 19 years' multi-facet experience as Cloud Support Engineer/ On-Site Production/ Support / Technical Analyst / Implementation Support Consultant / On-Site Application Delivery Manager
    Experience in various Domains (Banking/Investment Banking/Retail Sales/Gaming/Mobile Software Solutions/ Direct Sales/ERP) and Environments (Windows/UNIX/Cloud/DevOps) focusing on providing applications in 99.99% SLA using ITIL best practices
    Highly skilled in taking complete ownership of full Cloud Support Operations by uncovering market & user insights, defining product requirements and translating differentiators into innovative concepts
    Expertise in planning & building IT Infrastructure at enterprise scale involving selecting appropriate technology and products
    Insightful understanding of ITIL Intermediate framework which includes Service Delivery functions such as Incident Management, Problem Management, Configuration Management, Strategy

Work Experience

◉ **SAP UK** as Cloud Support Engineer
Nov 2019 to Till Date

Role:
    Providing technical assistance for enterprise solutions and cloud services
    Contributing as a Support Member in the BAU Cloud Support Engineering Team supporting SAP Field Glass Application
    Collaborating with teams in BAU Support for day-to-day support of queries on SAP's E-commerce Platforms
    Delivering on-call & weekend support for various releases/ week-end support activities
    Executing various SQL Queries for queries raised by various clients
    Participating in administration of client accounts with cloud services
    Analyzing and resolving problems relating to cloud and virtualization products
    Documenting detailed technical designs for cloud deployments
    Supporting hosting sites and evaluated new cloud based technologies

◉ **Santander UK** as Sales Platforms
May 2018 to Dec 2018

◉ **Arrow Electronics** as E-commerce Platforms
Nov 2017 to Jan 2018

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Education

UG: **B.Sc (Computers)** from **LOyola Academy, Hyderabad** in **1996**

PG: **MS/M.Sc(Science) (Computers)** from **Osmania University** in **2001**

IT Skills

Skill Name	Version	Last Used	Experience
Redhat, CentOS, Linux			
UNIX, Windows, Cloud, VMs			
DevOps, Azure, Google Cloud			
AWS			
Geneos, Icinga, Nagios			
Splunk, Grafana, Kibana			
Servicenow, Remedy			
SAP, Redmine, Confulence, Jira			
WebLogic, Tibco, WebSphere, MQ			
JBoss			
Puppet, Icinga, Nagios, Chef			
Splunk, Jenkins, ELK			
Docker, Ansible, GIT, Kubernetes			
SVN, Temenos, Tomcat, Apache Web Server			
IHS, Ngnix, Haproxy			
MS-MQ, Ruby, Python, Ansible			
RedHat Openshift, Java			
.Net, CSS, XML, TWS			
CTRL-M, Autosys			
TWS, MS-Exchange, Open-LDAP			
API, Micro-services, REST			
OpenAM, Oracle EBS Suite			
Executed Shell Scripting			
NO-SQl			
HBase/Hadoop, MongoDB, Casandra			
Oracle, MSSQL, My-SQL			
Sybase, Progress, Postgres			
Mongo-db, DB2			
Scrum, Kanban, Agile			

Languages Known

Language	Proficiency	Read	Write	Speak
english				
telugu				

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**