



PRITHIVI RAJAN

Site Reliability Engineer

Geography:

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Summary

- Overall 6 years of professional expertise in Service Reliability Engineering across Cards & Payments Domain in Application Development and Maintenance.
- Experienced in handling end to end issues in Java applications from code, middleware configurations and database management perspective with RCA Evaluation, Code Merge, Release management, Infrastructure Automation, Unix/Linux Server administration, Network Security.
- Good in writing up Shell & Groovy Scripts with high proficient in using CI/CD tools that impart design, development, Continuous Integration, Continuous Delivery, Monitoring, enhancing and deploying code in IBM Web sphere & across multiple cloud platforms

Skill Highlights



Java



Spring Boot



Linux



AWS



Red Hat
OpenShift

OpenShift



Git



Jenkins



Kibana



Bash



Groovy



Moogsoft



Grafana



PCF



JIRA



Kubernetes

Experience

Cognizant Technology Solutions (Jun 2016 – Present)

Designation: Site Reliability Engineer

Project #1 – Discover Cards Environment Readiness

Client Discover Financial Services

Duration Jun 2016 – Oct 2020

Roles and Responsibilities

- Responsible for L2/L3 application enhancement and maintenance for Payments, Rewards and Card Management Value Streams application in both production and pre-prod regions based on legacy and Spring Boot framework architecture.
- Performed migration of applications deployed in legacy IBM Web Sphere to Pivotal cloud foundry where we made the code up gradation from Spring MVC to Spring Boot.
- Exposure to working on agile environment and to Defect, Incident and Change Management and also Standard Service Request Fulfilment from the users in the ITSM Environment.
- Expertise in performing root cause analysis, problem management and able to provide swift resolution by collaborating with multiple teams like Middleware Engineering, Database Operations, Network Operations and etc.
- Responsible for Certificate management with renewals, Database password reset, Change migration from Dev, SIT, Bench Mark, CERT and to Production.
- Ensuring proper alerts placed for the applications deployed and on environment based using different monitoring tools.

Designation: Site Reliability Engineer (Lead)

Project #2 – Discover Enterprise Payment Platform

Client Discover Financial Services

Duration Nov 2020 – Present

Roles and Responsibilities

- Provide architectural and practical guidance to software development to improve resiliency, efficiency, performance, and costs.
- Monitor and report on service level objectives for a given applications services. Work with business and product owners to establish key performance indicators
- Work with product operations team to resolve trouble tickets, developing and running scripts, and troubleshooting services in a hosted environment.
- Capacity planning and management – create, use, maintain a capacity model for on-prem and AWS hosting, based on E2E user flow profiles
- Identifying, gathering, analyzing and automating responses to key performance metrics, logs, and enabling alerts for early detection and ensuring high availability.

Certifications

Red Hat OpenShift

Credential ID: UC-6518934e-9aba-40ff-9925-d97512db1e88

Certificate: ude.my/UC-6518934e-9aba-40ff-9925-d97512db1e88

AWS Master Class: Monitoring and DevOps with AWS Cloud Watch

Credential ID: UC-a9267882-5a34-4fa3-a5e0-923642899d14

Certificate: ude.my/UC-a9267882-5a34-4fa3-a5e0-923642899d14

Certified Jenkins Engineer

Credential ID: UC-c1386aa9-d849-481c-a47d-8370da22f69e

Certificate: ude.my/UC-c1386aa9-d849-481c-a47d-8370da22f69e

Learning Pipeline



Awards & Recognitions

- Star Award and Employee of the Year 2020-21 in leading and bringing up a huge success in alert configuration management for Enterprise payment platform across multiple application towers.
- Excellence Award from Discover Client for the year 2018 in outstanding delivery of new module into production.

Education

B.E., - Bachelor of Engineering in Electronics and Communication from PSNA College of Engineering & Technology, India with First class Distinction in May 2016

PGDCA - Post Graduate Diploma in Computer Application from E-Knowledge Institution, India with A grade in Feb 2021.