Suhash Baidya

Senior Analyst / DevOps / SRE at Walmart

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PROFESSIONAL SUMMARY

- ☐ Overall 13+ years of industry experience working in different capacity and roles like leading team of support and systems engineers, designing and developing solutions, leading infrastructure planning and operations management for customers across different platforms like Walmart International Marketplace Development, Amazon AWS, Amazon Retail.
- ☐ Reliable and dedicated with ability to increase efficiency and quickly resolve hurdles.
- ☐ Tech- savvy and proficient in leading cross- functional teams of Support, DevOps, SRE and Systems engineers delivering highly scalable solutions for millions of customers worldwide.
- ☐ Accomplished innovative leadership style and expertise in leading teams with great influencing and communication strengths.
- ☐ Demonstrated expertise in handling high severity, business impacting tickets and ticket handling process.
- ☐ Extensive experience with analysis, design, development, customizations and implementation of software applications.
- ☐ Interaction with Business Owners and Stake holders.
- ☐ Actively assisting Application and Client Team application and infra related issues.
- ☐ Actively involved in fixing issues and Service Requests and meeting the SLAs and Root Cause Analysis.
- ☐ Good Knowledge of Applications and Processes in e-Commerce and Banking domains.
- ☐ Has 4 years of experience in Supporting and maintaining Core Banking backend and frontend applications.

SKILLS

- ☐ Technical skillset in AWS Cloud platform technologies (IaaS) like EC2, DynamoDB, Route53, IAM, S3, CloudWatch, Auto Scaling, ECS, EC2, CloudFront, Lambda, Google Cloud Platform (GCP)– Compute Engine, Apps Engine, Container Engine, Big Query, Cloud DNS, Cloud Load Balancing, Cloud Storage, Cloud SQL, Jira, Azure, GitHub/Git, CloudTrail, DevOps, Kubernetes, Visual Studio, Jenkins, XebiaLabs, CloudWatch, Terraform
- ☐ Infrastructure planning and management
- ☐ Programming Languages – Python, Ruby
- ☐ Platform - Unix/Linux
- ☐ Database – SQL, NoSQL
- ☐ Technical Program Management
- ☐ Team Leader

WORK HISTORY

SENIOR ANALYST / DEVOPS / SRE *10/2021 to present*

Walmart

Project	International Marketplace Development | Cross Border Trade
Customer	Walmart International Sellers
Description / Profile	As a part of the CBT initiative, we are focusing on integrating seller experie... in US, CA and MX markets. The primary origination of CBT sellers woul... China.
Role	Senior Analyst / DevOps / SRE
Responsibilities/ Contributions	...ependently own and address and resolve applications issues, pro... and perform root cause analysis. ...n, execute and implement applications and configuration change... ...ervise all alerts related to application and system procedures an... provide services proactively. ...ntain good professional relationships with counterparts of engir... support and end Users etc. ...n and maintain expertise in flow of application process and syste... domain ...ibility - responsibilities may require occasional evening and wee... ...rdinate across teams and resolve all complex application and sy... ranging in complexity (Low to Critical) ...all and prepare tools required for proper functioning of applicat... basis. ...rdinate with departments and QA departments and administer ... migrations in various environments and production outputs. ...nage all production system and recommend ways to optimize pe... provide solution to problems and prepare reports for all proble... ...ow standards and best practices to bring operational efficiencie... availability of the system. ...nprehend various metrics on operational dashboards and report... corrective actions ...sting with systems integration ...e management and problem management - ensuring ...comprehensive database of queries and resolutions is kept up t...
	...intaining and updating technical documents and procedures,... dashboards for operational metrics. ...ign, write, and maintain software to improve the availability, scal... efficiency of applications, incorporating third- ¬party open- ... available. ...n, maintain, and continuously improve all systems provided as... monitoring and datastores. ...n knowledge base and run books for the support domain
Environment	UNIX (Linux)
Domain	e-Commerce
Technologies	AWS, GCP, Kubernetes, MySQL, OneOps, Splunk, Dynatrace, Cosmos DB, J... Studio,Azure, Terraform

SENIOR SUPPORT ENGINEER / DEVOPS / SRE *06/2017 to 10/2021*

Intelligent Cloud Control |

Hyderabad, IN Amazon

Project	Intelligent Cloud Hosting (ICON)
Customer	ICON Customers
Description / Profile	The ICON OE (Operational Excellence) team are staffed with experience have expertise across all areas of ICON operations. ICON team leverage brainstorming/ decision making/ resolve blockers/ do POCs.
Role	Senior Support Engineer
Responsibilities/ Contributions	• t services in new AWS commercial regions including operational for new service launch e.g. code changes, config changes, spinn setting up infrastructure, performance tuning, integration tests, availability-zone model, debugging issues, patching operating s • vered multiple scalable, low-latency, regional, multi- AZ automa solutions in Native AWS for the entire org and drove customer improving the overall operational excellence. • ve design and development of Operational Excellence tools effe leading team of engineers throughout development lifecycle. • tnered with cross functional teams to set milestones, drive analysis, design, implementation, testing and post implementat • ormed fleet and capacity management to maintain the optimun resource utilization eliminating the waste.
	• em integration, customer onboarding and verification tasks for systems to strengthen cross-collaboration projects. • ntifying the engineer pain points & come up with solutions an assistance to Service Reliability Team/Service Availability Team efficiency. Extending help in implementation if required. • nonstrating Technical Leadership. • nstantly improving knowledge on various tools and technologi Amazon. Proposing Proof of Concepts to management whereve • iewing all new ideas/initiatives proposed by ICON engineers (C other available tools/processes to avoid the redundancy). • ntoring ICON engineers to do POC of agreed initiatives. • earching available documentation, understanding processes to r exploration efforts by ICON engineers. • olving any ongoing technical blockers. • oosing Process Improvements. • ining/ developing effective mechanisms for technical evaluation. • cumenting the learnings and suggesting processes for adopti team to management. • seminating knowledge through different forums (Friday Tech session, etc.) • orking on Automations that reduces manual work or eliminat manual work of engineers • ntifying the gaps and suggesting improvements in the existi proposing new processes to improve the customer exp workload of engineers • ing the Bar for Operational Excellence.
Environment	UNIX (Linux)
Domain	e-Commerce
Skills	GCP, Kubernetes, Amazon Web Service (AWS), Python, UNIX Shell Scriptin

DEVOPS ENGINEER *06/2014 to 06/2017*

eCommerce Operational Excellence (eCO-X) |

Project	eCOX Focal for Item Master Services, Offer Listing Services, Availability Aggregator, Browse, G2S2, S3 Archiver
Customer	Item Master Services, Offer Listing Services, Availability Aggregator, Brows G2S2, S3 Archiver
Description / Profile	...porting multiple services as a subject matter expert. ...naging operations for the IOP (Items and Offers) Pipeline and do... high severity autocuts.
Role	DevOps Engineer
Responsibilities/ Contributions	...bject Matter Expert for Amazon Retail Items and Offers Pipeli... complete knowledge of the co- relation and interdependency... component proprietary services that take part in Amazon eCom... ...rated to AWS (Cloud) for multiple traditional services within Am... ...acity analysis & fleet management, optimizing hardware size to... reduce costs and saving money. ...ding Hardware Qualification and Migration projects – ...e.g. Migration, HWRP, RHEL eradication, Amazon Linux migratio... ...ing these services during high Traffic events and descaling back... number of hosts running in the services. ...eting compliances in these services by performing continuous up... Java, CAcert, MySQL upgrades. ...ormed game day testing and multi-AZ failure load testing ...planning and preparation, performance tuning for tier-1 services... Velocity Events like Prime Day, Black Friday, Cyber Monday ...astructure scaling & descaling before and after High Velocity Eve... ...frastructure Management e.g. Hardware Ordering, Provi... Deployment, Activation - Deactivation, Patching, Rebooting, H... Rack analysis ...erational Readiness for new service launch preparation & onboar... ...rked with Legal teams for InfoSec compliance issues and legal re... ...ign and code review for peers and mentoring junior engineers o... ...dling high severity tickets against these Services. ...t cause analysis and resolution on Tickets and bug detection. ...omating manual activities to bring in operational efficiency. ...orming Load tests in these applications in different hardware ty... Optimal Transactions Per Seconds ...each host type can do to ensure we are always optimally scaled
	...riving service behavior and efficiency gains by testing Hardw... service configuration parameters to find the best configuration... optimal number of threads, process roll over times, timeout dur... ...ating alarms and auditing existing alarms for monitoring the ser... ...ng and adopting in-house tools to bring in operational efficiency ...ting SOPs to ensure proper Ticket handling and helping root cau... ...ating monitoring dashboards to ease monitoring around these s... ...ducting learning sessions to educate the team on best practices... knowledge sharing. ...ting documentations/Wikis to facilitate knowledge sharing and ... of new joiners. ...vely participating in recruitment activities.
Environment	UNIX (Linux)
Skills	Amazon Web Service (AWS), Python, UNIX Shell Scripting,Azure
	eCommerce

Domain	

IT ANALYST / SYSTEMS ENGINEER *06/2008 to 05/2014*

SBI – Core Banking Project |

Mumbai, IN TATA

Consultancy Services

Project	SBI – Core Banking Project
Customer	State Bank of India, India
Description / Profile	This is an end-to-end software solution project for CORE (Centralized Onli Banking Application System (named Bancs 24) for SBI. This comprehensive ensure the realization of a fully functional Centralized Core banking soluti Currently more than 16000+ branches of SBI and its associates are on Cor largest centralized banking solution in the world.
Role	Systems Engineer / Production Support Executive / Team Lead
Responsibilities/ Contributions	rking as a Production Support Executive for two subsidiaries of S Bank of Hyderabad and Mysore since June 2010.
	ding a team of 8 members who handle the production System solutions to problems occurring on daily basis. naging and interacting with client and product development tea improvisation of product. lysing Job Runs / Data Updates |uirement Analysis for the upgrade process (identify/validate nee at enterprise level etc.) nthly review of defects occurred during different phases of SDL(analysing them in order to prevent the repetition. paring technical approach notes used in development. naging the configurations and controlling the versions using PV(quent Communications with Client on requirements and verificat orts and Extracts generation and performance tuning of jobs/ac dling and Leading the Interfaces Module for almost 4 years. ordinated Annual Closing Activities for all the Associate Banks ordinated Integrated DR Drill Activities involving all applications for all Associated Banks ordinated Bank Merger Activities. Worked as a key Team Memb Activity. igning/development and Implementation of tool to handle the monitoring and its history igning/development and Implementation of tool to handle the Process of End of Day /Start of Day and other routines. The too "Automated Process Controller" (APC) and has been implement Associate Banks and in one foreign bank (QDB bank).
Operating System	Unix, Windows 7
Languages	Shell Scripting, PL/SQL, SQL, COBOL
Special Software	Toad, Version Control, SQL Developer, Autosys

EDUCATION

Degree	Institute
Bachelor of Technology	National Institute of Science & Technology

TECHNOLOGY

Following are the list of important hardware, software products, tools and methodologies that I

have worked with and have a good knowledge off.

Technology /Languages	Last Used	Experience
Unix Environment	Current	11 Years
Unix Shell Scripting	Current	11 Years
Python	Current	7 Years
SQL	Current	11 Years
Core Java	Current	6 Years
J2EE	2014	6 months
PL/SQL	2014	4 Years
AWS	Current	6 Years
Azure	Current	10 Years
GCP	Current	6 Years
Kubernetes	Current	6 Years
Terraform	Current	6 Years
Web Servers	Last Used	Experience
Apache web server	2014	4 Years
Operating Systems	Last Used	Experience
Unix/Linux	Current	15 Years
Windows	Current	15 Years

ACCOLADES:

  ☐ ECP Big Impact Award.

  ☐ Amazon Rockstar Award

  ☐ Key member in Q4 Black Friday, Cyber Monday, Prime Day and other HVEs in ICON team for 6 years.

  ☐ Technical Excellence Award (TCS Gems).

  ☐ Best Team Award (TCS Gems).

  ☐ Star of the Quarter Award (TCS Gems).

  ☐ Achieved 100% Customer Satisfaction Index 2 times from Banks.

  ☐ Key member in merger of State Bank of Indore with State Bank of India.

DECLARATION:

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.