Name : Levin Ferrel Fernandez

Ph:+91-9789056259

**Mail Id: horeblive@hotmail.com**

Experience Summary

Working as Senior DevOps Cloud Consultant with Amdocs Development Centre India LLP, Pune from Dec 2020 till date

Professional summary

Having 5.4 years of Experience in, DevOps ,**AWS**, **GCP, AZURE, Software Configuration Management** (SCM), **Build and Release** Management Areas **Pivotal Cloud Foundry,** Middleware Support,Jboss, Apache Tomcat server.

Hands On Experience with Terraform, Kubernetes, Openshift, Docker, Jenkins, Git, Bitbucket, Chef, Maven, Puppet, Ansible, Elastic Stack, Pega tool, Urban Code Deployment, Unix ,Linux,Cloud Trail & Cloud Watch with Integration to Splunk,Amazon Web Services (AWS), AWS GLUE,AWS RDS,EC2,ELB,Roue53,Google Cloud Platform, Power shell, Shell Scripting, kafka, keda, API, Apache Spark, Apache Airflow,Scala, Python, Helm, IntellijIdea, JIRA, ScyllaDB, Cassandra, Kaniko

Provisioning and supporting python based development environments (pip, pipenv, virtualenv)

Provisioning and supporting relational databases like Oracle, no-sql databases like MongoDB and other infrastructure items like RabbitMQ, MemcacheD and their AWS equivalents

Experience with **Team Tracker, Service Now, Jira and Remedy** – Ticketing tools

Experience with **Problem Management, Release Management and Change Management**

|  |
| --- |
| Education and Certifications |
| **B.E from Anna University– 2014 - Chennai** |

|  |  |
| --- | --- |
| Technical Skills | |
| **Operating Systems** | Windows – XP, UNIX, Linux, Windows 7 and Windows Server 2008 Environment,561 MVS-SQL Server,110 MVS-Application Server,210 US-Web Server, Windows Terminal Servers |
| **Configuration Management Tools** | **Service Now,Team Tracker, Jira, Remedy,** |
| **Other Tools** | Citrix,Leankit, Slack, Kanban, IPAM, Sharepoint, Xmatter, Putty, Tivoli, Remote Desktop Connection, Active Directory, Service Now, People Skills,Process Skill, Customer Skill and Empathy,ITIL Awareness,Cloud Awareness,Windows System Administration, SCCM Support, Outlook Express Troubleshooting ,Java, Linux, Shell Programming, , PL/SQL, Control-M & Autosys, Networking Essentials-DNS/HA Proxy/DHCP/Web & application servers, C, C++,RDBMS, Unix, Windows 7,Windows Server 2008 Environment |

Significant Achievements

* Awarded “Best Team Player” last year for showing the credibility in ensuring the uninterrupted service to the clients, for completing the KT for new application from other vendor and handled it without any issues. Proactively worked with Team on the completion on Deliverables and time reports on time.

Professional – Project Experience

|  |  |
| --- | --- |
| Previous employer : Cognizant Technology Solutions | |
| Client : Loblaws Canada | |
| **Duration** | May 2019 – Dec 2020 |
| **Technology** | Pivotal Cloud Foundry, Openshift,Google Cloud Platform |
| **Project Abstract** | Canada's food and pharmacy leader, with a network of corporate and independently- operated stores in communities across the country, and employing close to 200,000 Canadians.  Loblaw's purpose – Live Life Well – supports the needs and well-being of Canadians who make one billion visits each year to the company’s stores. Loblaw is positioned to meet and exceed those needs in many ways: convenient grocery locations that span the value spectrum from discount to specialty; full-service pharmacies; no-fee banking; affordable fashion and family apparel; and, three of Canada's top consumer brands in President's Choice®, Life Brand®, and no name®.  Loblaw operates five independent divisions. |
| **Role** | * Good Understanding of the Pivotal Application Service architecture * Install backup restore and upgrade a Pivotal Cloud Foundry installation * Deploy an Application with Orgs Spaces Roles and Quotas * Deploying a distributed system * Deploy Ops Manager * Configure the BOSH Director * Installing Pivotal Application Service with Ops Manager * Installing Healthwatch and MySQL * Create users and assign roles * Manage org and space quotas * Monitor Pivotal Cloud Foundry * Use automation techniques to explore troubeshoot and deploy releases * Deployment Topologies * Backing up Pivotal Cloud Foundry * Restoring Pivotal Cloud Foundry * Upgrading Ops Manager * Upgrading Pivotal Application Service * Install backup restore and upgrade a Pivotal Cloud Foundry installation * Partner with the Red Hat OpenShift Container Platform, Red Hat OpenShift Dedicated, OpenShift Online, and OpenShift Origin communities to develop and review patches and test cases * Analyze upstream development against current customer-reported defects and develop patches to resolve issues * Use tools like cURL, Git, Docker, Kubernetes, strace, and Wireshark to investigate and troubleshoot technical issues * Record customer interactions, including investigation, troubleshooting, and resolution of issues * Work closely with Red Hat’s development engineering team and assist production support engineers and technical account managers * Partner with Red Hat’s strategic cloud partners like Microsoft to jointly solve multi-vendor customer issues * Demonstrate considerable judgment in selecting methods and techniques to obtain solutions * Maintain a commitment to providing the best experience possible for Red Hat’s customers * Manage your workload to ensure that all customer issues are handled and resolved in a timely manner * Assist in the development of comprehensive and reusable self-service solutions for future incidents * Working on Compute, Network, Storage, Security, Migration,   VPC, Load Balancer, VPN, Peering, Kubernetes,   * Infra As Code, Container Management, Support, Monitoring * Backup, Governance, Operations, DevOps, Docker, Compute Engine * Monitoring and troubleshooting failed DAGS in apache Airflow * Checking alerts and policy violation using Google Stackdriver. * Creating GCP components on demand using Terraform. * Familiar with Hadoop ecosystem components like Zookeeper and Flume and Kafka * Fixing daily basis production issues and create auto alert for job tracking purpose. * Scheduling and monitoring Hadoop jobs in Azkaban workflow * Monitoring system health and CPU and Memory stats using Google Stackdriver. * Monitoring recommendation fallbacks and Virtual Machines performance indicators using Splunk. * Troubleshooting and fixing failed Hadoop and spark jobs. * Working with release and development teams during production deployments. * Handling Admin and Devops part based on client requirement for google cloud platform. * There is sales and transaction data, which we are storing in the ETL Tool like Teradata daily bases. |

|  |  |
| --- | --- |
| Previous employer : Cognizant Technology Solutions | |
| Client : CareFirst USA | |
| **Duration** | Dec 2018 – May 2019 |
| **Technology** | Build & Release Management – Hands on experience on AWS,Jenkins,Ansible, UDeploy, PEGA tool, Terraform, Docker, Kubernetes, Openshift ,Python,Openshift |
| **Project Abstract** | In service for over 80 years, CareFirst BlueCross BlueShield is a not-for-profit, non-stock health services company which, through its affiliates and subsidiaries, offers a comprehensive portfolio of products and administrative services to individuals and groups in Maryland, the District of Columbia and portions of Northern Virginia. CareFirst is the parent company of CareFirst of Maryland, Inc., and Group Hospitalization and Medical Services, Inc. CareFirst, Inc., and its affiliates are governed by a Board of Directors and special statutes regulating the company's business in Maryland, the District of Columbia and Northern Virginia.  Build and Deploy automation team at CareFirst is responsible for planned systematic code migration activities performed along with SDLC, to ensure “Defect Free code migration into production”.  Responsibilities in releasing all source code developed by application team to production servers.  Compiling the source code to create the binaries and to create the command files to move the binaries from various environments to production server |
| **Role** | * Management of creation, release, and configuration of production systems. * Ensure availability, performance, security, and scalability of AWS production systems. Deployment, automation, management, and maintenance of AWS cloud-based production system * Architecting and Provisioning Windows and Linux environments in AWS * Practical experience with infrastructure-as-code (with tools Terraform, Chef. * AWS(ECS, EC2, S3, ASG, IAM, SNS, CloudWatch, Lambda, EFS, EBS, SSM), DevOps, Terraform, Chef * Container Orchestration, Container technologies, Docker, * Designing and delivering CI/CD on AWS, including compute and storage * Designing infrastructure as code solutions, and implementing core aspects * Working directly with Scrum teams to build and deploy their services * Improve CI/CD tooling. * Implement and improve monitoring and alerting. * Build and maintain highly available systems. * Automate and streamline processes and operations, build and maintain tools for deployment, monitoring and operations as well as troubleshoot and resolve issues in the development, test and production environments * Worked on ansible playbooks * Worked on Ansible modules,roles,templates,handlers * Worked on Ansible galaxy and tower * Administer Ansible infrastructure, perform maintenance and configuration and provide SME level support * Configured database and web servers using ansible * Contributes to and supports the corporate Enterprise Container Strategy by Identifying ideas to improve system performance and impact availability. * Manage the container platform ecosystem (installation, upgrade, patching, monitoring) * Assist in change management of container platform for new versions of OpenShift, Hotfixes, SysAdmin tasks, etc. * Cluster capacity management and provisioning through automation of underlying hosts * Provides L3 engineering support * Works with experienced team members to conduct root cause analysis of issues, review new and existing code and/or perform unit testing. * Authors/edits system documentation/playbook(s) * Partners with experienced team members to develop accurate work estimates on work packages. * May serve as a mentor on procedural matters to less experienced internal and third-party team members. * May assist experienced team members with the delegation of work packages. * In-depth understanding of compute, storage, network components including backup, monitoring and DR environment requirements. * Experience and understanding o f large-scale applications portfolio in enterprise-wide environment (including migration o f o n-premise workloads t o the cloud) * Deep domain expertise of cloud application development solutions (e.g. IaaS, Serverless, APIManagement), * Configuring Application Build processes on Urbancode Build * Configuring Application Deploy processes on Urbancode Deployment * Urbancode agent installation to desired Linux/ Windows servers * Triaging & resolving Build/ Deployment issues on Urbancode applications * Monitor and provide user access to Urbancode applications * Urbancode app upgrades * Migrate Urbancode build & deploy processes to Jenkins * Working on Deployment requests * Manual Deployments in case of failure * Working on Server restart requests via PAD & Websphere console * Checking & deleting logs via WinSCP & Filezilla * Setting up new environment * Healthcheck overview of Linux & AIX servers * Application support & enhancements * Creating and configuring ubuild /Jenkins jobs for different applications to build the binary artifacts from the source code. * Deploying the artifacts into various environments like DEV/SIT/ TT/UAT and Prod using the tool uDeploy. * Work closely with Application Development team to automate Build/Deployment activities. * As part of support, involved in analyzing the issues and fixing the bugs.   Automation includes deployment through WebSphere /Spring Boot / Oracle etc.   * Automation covers service restarts, Password rotations, installation and upgradation of urban code system /alm and some other tools. * Installation and Configuration of Jenkins, SVN and Urban Code Deploy * Creating Components, Processes, Applications and Environment using UCD * Installation of Agent among Various Environment in Urban Code Deploy * Creation of Jobs using Jenkins, Installing Plugins and providing access to Users. * Handling admin activities in SVN like Creating SVN Repository, taking backup, creating Trunk, Tag, Branches, providing user access |

|  |  |
| --- | --- |
| Previous employer : Cognizant Technology Solutions | |
| Client : HCSC (HealthCare Service Corporation)- USA | |
| **Duration** | Dec 2017 – Dec 2018 |
| **Technology** | Build & Release Management – Hands on experience on Jenkins,Git, Maven, Continous integration (UCM and Clearbase), Ansible,Microsoft Azure,Kubernetes |
| **Project Abstract** | Health Care Service Corporation (HCSC) is a member owned health insurance company in the United States. HCSC was formerly known as Hospital Service Corporation and changed its name to Health Care Service Corporation in 1975. The company was founded in 1936 and is based in Chicago, Illinois with a network of offices in the United States. Health Care Service Corporation is the licensee of the Blue Cross and Blue Shield Association for 5 states. It concentrates its operations in Illinois, Montana, New Mexico, Oklahoma, and Texas. I am part of Build & Release Management Team involved in builds and commits to code.We are part of Software Configuration Management (SCM) team is a centralized group chartered to deliver standard Software Configuration Management processes, procedures and tools for all IT development organizations.We are also involved in Pipeline Architecture Maintenance. |
| **Role** | * Hands-on working experience of Kubernetes, * Writing Dockerfile * Understanding Kubernetes Deployment strategies * Writing Helm Charts * Maintaining Kubernetes environments * Integration with Jenkins * CI/CD concepts using Jenkins * Hands on working experience with Ansible, Terraform and Scripting Languages * IaaC automation using Ansible * Experience with Python * Experience with AWS infra automation * relevant experience on Azure cloud (Azure CI/CD pipeline) and its services (Azure Devops/VSTS). * Has worked on YAML and Command Scripts, PowerShell * Good knowledge of Pipeline Agent customization experience. * Experience Azure Repo or Git Hub setup with notification * Good experience on writing end to end CI -CD pipeline. * Design, build and configure applications to meet business process and application requirements. * Experience in CMS (Content Management System) like Sitecore, migration to Azure Cloud is preferred. * Software Development background with development experience in C# and PowerShell beneficial. * Design and implement cloud solutions which are secure, scalable, resilient, monitored, auditable and cost optimized. * Write Infrastructure as Code (IaC) using Industry standard tools and services. * Write application deployment automation using industry standard deployment and configuration tools. * Design and implement continuous delivery pipelines that serve the purpose of provisioning and operating client test as well as production environments. * Provide systems support including responding to monitoring alerts. * Acts as a liaison between Infrastructure and Delivery Teams. * Represents Infrastructure and enforce Cloud Services standards with global services and/or partners. * Also responsible for Patching Linux/Windows servers in our in house Datacenters, AWS and Azure platforms * Design release processes from build, through test and defect fixing, to the release of new or changed software in to Live with the guidance of the Product and Release Manager. Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists. * Engage in Daily Scrum call and Standup meeting. Technical bridges if any for open issues * Engage with the application development teams and application architecture teams for planning upgrades and work on in-house application enhancements using agile development methodologies. Building scripts for complex applications (on Linux and Windows) in ant, maven both Manual/Automated builds and troubleshoot the issues during the builds and deployment * Set up Ranger, NPID, web roles and HDFS directories to extract all healthcare information such as Retail Membership, Provider, Wellness, Claims, Health Plan Services from Third party vendors to DataLake RAW Layer and use ETL tools such as TALEND to apply business rules to transform the data and load it to HIVE Layer. Enable Sqoop/IIDR process to SFTP the ingested files to the Consumption groups to facilitate the data for Business. * Manage the implementation of vendor enterprise product profiles, Deploy applications built on C, C++ and Java feeding to a Linux system. Create and Maintain a Deployment Schedule of upcoming Releases and changes. The proposed schedule, including implementation date(s) and approximate time(s) for determination of any existing conflict with business events (freeze and maintenance window periods) or with other programs/projects. * Work closely with the Technical Project Managers, UAT users and (PVT) Business Users during the Planning/ Analysis phase and Implementation phase of the applications. Coordinate releases to ensure that the integrity of the live environment is protected and that the correct components are released. Diagnose all root causes to recommend required actions and assist to define and classify all issues and projects to avoid reoccurrence of issues and prepare automation responses if required. Ensure all operational and other documentation affected by any implementation are updated across all dependent systems. * Research new software development and configuration management methodologies and technologies and analyze the application to current configuration management needs. Maintain quality checks on releases and record those that directly or indirectly cause support Incidents. Monitor the efficiency and effectiveness of the Release management process across the organization, and make recommendations for improvement. Provide information in accordance with management process on the outcome of any deployment and the updated status after each project(s) is implemented * Creation of Change orders. Followup with Deployment, Verification (Technical & Business) |

|  |  |
| --- | --- |
| Previous employer : Cognizant Technology Solutions | |
| Client : Walmart - USA | |
| **Duration** | Dec 2016 – Dec 2017 |
| **Technology** | Build & Release Management – Jenkins,Git, JIRA |
| **Project Abstract** | Walmart Inc. (formerly Wal-Mart Stores, Inc.) is an American multinational retail corporation that operates a chain of hypermarkets, discount department stores, and grocery stores.[8] Headquartered in Bentonville, Arkansas, the company was founded by Sam Walton in 1962 and incorporated on October 31, 1969. It also owns and operates Sam's Club retail warehouses.[9][10] As of January 31, 2019, Walmart has 11,348 stores and clubs in 27 countries, operating under 55 different names.I am part of Build & Release Management Team involved in builds and commits to code.We are part of Software Configuration Management (SCM) team is a centralized group chartered to deliver standard Software Configuration Management processes, procedures and tools for all IT development organizations. |
| **Role** | * Performing Build & Deployment of codes in Dev,Test & Prod environments * Creating build triggers * Creating repository * Handling both Development and Operations of the team * Shell scripting * Part of Logistics Vendor Support/Infra Rollout Team * Reviewing current systems  Presenting ideas for system improvements, including cost proposals * Working closely with analysts, designers and staff  Producing detailed specifications and writing the program codes  Testing the product in controlled, real situations before going live * Planning for the Deployment and updating rollout calendar * Creating change request for the rollout and getting necessary approvals from management including vendors, DC sites and Client * Preparing the Microsoft Project Planner and getting it reviewed by the technical teams for the change. * Creating the IVB Document (Installation, Validation and Back out) * Preparing the communication plan during the rollout * Coordinating with support teams for the preparatory work * Validating the Change requests * Hosting the Implementation call and driving it to closure * Updating the Key stakeholders about the Release status * Managing the issues/ outage during the release and assigning action item for support team to fix the problem * Post Implementation monitoring for the implemented changes to ensure smooth transition * Creating Change orders * Attending daily scrum call providing the updates regarding the tasks and reporting the conundrums if any * Attending weekly Leankit call * Attending the weekly JIRA call providing the Top 3 Bottom 3 accomplishments * Updating JIRA cards * Coordinate with Application Team and Infra Team to plan the Security Patching on all the servers in a phased manner * Server Migrations (Windows & SQL Servers) & Decommissions * Pre-activities * Gathering the contact information for all the POCs for the DC site, vendor team (Dematic, Intelligrated & Schneider Team), Winserve Team, Application Team & Local Client Office * Checking OS version Compatibility * Building the new Server-Build Team * Installation of SQL 2012 and its activities * Check whether free space is greater than 10 GB * Take a backup of the databases * Shutdown the application * Install Historian Zip file in F drive of 110 MVS Server * Upgrade Reporting Service-> 210 Server * Windows Server 2003 & 2008 remediation * Application Migration for Pilot Site * SQL Upgrade from 2005 to 2012/2014 * Dematic CMBP Migration * Categorization of Distribution Centers (DCs) based on the applications (GLS , YMS Nextgen, GFCS, EDC, Regional) and country codes (US,AR,BR,CA,UK,MX) * Unix to Linux Migrations * Linux to Linux Informix Migrations * Categorization of Servers (File Server, Terminal Server, Print Server, Active Directory, Application Fedex) based on the applications and DC type * Finding replacement servers for the collocated sites * Creating an alias for the server-IPAM * Checking nodes (A, B, C etc) for each servers using RDP * Updating the Sharepoint and Playbook * Updated the Master Sheet- Removing Decommissioned Servers * Updating Schedule & issue tracker * Creating Powerpoint slides -Presentation review * Conduct Brainstorming sessions * Shipping Lane Addition and modification for doors and lanes & Sorter Replacement using Putty * Shift Roster Preparation for weekday/weekend support and engaging the concerned teams. * Liaising with all necessary parties to coordinate change building, testing and implementation in accordance with schedules * Working with Application and Testing team to perform performance testing ensuring smooth implementation of security patches to the production environment * Report delivery, metrics, operational planning, documentation and compliance reviews * Provide for Project Plan status * Creating user stories * Special project coordination and communication tasks * Participating in Scheduled Team/Product meetings/KT * Sending Daily status mails, Open CRQ mails |

|  |  |
| --- | --- |
| Previous employer : Cognizant Technology Solutions | |
| Client : Centene (Formerly HealthNet)– USA | |
| **Duration** | Nov 2015 - Dec 2016. |
| **Technology** | Application Support,End to end remote desktop support, End User computing |
| **Project Abstract** | Centene Corporation is a large publicly-traded company and a multi-line managed care enterprise that serves as a major intermediary for both government-sponsored and privately insured health care programs. The main lines of Centene include Medicare, Medicaid, The Health Insurance Marketplace System, (via the ACA), Tricare, as well as traditional commercial insurance.[2][3] It is the second-largest publicly-traded corporation based in the state of Missouri. Centene ranked No. 61 in the 2018 Fortune 500 list of the largest United States corporations by total revenue.My role is in Application Support Team which supports Informatica,Tivoli and afew applications |
| **Role** | * End to end remote desktop support * Resolution of issues connecting/printing or mapping to networked printers on workstations * Define services and standards for supporting the desktop/laptop and End User capabilities * Deskside support(Local) for unmanaged application installation and troubleshooting * Support for desktop, laptop, thin client and VDI standard configurations * Assist remote access users with accessing a variety of applications at various locations * L1 Remote Desktop Support TeamTicket triaging   Level 1 incident determination and resolution  L2/L3 Remote Desktop Support Team   * End to end remote desktop support & Asset tracking and update * Print Queue Management * Print driver update on print servers * Setup and configuration of local printers * Install and configure custom software’s based on service requests * Setup of new print queues for new printers in network * Decommission of print queues for retired printers * Trouble shoot operating and application related issues on end user devices * Provide installations, removals, decommissions and break-fix for all End User Resources * Provide personal productivity services (e.g. PDA support) and office automation services, including setup, proper use, troubleshooting and RMAs for devices * Perform installation and support services for user telecommunication devices * Image, configure and set up workstations and VDI’s * Remotely diagnose equipment.Configure End User workstation/VDI’s to utilize printer * Adjust and resolve issues with display properties, including screen resolution and color depth * Assist remote access users with accessing a variety of applications at various locations in different environments * Provide end user operating instructions and guidance * Support/troubleshoot issues with locally installed applications (standard and non-standard) * Managed print services support.Update and Maintain Incident information in the KEDB |