

Subhajit Datta

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Mundhva , Pune, India 411036

DEVOPS AND APPLICATION PRODUCTION SUPPORT

Results-driven Production Application Support and System Administration Engineer with nine years of demonstrated expertise in product-based organizations. Specializing in Application Production Support, SQL Database Support and Server Infrastructure Management, experienced in On-Premises SaaS and AWS, Azure Cloud environments. Proficient in IT infrastructure monitoring, hosting operations, and deploying DevOps CI/CD pipelines to streamline development processes. Skilled in automating infrastructure deployments using Infrastructure as Code tools, promoting a collaborative DevOps culture.

KEY SKILLS

ITSM Tool - Service Now	Cloud - AWS	Config & Infra - Ansible &
VCS - GitHub	CI/CD - Jenkins	Terraform
Containerization - Docker	Monitoring - Splunk, Prometheus	On-Prem - VMware
Orchestration - Kubernetes	Scripting - Bash	Windows Active Directory
Cloud - Azure	Databases - SQL Server	OS - Windows, Linux

PROFESSIONAL EXPERIENCE

Fiserv India Pvt Ltd, Pune

May 2019 - Present

System Administrator

Job Responsibilities:

- Deploy application artifacts and implement hotfixes in production environments within approved release windows, reducing deployment time by 30%.
- Provision and configure cloud and on-premises resources, ensuring adherence to scalability, reliability, and security standards.
- Collaborate with development and QA teams to diagnose and resolve technical issues promptly, reducing downtime incidents by 40%.
- Assist in setting up new customer onboarding processes and conduct User Acceptance Testing (UAT), streamlining setup time by 25%.
- Document procedures, processes, and configurations for cloud and on-premises infrastructure, improving team efficiency by 15% through clear documentation.
- Provide technical support for on-premises and cloud infrastructure, ensuring continuous service availability.
- Manage configurations for 50+ cloud instances and on-premises servers.
- Participate in on-call rotations, responding promptly to incidents to minimize downtime and ensure service reliability.
- Collaborate with DevOps team on CI/CD pipelines (Jenkins, GitHub CI/CD) to enhance deployment frequency and reliability, reducing manual effort by 50%.
- Monitor and maintain Kubernetes clusters (Prometheus, Grafana) and oversee infrastructure performance (CloudWatch, Splunk), achieving 99.99% availability and scalability.
- Initiate and manage change tickets, including CAB approvals, processing 50+ change tickets per month.
- Dockerize applications and configure Kubernetes clusters using kubectl and AWS EKS, ensuring high availability and effective load balancing strategies.

MicroTelecom Consulting LLP, Pune

July 2017 - April 2019

Application Support Engineer L2

Job Responsibilities:

- Oversaw performance of frontend and backend servers, troubleshooting business-level issues
- Collaborated with the Development/QA/BA team to provide technical guidance and advice
- Conducted testing and sanity checks on new packages, builds, CRQs, and hot fixes before production server deployment; offered post-deployment support
- Managed and deployed WEB, APP, and Batch servers to ensure optimal performance
- Efficiently handled production tickets and provided support via email
- Interacted with clients such as US Cellular, SingTel, Globe Telecom, Metro PCs, and Three Ireland (Hutchison) Limited to ensure smooth project execution

Job Responsibilities:

- Provided timely and efficient technical support to clients, resolving software issues to minimize downtime and maximize productivity.
- Collaborated with cross-functional teams to troubleshoot complex technical problems, leveraging strong problem-solving skills and industry knowledge.
- Conducted thorough system diagnostics and performance testing to pinpoint root causes of technical issues and implement effective solutions.
- Managed and documented support tickets promptly, ensuring accurate tracking and resolution of all client inquiries and issues.

Tata Consultancy Services, Kolkata

May 2014 - March 2016

Technical Support Engineer

Job Responsibilities:

- Delivered prompt and effective technical support to clients, resolving software issues to minimize downtime and enhance productivity.
- Worked closely with cross-functional teams to troubleshoot intricate technical problems, employing robust problem-solving abilities and industry expertise.
- Conducted comprehensive system diagnostics and performance testing to pinpoint root causes of technical issues and implement viable solutions.
- Managed and documented support tickets promptly, ensuring precise tracking and resolution of all client inquiries and issues.

Accomplishments:

Fiserv Employee of the Year Award, 2022

- Efficiently onboarded 40 new clients in one month, demonstrating exceptional efficiency and strategic management during the rollout.
- Implemented an automated system for monitoring scheduler jobs in Frontier Reconciliation software, enhancing operational efficiency and reducing manual workload.

EDUCATION AND TRAINING

Computer Application, MCA

Jaipur National University, Kolkata, West Bengal

Computer Application, BCA

Punjab Technical University, Siliguri, West Bengal

Training & Certifications

- Cloud Architect, Simplilearn, Certificate ID: 86285352, Date: November 6, 2023
- Microsoft Certified Azure Administrator Associate AZ: 104, Simplilearn, Certificate code: 4493864, September 5, 2023
- Designing Microsoft Azure Infrastructure Solutions AZ-305, Simplilearn, Certificate code: 4645821, November 14, 2023
- AWS Solutions Architect Associate, Simplilearn, Certificate code: 5065861, April 22, 2024
- DevOps & Cloud Engineering Certification from Hero Vired, July 2024