PREM KUMAR

DevOps Engineer

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📍 Bengaluru India

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SUMMARY

Accomplished IT specialist with 8 years of experience, including 2 years in AWS Support, now transitioning to DevOps Engineering. Expert in automating infrastructure provisioning, configuration management, and CI/CD pipelines using tools like Git, GitHub, Jenkins, Jira, ServiceNow, Slack, Docker, Kubernetes, and Grafana. Proficient in Cloud platforms (AWS,Azure,Google) and containerization technologies. Committed to streamlining development processes, improving system reliability, and optimizing DevOps practices. Skilled at fostering collaboration between development and operations teams to deliver scalable, secure, and highly available solutions.

EXPERIENCE

Senior IT Specialist

INTUIT

📅 2017   📍 Bengaluru, India

At Intuit India employees do the best work of their lives and focus on disruptive, bold and meaningful innovation that powers prosperity For approximately 100 million customers around the world.

- Lead a team of 25 members, offering technical and process-oriented support.
- Handle escalation cases and collaborate with the Operations Center during IT service outages.
- Act as a Cloud PC administrator to manage the virtual environment for users.
- Use Workspace UEM console to manage applications and devices.
- Manage user accounts in Active Directory.
- Provide support and access to network drives and file shares.
- Utilize the Office 365 admin portal for creating shared mailboxes, assigning licenses, managing user mailbox.
- Implement and manage cloud infrastructure on AWS.
- Manage Cloud PC AWS workspaces and EC2 instances for testing and production environments.
- Use the ServiceNow Ticketing tool to keep track of issue.
- Create and manage IAM roles, policies, and Auto Scaling groups.
- Troubleshoot issues related to CloudWatch, EC2, VPC, and Auto Scaling.
- Manage EBS volume,s3 bucket and EFS for optimal storage.
- Troubleshoot cloud infrastructure issues and optimize resource Utilization.
- Assist users setting up work from home environment and Configure VPN client.
- Collaborate using Slack with cross-functional teams to streamline.

SKILLS

Git	GitHub	Version Control
GitLab	Docker	Kubernetes
Jenkins	CI/CD	Grafana
Ansible	Microservices	AWS
Terraform	Microsoft Azure	ECR
S3	AWS Load Balancer	ECS
CloudFormation	RDS	Lambda
VPC	S3	Shell	Groovy	YAML
Python	Linux	MacOS
Windows	DNS	VPN	Jira
Ms Visual Studio	Putty	AWS CLI

PROJECTS

MERN Travel Memory Application Deployment

📅 2024

Deployed the TravelMemory MERN stack application on an Amazon EC2 instance, including backend setup with Node.js, frontend configuration with React and database using Mongo DB.

- Configured Nginx as a reverse proxy to manage backend communication and updated environment settings for seamless operation.
- Established frontend-backend connectivity by updating API URLs and implemented scaling through multiple instances and load balancing.
- Integrated a custom domain via Cloudflare, setting up appropriate DNS records for both the load balancer and EC2 instance.
- Delivered comprehensive documentation with screenshots and a deployment architecture diagram to ensure clarity and reproducibility.

EXPERIENCE

Technical Associate

Pacer Automation Pvt Ltd

📅 2016   📍 Bengaluru, India

Pacer provides professional IT infrastructure services to small, mid-cap, and large-cap clients

- Managed a server infrastructure supporting {100+} users, ensuring optimal performance and reliability.
- Supported macOS, Windows and Linux.
- Set up backup clients like Google Drive, Box, and Durva In-sync on end-user systems.
- Exchange, mailbox and shared Mailbox and Distribution List management.
- File share management and Google account management.
- Active Directory account and resource management.
- VPN client,Cisco any connect and Global Protect and access.
- Packing software and software deployment using Ivanti and Jamf.
- Configure messaging apps like Slack, Teams, and Jabber.
- Configure network printers on end-user machines.
- Asset Managements.
- Applied ITIL processes to streamline IT support operations, ensuring effective incident management, service delivery, and continuous improvement across global support teams.

AWARDS

💎 **Received an award for exceptional contributions in onboarding MFA and Beyond Identity applications, and for being a top contributor by closely collaborating with various stakeholders to resolve critical issues effectively.**

PERSONAL DETAILS

Mother Name

Laxmina Devi

Father Name

Brinda Lal Ram

Language

English, Hindi and Kannada

DOB

01-02-1992

Current Address

#84, Eshwari Nilya , Karengala Kamalanager Market , Bengaluru Karnataka, India 560079.

Permanent Address

Bhusahula, Barahara, Bhojpur Arrah, Bihar India 802311.

PROJECTS

CI/CD Pipeline for Microservice Application using Jenkins

📅 2024

The primary objective is to implement a Continuous Integration and Continuous Deployment (CI/CD) pipeline for a new microservice-based application. This involves automating the build, test, and deployment processes to enhance development efficiency and ensure reliable and rapid software delivery.

- Source Code Management: Configure Jenkins to monitor the GitHub repository for changes in the main branch and trigger the pipeline automatically.
- Build: Implement a build stage to compile the Java application using Jenkins and Maven.
- Unit Testing: Set up a stage to run unit tests on the application; the pipeline should halt and report if any tests fail.
- Artifact Packaging: Add a stage to package the application into a deployable artifact, such as a JAR file or Docker image.
- Deployment: Create a deployment stage to transfer the artifact to an AWS EC2 instance and start the application, using SSH for deployment.

CERTIFICATION

💎 **AWS Certified Solutions Architect-Associate**
(QPWHKP1BGEVEQPC9)

💎 **Red Hat Certified System Administrator**
- (190-117-812)

TRAINING / COURSES

Certificate Program in DevOps and Cloud Engineering from Hero Vired

EDUCATION

Bachelor of Engineering in IT

Visvesvaraya Technological University

📅 2012 - 2015