**Bhargavi Akula**



****

Mail ID: [bhargaviakula8@gmail.com](mailto:bhargaviakula8@gmail.com)

Mobile No.:+91 8186801402/ 7022536136

Hyderabad, 500038

**Career Objective:**

Keeping myself updated with relevant technical skills, want to grow as a key member in an organization that directs me to strive for efficiency and helps in enhancing my knowledge.

**Professional Summary:**

**Organization:**

* **Cognizant Technology Solutions:** Working for Cognizant Technology Solutions (CTS) since October 2014 and currently designated as Technical Lead.

**Technical Skills:**

* **AWS Cloud Skills:** (AWS Certified SysOps Administrator - Associate)
* EC2, VPC, EBS, AMI, Elastic load balancing, Auto Scaling groups, Route 53
* IAM (Users, Groups and Roles)
* S3, EFS
* **Management tools:** CloudWatch, CloudTrail, AWS Config, CloudFormation
* **DevOps:** Git, Gitlab, Docker, Jenkins, Ansible
* **Monitoring Tools**: Splunk, Sitescope, Dynatrace
* **Ticketing Tools**: ASCENT (Cherwell) and ServiceNOW (SNOW)
* **Operating Systems:** LINUX, Windows
* **Domain Knowledge:** Change Management, Incident Management, Identity Access Management

**Certifications:**

* AWS Certified SysOps Administrator – Associate (Validation Number: D0P0P41CF2V41KK6) (Validate at: <http://aws.amazon.com/verification>)
* 70-411: Administering Windows Server 2012

**Trainings:**

* AWS Certified SysOps Administrator – Associate Training taken internally in Cognizant.
* AWS Solutions Architect – Associate Training taken internally in Cognizant.
* AWS Public Cloud Admin Training taken internally in Cognizant.
* DevOps – Jenkins Training taken internally in Cognizant.
* DevOps - Learning Docker, Git through online courses

**Project Experience:**

**Organization: Cognizant Technology Solutions**

**Project # 1**

Designation : Senior Systems Engineer

Client : Communications Related

Platform : Middleware Technologies – Application Support

Team Size : 28

Period : December 2014 to August 2016

**Roles and Responsibilities:**

* Gained expertise in day-to-day monitoring of Disk space, memory and CPU usage on Linux servers through Putty.
* Performed Sanity Testing on the applications we support.
* Performed IIS Resets on faulty servers.
* Knowledge on SLAs and exposure to ticketing tools (including BMC Remedy).
* Monitored application health consistency by using tools like Wily, Nagios, Splunk, HP BAC, internal dashboards and enhanced performance improvement for the applications.
* Communicated with Application Developers for understanding and troubleshooting the case.
* Performed troubleshooting on servers in Linux boxes.
* Handled real time Outage Incidents for applications and conceive mitigation strategy on technical bridges.

**Achievements:**

* Awarded as the “Best Performer” by the Executive Director of the Client.

**Project # 2**

Designation : Technical Lead

Client : Banking and Financial Sector (BFS) Client

Platform : Middleware Technologies – IIS/Windows & CloudOps

Team Size : 55

Period : November 2016 to till date

**Roles and Responsibilities:**

* End-to-End deployment management from development environment to production environment.
* Providing support for testing activities (Unit/Integration/UAT) and Production.
* Performing code upgrades and technical upgrades in respective environments where Windows suite is implemented.
* Applying Windows patching whenever required right from test environment to Production environment.
* Following process in implementing the Incident resolutions, Service Requests and delivering within the SLA. Adhering to the Change management rules in implementing the Change records.
* Resolving issues that arise in Production and test environments (DEV, QA and UAT).
* Performing deployments/upgrades on the major applications and involved in the RCA calls to analyze the issue.
* Worked on Problem tickets to analyze on the severity/major issues.
* Rendering and resolving application and server related issues.
* Worked on Windows servers by upgrading the Java version/uninstalling the same to fix the vulnerability on the servers.
* Created SSL Certificates both for PROD and UAT Environments in OpenSSL Tool based on the Application team’s request.
* Experience on Installation, Configuration, Upgradation in Windows Servers.
* Handling User administration for working on Access Management through Active Directory.
* Resolving the permission issues through Active Directory.
* Monitoring and troubleshooting on IIS hosted windows web servers.
* Analyzing the reason for Job Abort issues with the help of Job/Error log and resolving the issue/assisting the Application team in the best way to resolve it.
* Creation of implementation plan and rollback steps for fixing the vulnerability on the servers by initially testing on respective Application PROD/UAT/Dev servers.

**AWS:**

* Creating new EC2 instances on AWS Management Console based on the requirement.
* Configuring load balancer using ELB and configuring Auto scaling Groups to design cost effective, fault tolerant and highly available system.
* Creating S3 buckets and Archiving the files based on the retention policies.
* Creating IAM users and providing the authentication as per the need.
* Configuration of Monitoring using CloudWatch and CloudTrail Services and analyzing the respective graphs/logs.
* Understanding on Route 53 Service and its Traffic routing policies.

**DevOps:**

* Automating the job schedulers and service restarts using RUNDECK Tool that fetches the data through Ansible Playbooks.
* Working on Gitlab by creating Group ID’s and Projects on Application team’s request.
* Creating empty repos in gitlab and also migrating the svn dump file to gitlab as per the App team’s requirement.
* Approving the change tickets by validating the QA/UAT signoffs, Implementation/Rollback plans and packages attached to the change ticket.
* Conducting major releases involving multiple teams every month.
* Setting up a bridge call and sending invites to conduct coordinated deployments.
* Participating on weekly calls will customers and understanding their needs and work according to that.
* Working on Implementation/rollback steps document preparation, change creation, CAB submission as per the schedule.
* Release co-ordination management with concerned teams to effectively deploy changes and reduce the rate of roll back.

**Incident & Problem Management:**

* Acting as bridge between various business groups and IT teams to communicate issues and coordinate resolutions to production issues.
* Root cause analysis and fixing the Windows / IIS Web Server Related issues
* Tracking and documenting production support issues as Knowledge Articles
* Configuring and resolving alerts
* Request for Change - Production Release process management
* Working with ASCENT Cherwell Manager and ServiceNOW for incident/request tracking, update and closure.
* Performing and tracking routine tasks
* Creating and updating the documents of the project

**Academic Qualification:**

* B.Tech (ECE),VISIT Engineering College, JNTU Kakinada - 69.20%
* Intermediate, Pragati Junior College, AP Inter Board - 91.90%
* SSC, Roots School of Essential Faculties, AP State Board - 85%

**Declaration:**

I hereby declare that all the statements mentioned above are true to the best of my knowledge and belief.

Place:

Date: (Bhargavi Akula)