Prasanna Ediga
Wesley Chapel, FL

Summary:
- Over 14 years of experience in DevOps and Build/Release Engineering, Linux administration, and Systems Engineering, specializing in automating, building, deploying, and releasing code across environments with expertise in Jenkins-like build automation tools.
- Site Reliability Engineer with a proven track record in deploying automated monitoring solutions that reduce system downtime and enhance availability. Skilled in designing and implementing scalable system architectures to handle increased user traffic without performance degradation. Expert in resolving critical production issues promptly to minimize customer impact and ensure continuous service.
- Proficient in Amazon Web Services (AWS), including EC2, Auto Scaling, CloudWatch, Elastic Load Balancer, CloudFormation, Terraform, Lambda, ECS, ECR, Elastic Beanstalk, IAM, SNS, S3, Glacier, VPC, AMIs, RDS, Aurora, DynamoDB, and Route 53. Experienced with Azure services such as Subscriptions, Resource Groups, ARM templates, Azure Load Balancer, Azure Storage, and Azure Kubernetes Service (AKS).
- Experienced with various Kubernetes clusters on-premises and in the cloud, including on-premises Kubernetes, Rancher-Kubernetes (RKS), Amazon EKS, and Azure AKS. Also skilled in containerized services such as Amazon ECS. Proficient in version control systems including GIT, GitHub, TFS, and Bitbucket.
- Expert in constructing, packaging, and installing software for Java and .NET platforms.
- Cloud and DevOps expertise in Azure and AWS environments, including mixed Linux (RHEL, Veritas, CentOS) and Windows servers.
- Utilized various CI/CD tools such as Jenkins, Bamboo, Chef, and Puppet to implement Continuous Integration and Deployment processes.
- Experience with Splunk for monitoring and practical knowledge of build tools like MS Build.
- Strong understanding of Agile, Scrum, and Waterfall methodologies and best practices in Software Configuration Management (SCM).
- Extensive expertise in Puppet, including configuration of Puppet master and agent environments, and management of Puppet node groups and profiles.
- Skilled in Azure resource management and providing support.
- Broad familiarity with Git, Docker, Kubernetes, Jenkins, AWS, Azure, and GCP.
- Proven ability to identify and resolve service improvement areas and address service issues effectively.
- Feel free to adjust any details or add more specifics based on your experience and acco

Technical Skills

- Build Tools
- ANT, MAVEN, GRADLE
- CI/CD Tools
- Jenkins, Hudson, Bamboo, puppet, chef, Ansible, Docker,Teraform
- DevOps
- Jira, AWS, Open Stack, VM ware,Kubernates
- Scripting Languages
- Perl, Python, Ruby, Shell Programming
- SCM Tools

- CVS, SVN, GIT, GIT HUB, CLEAR CASE
- Middleware Technologies
- WebSphere, Tomcat, JBOSS, Web Logic
- Databases
- Oracle 11g/10g/9i, MS SQL server 2012/2008, MS Access
- Operating Systems
- UNIX, Linux, and Windows
- Programming Languages
- SQL, PL/SQL, C and C++, JAVA/J2EE

Professional Experience

Tdsynnex, Clearwater, FL   **Dec 2021 – Till Now**
Sr SRE (Site Reliability Engineer)
TD SYNNEX Corp (TD SYNNEX) is a provider of information technology products and business process services. It offers systems design and integration solutions, logistics services, cloud services, online services, financing services, and marketing services. Troubleshot high-priority incidents and ensured permanent resolution through effective blameless post-mortems.
- Collaborated with development teams to design scalable, reliable software with minimal need for rework or modifications.
- Analyzed application trends and analytics to set and achieve improved service level goals.
- Mentored and led the SRE team, coordinating with on-site and offshore team members to deliver critical operational outcomes.
- Worked with production support engineers to implement automation, reduce manual tasks, and apply Site Reliability Engineering (SRE) principles.
- Developed solutions for release and change management, including automated software and product upgrades.
- Provided coaching to teams as needed to drive success.

- Designed and implemented SRE observability tools using CI/CD and Kubernetes, participating in round-the-clock support coverage as required.
  - Designed, built, and maintained **cloud-based infrastructure** on AWS/GCP, improving system scalability and reducing deployment times by 30%.
  - Led the **adoption of Infrastructure as Code (IAC)** using Terraform and Ansible, automating deployment processes and achieving faster and more consistent releases.
  - Spearheaded the migration of legacy systems to **containerized environments** using Docker and Kubernetes, resulting in improved deployment reliability and reduced downtime by 40%.
  - Collaborated cross-functionally with development and operations teams to implement **CI/CD pipelines**, ensuring faster feature rollouts with zero downtime.
  - Implemented **monitoring and alerting systems** (using Prometheus, Grafana, or similar tools) to proactively identify and resolve performance bottlenecks before impacting production environments.
  - Reduced incident response times by 50% through the development of automated troubleshooting tools and better alert management.
  - Played a key role in fostering a **zero-downtime culture**, focusing on continuous improvement and optimized processes to ensure high system availability.
  - Conducted regular post-mortem analyses and implemented **performance tuning strategies**, ensuring optimal system health and minimizing outages.
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- Delivered cloud-based solutions for multiple clients, achieving an average 30% reduction in deployment time and costs. Led DevOps best practices adoption, enhancing collaboration and accelerating time to market. Developed Infrastructure as Code with Terraform and Ansible to boost scalability and reliability.
- Resolved trouble tickets with the product operations team, developed and executed scripts, and troubleshot services in a hosted environment. Implemented Kubernetes clusters on Azure and AWS, improving scalability and reducing infrastructure costs. Developed and maintained CI/CD pipelines using Azure DevOps and GitLab, resulting in faster and more reliable deployments.
- Demonstrated understanding of IaaS, PaaS, and private cloud operations, including creation, design, code review, testing, launch, and performance evaluation.
- Utilized Azure Kubernetes Service (AKS) to deploy managed Kubernetes clusters in Azure, employing Azure CLI and Resource Manager templates (ARM) for template-driven deployments.
- Monitored risk and control operations, enhancing system performance and establishing appropriate metrics and SLAs/SLOs. Used Dynatrace for monitoring SLOs and SLAs in both production and non-production environments.
- Achieved high availability by proactively resolving issues and leveraging predictive alerts, while promoting the SRE concept and its adoption. Applied Application Performance Monitoring (APM) tools for rapid identification and resolution of production issues.
- Supported production environments by working closely with engineering, operations, and third-party vendor teams.
- Developed and maintained system performance metrics and reports, providing insights for capacity planning and resource allocation, resulting in a 20% cost savings.
- Implemented a proactive monitoring and alerting strategy, reducing mean time to resolution by 40% and improving overall system reliability by 30%. Automated manual processes within the SRE team, minimizing the need for manual workarounds.
- Created and maintained Azure DevOps automation scripts, reducing manual effort by 40% and improving pipeline reliability by 25%.

FiServ, Tampa FL   **April 2021 – Nov 2021**
Senior DevOps Engineer/SRE
Fiserv, Inc is an American multinational company headquartered in Brookfield, Wisconsin, that provides financial technology services to clients across the financial services sector, including: banks, thrifts, credit unions, securities broker dealers, mortgage, insurance, leasing and finance companies, and retailers.
- Proficient in Amazon Web Services (AWS), including EC2, VPC, S3, IAM, ELB, RDS, Route 53, Auto Scaling, and CloudWatch. Created alerts and dashboards for application-level observability and monitoring, implementing SRE-defined four golden signals for high availability using Datadog.
- Utilized CloudWatch to monitor resources such as EC2 instances, CPU memory, Amazon RDS DB services, and EBS volumes. Configured alarms for notifications and automated actions, and analyzed logs for improved system operation.
- Shell scripts and uDeploy processes. Participated in a POC for Prometheus to monitor on-premises legacy applications.
- Launched AWS EC2 instances using CloudFormation templates, Terraform scripts, and AMIs.
- Managed IAM resources by creating users, roles, groups, and policies. Created and managed S3 buckets for CloudWatch logging and static web hosting. Tracked issues and managed changes using ServiceNow.
- Worked within a time-sensitive Agile framework with a focus on Test Driven Development (TDD).
- Utilized JIRA as an Agile/SCRUM tool for sprint planning and provided metrics reporting for project release activities.

- Automated cluster creation in Amazon Elastic Kubernetes Service (EKS) and set up a blue-green deployment model using headers in ingress to route traffic efficiently. Developed and implemented Infrastructure as Code with Terraform and Ansible to enhance scalability and reliability. Created AMI images of critical EC2 instances for backup using the GUI. Experienced in configuration management with Ansible. Knowledgeable in containerization with Docker. Experienced with distributed version control systems including Git and GitHub. Monitored, analyzed, and engineered network monitoring using tools such as Nagios.

Kforce, Tampa FL   **Sept 2018 – April 2020**
Senior DevOps Engineer/SRE
- Kforce is a solutions firm specializing in building and managing elite teams within Technology and Finance & Accounting with top employers nationwide. We empower our clients, candidates, consultants, and employees to reimagine how business gets done with innovative and scalable solutions.
- Collaborated with DevOps engineers and a cloud architect to design and implement a comprehensive automated release management pipeline, incorporating automated build processes, environment setups, testing scripts, deployments, and production operational metrics/debugging data.
- Assisted in the creation of documentation, policies, and procedures to guide the team in best practices and standard operations.
- Extensive experience in monitoring and logging for large-scale platforms using tools such as Nagios, Splunk, and Greylag.
- Proficient in configuration management, system monitoring, automation, and source control tools.
- Implemented software build, patch generation, source control, release tracking, and reporting tools as part of the Release Engineering team.
- Coordinated QA and UAT release schedules for non-production and production environments through collaboration with QA, Business, DBA, and Product Operations teams.
- Familiarity with large-scale indexing and database systems such as MongoDB and Elasticsearch.
- Experienced with Azure services including Azure App Service, Azure SQL, Azure Service Fabric, and Azure Storage Accounts.
- Understanding of cloud environment components such as load balancers, DNS, virtual networks, and firewalls, with expertise in setting up and monitoring performance metrics and operational management solutions.
- Worked with MS CRM Dynamics 365 and Azure Active Directory for user authentication, management, and group management.
- Implemented cloud and on-premises solutions utilizing CI/CD processes and supported daily IT operations across both environments. Experienced in CI/CD for .NET projects, managing and developing pipelines, including code quality checks, unit, integration, and functional tests, and environmental strategies. Utilized Ansible for configuration management and deployments.
- Supported Azure environments by creating resources such as Logic Apps and Web Apps. Integrated SonarQube with DevOps for code quality analysis. Used Jenkins for automation builds, integrating with Git for version control. Responsible for automation under continuous integration. Created and managed Azure Active Directory B2C and Azure SQL resources.
- Maintained and expanded Azure infrastructure. Experienced with Azure DevOps and version control systems such as Git.
- Knowledgeable in Azure PaaS and IaaS services, including Azure Storage Solutions, App Service Environments, and Key Vault.
- Implemented and maintained effective backup systems to ensure data integrity and business continuity.
- Monitored and analyzed system components to provide recommendations on security, network, and computer utilization.
- Proposed and installed new software releases, system upgrades, and security patches.
- Documented processes and tasks for standardization and cross-training across the team. Engineered network monitoring solutions using tools such as Nagios. Troubleshot automation issues effectively. Regularly worked with AWS services including SNS, CloudWatch, RDS, Route 53, ELBs, and Storage Gateway; created Azure Data Factory for SSIS packages.
- Developed and documented standard configurations, build, and support processes and FAQs. Served as a technical liaison within IT and with partners in other business units. Participated in rotational 24/7 on-call responsibilities as needed.

Bank of America, Pennington, New Jersey   **Jan 2018 – Aug 2018**
DevOps Engineer
- Set up CI/CD pipelines for various projects, enhancing automation and deployment efficiency.
- Troubleshot Java and database deployment issues, ensuring smooth and reliable deployments.
- Built and maintained Jenkins pipelines, configuring the tool for continuous integration and deployment.
- Provided production support for AWS, managing and optimizing cloud environments.
- Installed, configured, and managed Jenkins, including CI and automation processes.

- Coordinated with developers to establish and apply appropriate branching strategies, labeling, and naming conventions using SVN, GitLab, GitHub, and Bitbucket for version control.
- Configured and maintained Jenkins to implement the CI process, integrating with Ant and Maven to schedule and manage builds.
- Partnered with various Risk Reporting Teams, utilizing reporting tools such asCognos, to analyze and resolve complex queries while maintaining data integrity in report outcomes.
- Delivered solutions to improve cloud architecture and deployment for both AWS public and private clouds.
- Installed and configured AWS instances, managing multiple accounts and VPCs for production and non-production environments with a focus on automation, integration, and cost control.
- Managed plugin and user management within Jenkins, overseeing build and deploy processes.
- Set up end-to-end pipelines and job configurations for various projects. Provided technical application support for industry-standard platforms such as .NET/IIS and Java, adhering to ITIL service management principles.
- Implemented and managed CI/CD solutions using GitLab and Jenkins.
- Experienced in containerization, including Kubernetes and container management.
- Created and maintained build processes and dashboard monitoring systems.
- Conducted root cause analysis for issues with .NET vendor-based applications.
- Led a team in providing solutions for new applications and integrations.
- Integrated Jenkins with Selenium scripts and Sauce Labs for automated testing.
- Recommended standard templates for logging applications, batch jobs, and Jenkins logs to achieve zero downtime.
- Implemented highly scalable and available applications using AWS services, including EC2, VPC, ELB, S3, Auto Scaling, CloudWatch, and IAM.
- Communicated with stakeholders to address requirements and issues effectively.
- Recommended and facilitated the onboarding of Splunk for improved monitoring and logging.
- Provided production support for several applications, collaborating with offshore teams.
- Enforced company policies related to development methodology, architecture, security, change and configuration management, compliance, and HR.
- Analyzed, defined, and documented requirements for data, workflows, logical processes, hardware and operating system environments, and system interfaces, including internal and external checks, controls, and outputs.

Health Plan Services, Tampa, Florida   **April 2016 – Dec 2017**
Sr Linux System Admin & Devops
- Led all aspects of Linux server infrastructure, including installation, configuration, and capacity planning.
- Documented and maintained work instructions, creating work plans and uploading them to client SharePoint for reference.
- Provided infrastructure consulting to clients, demonstrating how infrastructure solutions can address business challenges and opportunities.
- Experienced in infrastructure analysis and design, mapping user problems to reusable design and technology solutions.
- Created and managed multiple AWS instances to support various applications and services.
- Implemented highly scalable and available applications using AWS services, including EC2, VPC, ELB, S3, Auto Scaling, CloudWatch, and IAM.
- Collaborated with IT teams, customers, and managers to build and implement systems and standards.
- Supported onboarding applications to Continuous Delivery/Deployment, including troubleshooting related issues.
- Monitored and managed large enterprise environments, overseeing more than 1,000 network nodes and 600 Linux servers, including working non-traditional hours in a 24/7 support environment.
- Utilized automation and installation tools such as Kickstart and Puppet to streamline processes.
- Implemented and supported high-volume SQL transaction environments, ensuring performance and reliability.
- Gained extensive experience with Java EE application servers including WebLogic, Oracle AS, and JBoss.
- Optimized and tuned Apache and Linux environments, with a focus on capacity planning for high availability and enterprise-level deployment activities.
- Supported mission-critical, 24x7x365 high-availability environments, ensuring continuous operation and reliability.
- Led a team and mentored offshore resources, providing guidance and support for various projects.
- Managed vendor problem tickets, working with vendors to diagnose and resolve systems and hardware issues.
- Provided second-level support and training to the service desk team for diagnosing system problems.
- Experienced in Azure, including creating and managing resources and providing support.
- Assisted in researching and implementing new applications and systems software, supporting other teams' implementations.
- Developed, maintained, and supported business continuity plans, scripts, and vital records.

DTCC, Tampa, Florida   **Sept 2015 – Mar 2016**
DevOps Engineer

- The Depository Trust & Clearing Corporation (DTCC) is an American post-trade financial services company providing clearing and settlement services to the financial markets. It provides a way for buyers and sellers of securities to make their exchange in a safe and efficient way. It also provides central custody of securities.
- Utilized Vagrant, Ansible, Puppet, and AWS within a financial production environment to streamline infrastructure management.
- Maintained and enhanced build procedures for all software development projects, ensuring efficient and reliable builds.
- Automated infrastructure management with Puppet, improving deployment efficiency and consistency.
- Managed code branching and merging using CVS, facilitating effective version control.
- Installed and configured Jenkins on a Linux machine, setting up master and slave configurations to support multiple parallel builds.
- Developed and implemented automated Linux infrastructure using Ansible, including writing Ansible Playbooks for installing and managing Java versions and creating a Python plugin for metric collection.
- Conducted deployments and builds in various environments using Puppet as part of continuous integration processes.
- Applied the Corporation's Software Configuration Management processes, setting up and maintaining GIT/GitHub infrastructure, and supporting continuous delivery by automating software build and package migration processes.
- Created and automated platform environment setups using Ansible modules to streamline deployment and configuration tasks.
- Coordinated with developers to establish and apply appropriate branching, labeling, and naming conventions using GIT source control.

COMCAST, Mount Laurel, New Jersey   **May 2015 – August 2015**
Project: DevOps Engineer
- Comcast is the largest broadcasting and Cable Company in the world by revenue. It is the largest cable company and home Internet Service Provider in the United States, and the nation's third largest home telephone service provider.
- Created Linux images on VMware, facilitating virtual environment management and deployment.
- Troubleshot server issues as reported by users, ensuring prompt resolution and minimizing downtime.
- Researched, evaluated, and recommended software and hardware products, ensuring optimal solutions for organizational needs.
- Provided hardware specifications based on application requirements and growth projections; installed and maintained server infrastructure.
- Installed and configured MySQL databases, supporting data management and application performance.
- Resolved access and performance issues for business users, ensuring smooth and efficient system operations.
- Monitored Nagios alerts to proactively address potential issues and maintain system health.
- Automated administrative tasks, including configuration management, to streamline operations and reduce manual effort.
- Supported cloud and VM-based infrastructure for complex enterprise applications, enhancing scalability and reliability.
- Provided solutions to a variety of technical problems of moderate scope and complexity, ensuring effective problem resolution.
- Implemented, configured, and administered Linux systems, managing server environments and applications.
- Defined, documented, and maintained Product/Application Release Roadmaps, including planning and coordinating release activities.
- Managed regular and emergency patch releases, ensuring system stability and security.
- Created Application Release Plans, including scope planning and milestone definition for successful deployments.
- Developed and conducted walkthroughs of Deployment Plans for complex, large-scale releases, including mock deployments in pre-production environmen   ts and production installations.
- Collaborated with an agile development team to deliver end-to-end continuous integration and continuous delivery (CI/CD) solutions using RunDeck and Jenkins in an open-source environment.
- Created and managed EC2 instances and worked with AWS services such as Route 53 and S3 for data storage.
- Participated in migration activities, including transferring Java scripts and database scripts from Oracle, MS SQL Server, and MySQL across different environments (Development, QA).

NIKE, Beaverton, OR   **Oct 2014 - May 2015**
Platform Engineer
- Nike, Inc. is an American multinational corporation that is engaged in the design, development, manufacturing and worldwide marketing and selling of footwear, apparel, equipment, accessories and services.
- Designed, developed, and supported Cognos BI content, including reports, cubes, packages, dashboards, and presentation portals.
- Administered and engineered Jenkins for managing weekly build, test, and deployment chains, utilizing SVN/GIT with a Dev/Test/Prod branching model for weekly releases.

- Defined branching, labeling, and merging strategies for all applications in Git, ensuring effective version control.
- Built Continuous Integration (CI) and Continuous Delivery (CD) environments using Jenkins and Maven for streamlined deployment and build management.
- Automated server management and build processes using CI/CD tools, optimizing deployment efficiency.
- Created and maintained users and groups, monitored system status, and managed logs using Linux commands and Nagios.
- Installed, configured, and maintained DNS, FTP, and TCP/IP services on RedHat Linux to support network and application functionality.
- Configured and managed web servers including HTTP Web Server, Apache, Apache Tomcat, and Nginx to ensure reliable web service delivery.
- Provided analysis and root cause identification for application and infrastructure issues, delivering effective resolutions and fixes.
- Developed automation scripts for code deployment and maintenance using Puppet, enhancing operational efficiency.
- Possessed strong knowledge of Puppet, including its application for automation and configuration management.
- Experienced in incident and problem management, addressing and resolving technical issues effectively.
- Delivered training on Puppet, equipping team members with the skills needed for effective automation and configuration management.
- Driven the automation of processes, including monitoring, provisioning, and testing, to improve overall system reliability and efficiency.

Florida Blue (BCBSFL), Jacksonville FL   **Oct 2013 to Sep 2014**
Systems Administrator
- As a Systems Administrator, I was involved in Linux SUPPORT was responsible for Setup Linux/Solaris environments which include design, planning, installing, configuring, based on the project requirements.
- Responsibilities:
- Delivered 24/7 on-call support for troubleshooting and resolving issues related to Linux, SAP, and WebSphere Application Servers.
- Managed installation and maintenance of hardware and software across Production, Development, and Test environments as a key member of the UNIX (RHEL, Solaris, HP-UX, AIX) Support team.
- Installed, configured, maintained, and administered network services including DNS, NIS, NFS,
- Sendmail, and application servers such as Apache, WebSphere, JBoss, WebLogic, Oracle E-Business Suite, and Samba on Linux platforms.
- Performed disk management tasks including adding, formatting, and partitioning disks, as well as monitoring system performance, tuning, server hardening, and crash recovery.
- Executed installation and configuration of multiple IBM HTTP Server instances and managed F5 load balancers on Linux environments.

AJG, Bengaluru, India   **Oct 2010 – Sept 2013**
Systems Administrator
Arthur J. Gallagher & Co., one of the world's largest insurance brokerage and risk management services firms, provides a full range of retail and wholesale property/casualty (P/C) brokerage and alternative risk transfer services globally.
- Created Linux images on VMware for virtualized environments.
- Diagnosed and resolved server issues as reported by users.
- Researched, evaluated, and recommended software and hardware products to meet organizational needs.
- Provided hardware specifications tailored to application requirements.
- Planned for growth by installing new servers and maintaining the server infrastructure.
- Installed and configured MySQL databases to support application functionality.
- Applied expertise in branching methodologies, merging, and tagging to support defect and change management across projects.
- Deployed applications into non-production, BETA, and production environments using WebLogic and Apache Tomcat.
- Maintained essential tools for the eDiscovery Platform team, including JIRA, Confluence, Jenkins, Nexus, and Subversion.
- Configured monthly release setups to facilitate integration testing for product teams.
- Collaborated with development teams to implement best practices for source code branching, merging, and versioning in SVN and GIT repositories.
- Addressed and resolved access and performance issues for business users.
- Monitored system performance and alerts using Nagios.
- Automated administrative tasks, including configuration management, to enhance efficiency.
- Supported cloud and VM-based infrastructure for complex enterprise applications.
- Provided solutions to a variety of technical problems of moderate scope and complexity.
- Implemented, configured, and administered Linux systems.

- Installed new software products and applied maintenance updates to existing operating systems and third-party software.

IBM, Hyderabad, INDIA   **Sept 2007-Sept 2010**
System Administrator
- As a System Admin I was apart in the Walmart Project, was supporting Walmart related 1000 production AIX/LINUX/NAS blade servers.
- Responsibilities:
- Managed hard disk replacements and performed mirroring and remirroring on AIX servers.
- Conducted file system checks and addressed sysdump issues related to hardware, software, and user-generated dumps.
- Facilitated the relocation of adapters from top Nortel to bottom Nortel switches.
- Executed system board firmware upgrades to ensure optimal performance.
- Addressed and resolved slow storage and critical free space issues on disk partitions (/tsmp1 and /tsmp2).
- Handled packet loss issues on NAP4 and NAP3 DS3200 systems.
- Adhered to ITIL best practices for incident and problem management.
- Monitored temperatures on disk shelves and motherboard sensors to ensure system reliability.
- Performed system box checkouts on WSP, RXP, NAS, and VHST following power outages or planned downtime.
- Diagnosed and resolved hardware errors on tape drives, identifying root causes and performing preventive measures.
- Updated firmware on Advanced Management Modules (AMMs) and older Management Modules (MMs) via the Graphical User Interface.
- Monitored system activity, performance, and resource utilization to maintain operational efficiency.
- Supported Unix/Linux servers running Oracle and MySQL databases, ensuring their stability and performance.

Education
- Bachelor of Technology, JNTU, INDIA, 2007