RAVI PUTTA

## Email: [raviputta.netha@gmail.com](mailto:%20raviputta.netha@gmail.com) Mobile: +91-9989989004



Results-driven **DevOps Engineer** with 2.7 years of experience in automating processes, optimizing infrastructure, and streamlining CI/CD pipelines in the **OTT (Over-the-Top)** industry. Leveraging a strong background of 4 years as a **Senior NOC Engineer**, with expertise in monitoring, troubleshooting, and maintaining high-availability OTT services and tools such as **New Relic**, **Linux**, **Kibana**, **Grafana**, **Jira**, **Confluence**, **Pingdom**, **Monitis**, **ZOHO Site24x7**, and **TeamViewer**. Proficient in telecom systems including **Huawei**, **ZTE**, **Motorola**, and **Ericsson**.

# Skills:

* **Cloud Platforms**: AWS, Google Cloud, Microsoft Azure
* **Containerization**: Docker, Kubernetes
* **CI/CD Tools**: Jenkins, GitLab, CircleCI, Spinnaker
* **Monitoring/Logging**: Prometheus, Grafana, New Relic, ELK Stack, Site24/7
* **Automation**: Terraform, Ansible, Puppet, Chef
* **CDN Providers**: Akamai, AWS Cloud Front, Fastly, Cloudflare
* **Scripting**: Python, Bash, Go
* **Incident Management & Troubleshooting:** Root Cause Analysis (RCA), Incident Response, On-call Support

# Evergent Technologies Pvt Ltd (Mar, 2018 – Present)

# Devops Engineer (May, 2022 – Present)

**Responsibilities:**

* Develop, implement, and maintain Continuous Integration/Continuous Deployment (CI/CD) pipelines to automate the deployment of applications to production environments.
* Automate the provisioning of cloud-based infrastructure, especially in AWS, Azure, or GCP, to manage servers, databases, content delivery networks (CDNs), and storage solutions.
* Set up and configure monitoring systems (e.g., Prometheus, Grafana, ELK stack, New Relic) to track the performance of the OTT platform and underlying infrastructure.
* Respond to and resolve incidents in real time, ensuring minimal downtime of the platform.
* Ensure the OTT platform meets security best practices (e.g., encryption of data at rest and in transit, secure access management).
* Implement security measures like firewalls, intrusion detection systems, and identity management protocols (e.g., IAM, OAuth).
* Optimize the performance of the platform by fine-tuning database queries, API responses.
* Develop and implement disaster recovery plans to ensure data and services are protected in the event of a failure.

# SR NOC Engineer (Mar, 2018 – May, 2022)

**Responsibilities:**

* The product is all about providing **OTT (Over the Top)** Service to the Clients and the major part is dealing with the **API (Application Program Interface).**
* Maintaining all the API’s in the Tools and regularly checking the API’s functionality and working in the agile way and implementing the changes in API based on client requirement.
* Responsible for maintaing the Subscription part for Clients who use the **OTT** platforms which are associated with the company.
* Experience in handling clients in rectifying the issues faced by them in case of subscription related and streaming content issues with **SONYLIV, NBA, HBO, FOX, AT&T, SHAHID DUBAI, ETISALAT DUBAI, AHA INDIA & BBC Asia**.
* Working on optimization of tools and scaling up servers especially when there is any ongoing live events and also monitoring the traffic and ensure seamless support for the event.
* Responsible for **PPV (Pay per view)** Events which take place and working on request counts and maintaing the subscription for that particular event such as Cricket, WWE, Boxing, and KBC etc.
* Handling client issues and analyzing them with the help of logs in Kibana, New Relic, Grafana and supporting assistance while Deployment Schedules.
* Hands on Experience of working on both Linux / Windows Platforms and assisting the support for clients and handling bridge calls and managing the inventory of API’s.
* Experience in running the Batch process at the backend level for payment gateways, Appstore, Google payment and taking care of all the renewals at the backend process.
* Detail and step by step knowledge on the functionality of Website and OTT platforms both front end and also backend process which involves different API at each entry level.
* Overview on Scripts such as JSON, Python & analyzing them in Postman and Automating alerts and Scripts in Servers.
* Hands on Experience on Ticketing Tools such as **Service Now** and **JIRA** and maintain the metrics and evaluating them towards the improvement of SLA’s.
* Working on Servers which involves reboots, Apache Service, Port related issues in Linux Platform and also Troubleshooting of Servers at Cluster level in Windows Platform

# Sai Sun Outsourcing services, TTSL, Hyderabad, India (Nov, 2015 – Feb, 2018)

**Responsibilities**:

* Software Products and Tools: **IBM Tivoli TSRM, Net numen, LMT, Citrix system for Network & Net cool.**
* Managing the Network all over India through Reactive and Proactive monitoring.
* Performing escalations and Rectification of all kind of fault related to Network.
* Ensure immediate response and quick resolutions within SLA.
* Actively involved in Raising, Follow-up & Closing of Trouble Tickets for the Faults of complaints.
* Monitoring & Escalation of the different Vendors Cell sites like **ZTE, Motorola, Ericsson & Huawei.**
* Immediate Action on mail escalations and complaints to ensure 100% SLA.
* Coordinate with internal Faults monitoring team for any faults observed to provide accurate resolution to internal and external customers.

# Education:

* Completed Bachelor of Technology in Electronics and Communication Engineering from Malla Reddy engineering college & Management sciences (2010-2014).

# PERSONAL PROFILE:

* Name : P. Ravi
* Father’s Name : P. Raghunandan
* Date of Birth : 1st March 1993
* Nationality : Indian
* Languages Known : English, Telugu, Hindi
* Hobbies : Watching Cricket & Composing Music.

# DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars

PLACE: Hyderabad **Ravi Putta**