**Name -**

**Cloud/Operational Engineer (DevOps)**

**E-Mail:**

**Cell:**

**Professional Experience:**

* 2 years 3 months of experience of **Build/Release/Software** Configuration and DevOps methodologies and setting up and maintaining **CI & CD** pipelines and delivering releases for multiple Applications running on both Linux based distributed Infrastructure.
* Experienced in working on **DevOps** operations process and tools.
* In-depth understanding of the principles and best practices of Software Configuration Management **(SCM)** processes, which include compiling, packaging, deploying and application configurations.
* Extensively worked with Version Control Systems **(GIT).**
* Extensively worked with automation tools like Jenkins to implement the end-to-end automation.
* Administration and creation of Individual Jenkins jobs, including automatic generation, reporting, and alerting of build failures and build status indicators.
* Performing deployments to Prod and Non-Prod Servers using Ansible.
* Administered and Implemented CI tools **Jenkins** for automated builds.
* Experience is using Tomcat application servers for deployments.
* Application Deployments & Environment configuration using Ansible.
* Experience with **Linux** environments for Build & Release automation
* Good Experience in **Docker** like creating Docker Images and Docker Containers.
* Experience in different services of AWS like **VPC, IAM, EC2, ELB, S3.**
* Experience in **Shell** Scripting.
* Good experience on Database like Oracle **My SQL**.
* Having good experience on Installing and configuring DevOps tools.
* Ability to work closely with teams, to ensure high quality and timely delivery of builds and releases.
* Strong ability to troubleshoot any issues generated while building, deploying in production support.

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# Professional Experience:

Working as **Cloud/Operational Engineer (DevOps)** at xx xx Pvt Ltd.

# Educational Qualification:

Bachelor of Science BSc from xx xx college. xx University,xx-2014

# Technical Skill:

|  |  |
| --- | --- |
| **Operating Systems** | Linux, Windows,Ubuntu |
| **Version Control Tools** | GIT |
| **Scripting Languages** | Shell Script |
| **Databases** | Oracle, MySQL |
| **Application/Web Servers** | Tomcat, WebLogic, JBOSS |
| **Cloud** | AWS EC2, VPC, AMI, Cloud Watch, S3, |
| **Monitoring Tools** | App Dynamics, OEM (Oracle Enterprise Management) |
| **CI/CD Tool** | Jenkins |
| **Containers** | Docker, Kubernetes |

**Project#3**

|  |  |
| --- | --- |
| **Client** | xx xx |
| **Role** | **Cloud/Operational Engineer (DevOps)** |
| **Environment** | July 2018 to Jan 2021 |

## Description:

xx xx is one of The xx xx xx four major business segments and a subsidiary. Parks Operations SE L2team provide services for on-premises and cloud systems engineering incident management operations. xx x xx Engineering ("Parks SE") supported application portfolio. Services will be provided on a 24X7 basis.

## Roles and Responsibilities:

* Used Identify and Access Management (IAM) to assign roles and to create and manage AWS users and groups and use permissions to AWS resources.
* Installed and Configured the Apache Tomcat application servers for Dev and Integration Test Environments.
* Performed all necessary day-to-day GitHub support for different projects like Check-in, Checkouts, import, export, branching, tagging, and conflict resolution.
* Coordinate/assist developers with establishing and applying appropriate branching, labeling/naming conventions using Git source control.
* Supporting Production and non-production deployment failures. Fixing on time.
* Supported 24/7 on-call on incident management. Handled Major incidents along with P1, P2, P3 and P4 priority cases, Resolved within SLA.
* Acknowledging the incidents in ServiceNow and completing with in SLA.
* Implemented changes in production during deployments.
* Migrating a production infrastructure into an Amazon Web Services (AWS) utilizing AWS Cloud formation, Code Deploy, Ansible and EBS.
* Creating S3 buckets and managing policies for S3 buckets and Utilized S3 bucket and Glacier for storage and backup on AWS.
* Integration of web portal and users associated with S3 bucket. Monitoring AWS Global CPU Utilization and Disk space issues.
* Utilized Elastic Load Balancers (ELB) with EC2 auto scaling groups.
* AppDynamics and Amazon Cloud watch to monitor major metrics like Network packets, CPU utilization, Load Balancer Latency.
* Installing, configuring, and administering Jenkins CI tool using Ansible on AWS EC2 instances.
* Configured various jobs in Jenkins for deployment of Java based applications and running test suites.
* Deployed builds to different environments like DEV, QA, UAT environments by integrating Jenkins.
* Using Downstream parameterized trigger plugin for integrating Git, Maven, Apache Tomcat server for achieving continuous integration using Jenkins
* Assist with maintaining current build systems, developed build scripts, and maintained the source control system.
* Documentation of detailed build configuration, build procedures, schedule build calendars, and change history for releases.
* Responsible for maintenance of the GIT Repositories which includes Jenkins Integration, creating pull requests, code reviews, branching, merging, and transitioning JIRA issues.
* Worked on Tomcat Web server for hosting web apps. Created the automated build and deployment process for application, re-engineering setup for better user experience and leading up to building a continuous integration system for all our products.
* Support Windows application, Bouncing JVMs for multiple applications. And Trouble shoot all the application services which are hosted on on-premises/cloud servers.

**Project#2**

|  |  |
| --- | --- |
| Client | xx (xx xx Managed Services) |
| Role | **Cloud /Operational Engineer** |
| Duration | June 2017 – July 2018 |

**Description:**

Ciber Global, now a part of HTC Global Services, is a global information technology consulting, services, and outsourcing company with commercial clients. The company was called the "Consultants in Business Engineering Research" (Ciber)

**Roles and Responsibilities:**

* Configuring all targets existing in the environments.
* Meet the SLA’s based on the incident priority.
* Daily health checks and resolving issues if any.
* Checking the DR database sync daily & use the single mail as chain to update.
* Managing 24/5 support and coordinating with the teams in all shifts.
* Creating and tracking the tickets in OTRS.
* Generating monthly service availability, performance reports.
* Enabling and disabling maintenance requests in OEM.
* Tracking the alerts triggered from the console and assigning to Respective team after Primary investigation.
* Communicating ticket progress to customers via email and providing any other assistance as and when required.
* Maintaining all the VPN’s, RDP’s and PMRX connectivity’s up to date.
* Taking care of all client OEM alerts & Maintaining all the servers up in OEM.
* Providing password assistance over phone for customers for different oracle accounts.
* Adding targets into OEM if any new servers has been added to environment.
* Keep track the result alerts/issue till it resolved or updated y respective team.
* Providing password assistance over phone for customers for different oracle accounts.
* Communicating ticket progress to customers via email and providing any other assistance as and when required.
* Forward issues/alerts to proper team by using DL (Distribution List) and track.
* Preparing monthly reports for different accounts and sharing them with SDMs.
* Handling helpdesk activities such as handling ticket escalations, follow-up with agents on ticket update, interacting with end users and closure of tickets.

**Project#1**

|  |  |
| --- | --- |
| Client | xx |
| Role | **Cloud /Operational Engineer** |
| Duration | 2015– 2016 |

* Provide advanced level of troubleshooting on Linux OS and application.
* Installation of Linux in different modes.
* Installation and up gradation of OS, Kernel and additional Packages using RPM and YUM
* User administration and password policy management.
* Monitoring server performance and application process.
* Configuration of swap & System monitoring
* Troubleshooting Linux, User and Group management, Analyzing and Rectifying Login and Booting Issues.
* Having the knowledge of creating LVM.
* Configuring crontab and scheduling the jobs, Good understanding of error logging subsystem

**Declaration:**

I hereby declare that above stated information is true and correct to the best of my knowledge.

name