OCNE/Exalogic Product Support Engineer	Email: nallamothu.anil @gmail.com
Certified Kubernetes Administrator	Mobile: +91-96119 44557
Name: Anilkumar Nallamothu	in.linkedin.com/in/anilkumarnallamothu

SUMMARY

With over 18 years of experience in various technical and support roles, I have worked as a Support Software Engineer, Technical Support Engineer, Systems Analyst, Technical Consultant, Advanced Resolution Engineer (ARE), Bug Diagnostic Engineer (BDE), Security Analyst, Subject Matter Expert (SME) and Customer Success Manager (CSM).

Currently, I provide end-to-end support for Exalogic and Oracle Cloud Native Environment (OCNE), assisting customers with product installation, usage, upgrades, troubleshooting, and guiding them through deployments and maintenance. I am responsible for resolving technical issues throughout the entire lifecycle of Exalogic and OCNE products.

In addition to technical support, I take on a Customer Success Management role by owning key customer accounts and ensuring the stability of their environments. I actively track and manage their open service requests, collaborating with engineers across different organizations to monitor issue progress. I conduct regular customer calls to review ongoing cases, address concerns, and proactively identify any new issues they may be facing, ensuring seamless operations for their applications on Exalogic and OCNE.

I have hands-on experience with Oracle IaaS Cloud Platform technologies and Engineered Systems such as Exalogic and Private Cloud Appliance (PCA). My expertise includes product support, sustaining engineering, bug triage, testing, and release management for Oracle Cloud Engineered Systems.

I have a strong understanding of Kubernetes (K8S) administration.

CERTIFICATIONS

- Kubernetes Certificate Administrator (CKA).
- OCI Certified for Architect Associate, Cloud Operations Associate and Foundations Associate.
- Exalogic Elastic Cloud Certified Implementation Specialist.
- Information Technology Infrastructure Library (ITIL) V3 Certificated.
- Sun Certified Java Programmer (SCJP).

EMPLOYMENT DETAILS

- Working as Senior Principal Software Engineer with **Oracle**, Bangalore from Sep 2024 to till date.
- Worked as Principal Software Engineer with **Oracle**, Bangalore from Nov 2016 to Sep 2024.
- Worked as Senior Software Engineer with **Oracle**, Bangalore from Oct 2014 to Nov 2016.
- Worked as Senior Consultant in **Capgemini,** Bangalore from April 2009 to Oct 2014.
- Worked as Senior Software Engineer in **Datamatics** from September 2006 till Mar 2009.

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KEY RECOGNITIONS

- Received Circle of Distinction (COD) award for FY 2024 at Oracle.
- Worked as onsite project lead at Vauxhall Motors, Luton, UK from Aug 2012 – Aug 2013.
- Received Outstanding Contribution Award from General Motors (Client) for FY 2013.
- Received Project star Award from Capgemini for FY 2010.

EDUCATION

- MCA: Computer Applications – 2002-05 - 75% - Kingston PG College - Hyderabad.
- BCA: Computer Applications – 1999-02 - 71% - RG Kedia College - Hyderabad.
- 10+2: Mathematics, Physics and Chemistry – 1997-99 - 79% - MRR Jr. College – Kodad.
- SSC: Higher Secondary Education – 1996-97 - 79% Sri Mathru Sri Vidyalaya – Kodad.

TECHNICAL SKILLS

On-Premise Cloud Technologies – Oracle IaaS (Exalogic, Private Cloud Appliance), Oracle Cloud Native Environment (OCNE).
Operating Systems – Oracle Linux, Solaris (Oracle/SUN), Red Hat Linux, CentOS.
Hypervisors – Oracle VM (Xen-based for Exalogic), KVM (Kernel-based Virtual Machine for Exalogic & OCNE), VMware (for OCNE in some environments), Bare Metal (No Hypervisor).
Container Runtime – CRI-O (Default runtime for OCNE Kubernetes), Docker (Legacy, used in some deployments).
Networking –
- InfiniBand Switches (Exalogic), Cisco Switches.
- Container Networking Interface (CNI) – Calico (For network security policies and routing), Flannel (For simple pod networking).
- Software-Defined Networking (SDN) – Used in OCNE environments.

Storage – ZFS Storage Appliance, OCI Storage, Local NVMe/SSD storage for Kubernetes nodes.
Hardware – x86-64 (Exalogic, PCA), SPARC (where applicable), OCI Bare Metal Instances.
DevOps – Git, Jenkins, Ansible, Docker, Kubernetes, Terraform, Helm.
Cloud Platforms – OCI, AWS, On-Prem Kubernetes with OCNE.

WORK EXPERIENCE DETAILS

As Exalogic Support Engineer   Oct 2014 to till Date
As OCNE (Oracle Cloud Native Environment) Support Engineer   Sep 2022 to till Date

Working in Oracle as a Senior Principal Software engineer, which involves direct customer support is also a major facet of the position and includes working with the most sensitive of customer issues including those that are of high priority and severity.

Following are the roles and responsibilities in current Principal Support Engineer designation:

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Comprehensive Support for Exalogic and Oracle Cloud Native Environment (OCNE): Provides full-spectrum support for Exalogic and Oracle Cloud Native Environment (OCNE) products, assisting customers with product usage, upgrades, troubleshooting, and guiding them through deployments and maintenance activities. I am responsible for resolving technical issues across the entire Exalogic and OCNE products lifecycle.

Product Support: In this role assist all Customers using Exalogic and Oracle Cloud Native Environment (OCNE) products. Member of Oracle Platinum Support and Platinum Patching team supporting Platinum Certified high profile Customers in resolving their mission critical issues related to Infrastructure, assist with patching of Engineered Systems, Backup & Recovery strategy, Upgrades and new installations of Engineered Systems.

Security Certified Engineer: Assist Customer with solutions and remediation to complex security vulnerabilities reported on Exalogic and PCA

Proactive Support Delivery Engineer (PSD): In this role proactively document any important known issues, best practices, admin guides for Engineered Systems by creating Knowledge Notes, Documentation and White Papers etc.

Product Testing: Involved in Engineered Systems Product testing working closely with Development team whenever there are new releases and Patch Set Updates (PSU), which release every quarter.

Knowledge Management (KM) Publisher:
In my role as a KM Publisher for both Exalogic and OCNE, I am tasked with authoring, reviewing, and publishing Knowledge Management notes. I ensure the accuracy and effectiveness of technical documentation created by myself and fellow engineers to support internal teams and customer-facing resources.

In addition, as a Cluster Technical Coordinator (**CTC**) for Exalogic, helping many Engineers from different teams and HUB in isolating and triaging the Exalogic issues and get them assigned appropriately.

Projects handled for General Motors (at Capgemini)
Infrastructure Management Projects   April 2011 to Sep 2014
- EOSL (End of Service Life)
- DCT (Data Centre Transformation)

General Motors based out of USA and a leading company in automobile industry globally. Supported and maintained a suite of more than 40 General Motors' worldwide web applications, being in the role of onshore/offshore coordinator, Responsible for troubleshooting of production and pre-production problems, including working with 3rd party support, manage deployments and rollbacks of code. GM primarily uses WebLogic and Sun Java Web Server with Oracle databases.

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EOSL (End of Service Life)

EOSL (End of Service Life) is a value-added service offering, which uses a structured Factory Approach to bring IT systems up to date with evolving technologies to meet changing needs of Business. The objective of EOSL is to make business applications more valuable and serviceable by upgrading their software components to the latest versions and enhancing their performance, security, stability, and usability.

DCT (Data Centre Transformation)

The Objective of DCT to migrate all application servers to GM (Own) hosting environment from other vendor hosting environments due to Business reasons, and at the same time utilized the situation for upgrading their software components to the latest versions.

GME-Order Work Bench Retail Application (Release 2)   Apr 2009 – Sep 2014
GME-Order Work Bench Retail Application (Release 1)   Jun 2008 – Apr 2009
GME-Order Work Bench Retail Application (Legacy)   Sep 2006 – Jun 2008

The General Motors European Order Workbench focused within the Sales & Inventory Planning Process area of the RWE (Retail Workbenches and Enablers) vision and specifically focuses on the supporting services required by a dealer to place and manage orders with General Motors Europe.

GME OWB is primarily a web interface to support GM Retailers in the process of configuring and ordering GM vehicles from the dealer perspective. It is integrated with the core GME Order Processing and Vehicle Lifecycle management application in GM* DRIVE (IBM Mainframes).

Responsibilities:
- Responsible for the analysis, coding, and testing of the objects before delivery to the client.
- Part of the performance tuning team of the GME OWB application.
- Handled production code movement and deployment.
- Actively participated and effectively coordinated with the client for simulation testing/UAT.
- Responsible for identifying changes and converting them into RFWs (Requests for Work).
- Participated in the rollout of OWB for different countries.
- Involved in OWB health check process automation using WLST.
- Effectively coordinated with the Dealer Assistance Centre.
- Prepared application reports and communicated with the client.
- Worked closely with the Infrastructure Management Vendor (HP) for regular patch support.

Environment: SUSE Linux, WebLogic 11g, Eclipse, Java, J2EE, Oracle 11g, PVCS, SVN, ITSM (HP), Remedy, Primus, Renaissance, Clarity, LDAP, MQ Series, VAP Proxies.

Date:

Place: (Anil Kumar Nallamothu)