Sumanth Anem

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**Summary**

Over 2.10 years of experience in systems administration, ITIL process, CI/CD implementation, AWS cloud, software development, Application Production Support, Monitoring and maintaining large-scale services with various underlying dependencies

Technical skills:

* Cloud computing: AWS
* Application containers: Docker
* Version control system: GIT
* Continuous Integration / Continuous Delivery processes and tools: Jenkins
* Databases: MySQL,
* Middleware: Weblogic, Tomcat
* Build tools: Maven, Ant
* Monitoring: Splunk, Nagios
* Deployment Tools: IBM-U Deploy
* Performance analysis, tuning and capacity planning
* Troubleshooting and Root Cause Analysis

# Experience

## Software Engineer

### Tata Consultancy Services (July 2019 - Present)

#### PROJECTS WORKED ON:

**Project#4:** CITI Splunk business intelligence

**Client:** Citi Group

**Roles:** Project Lead

#### Project Description:

Citi Group changed from ELK to Splunk. As part of splunk team we need to understand the underlying infra of ECS and Openshift and create the effective Splunk dashboards.

#### Responsibilities:

* + Understand the data feed from ECS and Openshift to Indexes
  + Creating Summary and Metric indexes data for overall storage and compute on AWS
  + Developing performance effective dashboards for Storage, Compute, ECS and critical applications

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## Software Engineer

### Tech Mahindra (Mar 2017- Mar 2019)

#### PROJECTS WORKED ON:

**Project#2:** ChatR Web Portal and Prepaid Systems Duration: Jan 2018 – June 2019

**Client:** Rogers Telecommunications

**Roles:** Application Support & Release Engineer.

#### Project Description:

ChatR web portal is a web application that handles all prepaid sales, Dealers and Retailers. The portal supports new and existing customers and provides services to end users to recharge, Activation, Change Price plan upgrade and CTN change. Also responsible for all QA environments from infra to Deployment

#### Responsibilities:

* + Handling Production Incidents through Service now for Web Application
  + Follow ITIL processes and escalation matrix to fast track the root cause analysis and minimize the revenue impact.
  + Implementing RFC from QA to Production with minimal downtime.
  + Implemented CI/CD pipelines in Jenkins
  + Implemented Pipeline based Jenkins Deployment approach, which automates the deployment to different environments
  + Configured Splunk Critical Application’s Prod environment

**Project#1:** My AT&T Sales Duration: Aug 2017-Dec 2017

**Client:** AT&T

**Roles:** Production Support Analyst.

#### Project Description:

My AT&T Sales is the Digital Experience platform that handles all online consumer sales related purchases and activation. The portal supports new and existing customers and provides services to end users to move, modify, and upgrade their accounts accordingly.

#### Responsibilities:

* + Understanding the Application transmission to microservices.
  + Continuous monitoring of the application logs, infrastructure, linux servers.
  + Reconfiguring the Alerts in Splunk, KDA and Nagios.
  + Handling Service disrupted incidents via Service Now
  + Follow the escalation matrix in place, reach out to application teams if required, document the overall steps taken and communicate to all stakeholders to close the loop.
  + Responsible for Deployment RFC’s at production