Kammara Anjan Kumar

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SUMMARY

A certified DevOps engineer with a proven ability to create and maintain reliable, secure, and efficient solutions. Seeking to leverage experience and knowledge to contribute to a dynamic organization.

EXPERIENCE

Service Advisor

Ashok leyland limited. January 2019 - June 2022, Kadapa, Andhra Pradesh

• Greeted and assisted customers in service and maintenance departments, handled inquiries and achieved a customer service NPS score of 88%.  
• Excelled in the role of Customer Service executive by achieving 100% of monthly service and sales goals by proactively scheduling appointments, demonstrating additional products, and providing in depth knowledge to customers.  
• Offered consultation and resolutions for customer service complaints, executed repair and maintenance schedules as needed and provided accurate information to customers.  
• Documented vehicle conditions, recommended needed repairs, and conducted post-service assessments to maintain high customer satisfaction.  
• Handled over 300 inquiries and scheduled upwards of 80 appointments on a monthly basis.  
• Recommended services and performed regular follow-ups to ensure customer satisfaction with services rendered.

PROJECTS

CICD implementation

StarAgile • marth 2023 - June 2023

• Automated the deployment of an application to the IaC server, reusing an existing script to deploy an application to an EC2 instance.  
• Incorporate robust monitoring and logging solutions that enabled analysis of real-time metrics by creating the Jenkins pipeline.   
• Increased client satisfaction by implementing a CI/CD pipeline with automated unit tests and integration tests that result in faster, more reliable, and feature-rich automatic software releases.  
• Implemented CICD pipelines to automate the end-to-end release management, tracked the deployment process via dashboards, and increased the process efficiency by 30%.  
• Configured Jenkins with necessary plugins to facilitate CI/CD pipelines for faster delivery of products into the market.  
• Automated the deployment to the staging and production servers using a Jenkins job and fostered collaboration with the DevOps team.

EDUCATION

Bachelor of Mechanical Engineering

Annamacharya Institute of Technology and Sciences • Kadapa, AP • 2017

Diploma in Mechanical Engineering

Government Polytechnic College, Proddatur • Proddatur, AP • 2014

CERTIFICATIONS

DevOps Engineer

StarAgile (Curriculum vetted by IBM) • 2023

SKILLS

Software: Git, Jenkins, Docker, Kubernetes, Ansible, Prometheus, Grafana, CI/CD pipelines, Terraform, Microservice, Aws
Languages: Telugu, English, Hindi
Soft Skills: Teamwork, Organizational, Critical Thinking