Arun Shanmugasundaram

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Professional Summary

- Production support professional with **13+ years** experience in supporting data warehouse and big-data application.
- Excellent understanding of **Hadoop architecture** and various components of hdfs, yarn high availability and scalability setup.
- Good Understanding in **containerized applications and micro-services** running in scalable platforms and high availability setup architecture.
- Proficient in writing **SQL and No SQL** database Queries.
- Strong knowledge on **Linux distribution and platform architectures**.
- Completed **Linux Professional Institute(LPI-1)** certifications.
- Expertise in **creating tool** sets and **Real time dashboards** to ease the daily and repeated work.
- Good Exposure on the IOT devices like Arduino and Raspberry Pi boards.
- Experienced in **leadership roles** building teams,mentoring teams and being accountable for team deliverable's.

Soft Skills

- IT Service Management
- Production Deployment and Support
- ITIL and SDLC Best Practice

Tech Skills

- Distributed System   : Cloudera Hadoop (CDH5.8, CDH6.2)
- Data processing frameworks   : mapreduce, hive, impala, spark, pig, Sqoop, Talend,python
- Messaging system   : Confluent Kafka, Reds pub/sub, Solace, RabbitMQ
- Scripting Tools   : python, Bash scripts, Java scripts
- Databases   : Teradata, Mysql, Oracle, SQLite, Hive
- NoSql Databases   : Mongo DB, Hbase
- Schedulers   : Autosys, Apache Airflow
- Web Framework   : Django, Flask

Experience

Production Support Engineer	Citibank, Singapore 2017- Present

Responsibilities:

- Presently working as a technical expert for the Big-data Enterprise analytical platform(EAP) at Citi production support for the APAC and EMEA regions.
- Analyzing daily batch critical issues and online service related issues and providing quick work around to continue BAU.
- Providing quick work around for the critical service and high business impacting incidents.
- Responsible for providing post morterm analysis and documentation for the MIM.
- Identifying design gaps or loop holes in the application pipeline and engage L3 for further fix or optimization.

- Ensuring batches and downstream hand-off are completed with in SLA and online service availability in green.
- Identify the gaps in application scalability or high availability or security and engage the relevant support team for further action.
- Running scheduled COB Test/Volume test and ensure COB is certified.
- Participating in PRA call with application team to understand the business expectations and to plan the infra changes.
- Ensuring all the servers having adequate capacity interns of memory, CPU and space to support BAU activities.
- Reviewing cloudera parcel upgrades and fallback plans with infra support.
- Managing support team from on-site and offshore.
- Documenting critical and recurring issues and Ensuring run books are documented properly for all the productions applications.
- Running weekly walk thru call with L3 or infra support team to track progress on L3 fixes or infra level service issues.
- Reviewing all the weekly changes and fallback plans before implementation, Ensure all the changes are implemented without impacting BAU.
- Created internal tools and dashboards to keep all the services in the real time monitoring.
- Managing support team from on-site and offshore.

GDLM Support   Citibank, Singapore 2013- 2016
Responsibilities:
- Batch and Defect Management on UAT and Pre Prod environments.
- Ensure all the UAT workloads and downstream hand-offs are completed with in SLA.
- Validate the data quality report and ensure data ready UTT testing.
- Tracking new deployments and identifying the performance changes to the BAU system.
- Engage application leads to fix the daily UAT abends and continues tracking.
- Running defect Triage call with UTT team and engaging relevant application team for further action.
- Publish SLA report for the daily batches and incidents at regular interval.
- Managing support team from on-site and offshore.

Data Warehouse Developer   Meijer Inc, 2009-2012
Responsibilities:
- Developed various DWH applications on Mainframe with Teradata.
- Built a replenishment algorithm to calculate the replacement factors across the Meijer stores in united states.
- Created automation framework to convert various COBOL programs to DB2 based stored procedures using REXX programs.
- Worked on various IMS and Adobe database conversion projects in mainframe.

Employment History

- **Tata Consultancy Services Pvt. Ltd**   **2013 - Present.**
- HTC Global Services   2008 - 2012.

Additional Details

- Education   Bachelor of Electronics and Communication Engineering. (2004-2008) , Anna University, India
- Work Visa   Singapore - Employment Pass
- Certifications   Linux Professional Institute(LPI)