

Balaram R

Sr. DevOps Engineer

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Over 14+ years of experience in Linux/Unix Server administration.

- Skilled in information systems management, analysis, troubleshooting, testing, documentation, internal control procedures, system and program security, systems analysis, hardware and software installation, applications and program management, technical support, and network administration, Have exposure in Cloud Computing & Automation.
- Excellent managerial, communication, interpersonal skills, analytical skills and strong ability to perform as part of a team. Very strong learner with ability to manage multiple tasks in a pressured environment.
- Enthusiastic self-starter, who can boost productivity, cut costs, foster efficiency and ensure profitability by finding the new innovative ways.
- Leadership skills include ability to lead and motivate co-workers from all backgrounds, creative problem solving and solution-oriented work style, decisive and confident decision- making and in-depth proficiency with new technology trends.



Work History

Jan 2005 - Senior DevOps Engineer

Current

ARM, Bengaluru, Karnataka

- Building Tools for ARM Architecture based on OpenSource and EDA tools.
- Automated tool build process using Ansible + Jenkins.
- Responsible for the development, testing and production release of packaged software to be utilized by my engineering team across the globe.
- Design, Develop and Implement Python/Unix/Linux utilities for various intranet products.
- Resolve & Escalate issues in a timely manner according to ITIL Procedures.
- Leverage internal technical expertise, including peers, mentors, knowledge base, community forums and other internal tools, to provide the most effective solutions to customer issues.
- Focus on an area of technical specialization and attend technical trainings.

Jun 2013 - Senior DevOps Engineer

Aug 2014

Bubbly, Bengaluru, Karnataka

- Providing Remote Technical Support for operators TATA, Vodafone, BHARTI AIRTEL, RELIANCE, BSNL, IDEA, STC, Mobily & Zain for new IVR Service called Bubbly (Voice Twitter)

- Reproducing issues in-house and responding back in a timely manner.
- Regular follow-ups with customers with recommendations, updates and action plans.
- Escalate issues in a timely manner according to Standard Operating Procedures.
- Leverage internal technical expertise, including peers, mentors, knowledge base, community forums and other internal tools, to provide the most effective solutions to customer issues.
- Create new knowledge base articles to capture new learning's for reuse throughout the organization.
- Participate in technical communications within the Technical Support Team to share best practices and learn about new technologies.
- Focus on an area of technical specialization and attend technical trainings.

**Feb 2011 -
May 2013**

Technical Lead - IT/Deployment

Symbiotic Infotech Pvt Ltd, Bengaluru, Karnataka

SYMBIOTIC MAJOR PROJECTS DESIGNED & COMPLETED

- Airtel Jersey deployment completed remotely
- Vodafone Malta deployment completed remotely
- Airtel Kenya deployment completed ONSITE
- Airtel Gabon deployment completed ONSITE
- Airtel Kampala deployment completed remotely
- Airtel Zambia deployment completed remotely
- Airtel Uganda deployment completed remotely
- Airtel Sierra Leon deployment completed remotely
- Designed in-house International WAP for Major customers like Airtel Lanka, Bangladesh ONSITE
- Linux, Web Logic & MySQL server Administration:
- Hardware Tuning, Sizing & Security
- Monitoring network activity using tools, commands and utilities, managing process, services
- Knowledge in Backup and Recovery and Automating process
- Load Balancer, HA- Proxy, Pounds & Apache Reverse/Forward Proxy
- Monitoring network traffic & adjust system parameters to increase system performance

**Feb 2005 -
Jan 2011**

Sr. System Administrator

Mformation Software Technologies, Bengaluru, Karnataka

MFORMATION MAJOR PROJECTS DESIGNED & COMPLETED

- Involved in implementing, managing and trouble shooting various Major Customers like AT&T, BELL MOBILITY, BHARTI AIRTEL, CLEARWIRE, ORANGE, SPRINT, T-MOBILE INTERNATIONAL, T-MOBILE USA, TELEFÓNICA MÓVILES ESPAÑA, UQ COMMUNICATIONS, VODAFONE GROUP
- Onsite Malaysia Office setup from scratch - India Office setup from scratch
- Unix, Linux, Web Logic & Oracle server Administrating:
- Updating patches and packages

- Backup and recovery
- Monitoring network activity using tools, commands and utilities, managing process, services
- Scripts to monitor server activity and process with different OS platforms
- Knowledge in Backup and Recovery and Automating process
- Vendor Management and co-ordination.

Windows Administrating :

- Administrating AD Server, Fileserver, Exchange server Installation & configuring.
- Symantec, Backup & recovery.
- Monitoring network traffic & adjust system parameters to increase system performance
- Blackberry, VPN implementation to users & customers to access network & test on our product.
- Administrating Web Logic Server
- Administrating Oracle Database server
- System integration, networking, domain installation and configuration



Skills

◆ Amazon Web Services (AWS)	◆◆◆◆◆	Very Good
◆ Automation with Ansible	◆◆◆◆◆	Good
◆ Virtualization (VMware, Virtual Provisioning)	◆◆◆◆◆	Good
◆ Presentations Skills	◆◆◆◆◆	Excellent
◆ Communication Skills	◆◆◆◆◆	Excellent
◆ Incident Managements	◆◆◆◆◆	Excellent
◆ Team Managements	◆◆◆◆◆	Excellent



Trainings

◆ Amazon Web Services
◆ Information Technology Infrastructure Library (ITIL v3) 2013
◆ Automation with Ansible and Ansible Tower (DO410)
◆ Google Apps Deployment Quick Start (Apps100) 2013
◆ CloudU Certificate (OpenStack) - Rackspace Cloud University 2013

- ◆ Cloud Computing with Amazon Web Services (AWS) - Level 2 2013
- ◆ Fundamentals of Cloud Computing - Level 1 2013
- ◆ Cisco Certified Network Associate Routing & Switching (CCNA) 2012
- ◆ Solaris 10 System Administration (SCNA) 2007



Certifications

- ◆ ITIL FOUNDATION V3
- ◆ Google Apps Deployment Quick Start (Apps100)
- ◆ LFC291-Compliance Basics For Developers



Education

Master of Science

Master Of Science (MSc In IT) Pursing - Sikkim Manipal University

Bachelor of Computer Application (BCA)

Bachelor Of Computer Application (BCA) - Sikkim Manipal University

Some College (No Degree): Diploma in Programming & System Management

Diploma In Programming & System Management