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Summary

Around 5 years of hands-on experience in the IT industry, working on a gamut of Application Support and System Integration Projects, involving robust applications especially catering to the global financial application. Throughout the span of my professional career, I have developed core skill sets in the arenas of WebSphere application server administration and Infrastructure support.

Professional Experience:

* Experience in WebSphere Application Server Administration, Installation, Deployment, Configuration, Upgrading, Troubleshooting and Production support for WebSphere Application Server V6.X/7.0/8.5 on Linux, AIX and Windows platforms.
* Experience in Installing, Configuring and Administering Web Server IBM Http Server (IHS)and configuration of Web Server Plug-ins.
* Experience in integrating WebSphere Application Server and Deployment manager with IBM Http server, Opends (LDAP), Oracle and DB2.
* Created different types profiles like Cell, Deployment Manger, Application Server and Custom on WebSphere Application Server V 6.X/ 7.0/8.5
* Federated multiple nodes to the Deployment Manager.
* Created Clusters and instances in WebSphere Network Deployment to support high availability, fail over and implemented horizontal/vertical clustering.
* Well versed and hands on experience in securing WebSphere Application Server Admin Console using different User registries such as Local OS, Custom, federated repositories & LDAP.
* Administering WebSphere Admin Console by setting appropriate roles like Administrator, Configurator, Monitor, Operator.
* Setting up Virtual Hosts on the IHS Web server, configuring aliases and re-write rules.
* Generating new plug-in and moving Plugin config file to IHS Web server to establish communication between Web Server and WebSphere Application Server.
* Experienced in deploying EAR and WAR files on WebSphere Application Server using admin console, Jacl scripting, RTC, Jenkins Tool.
* Expertise in configuring JDBC Provider, Data Sources, J2C Authentication Alias and connection Pool settings.
* Good knowledge in applying Refresh packs, Fix packs, and Cumulative Fix packs for all versions of WebSphere application server.
* Hands on experience in migrating WebSphere application server from 7.0 to 8.5 version.
* Created CSR using IKeyman and configured SSL for Production and Test environments.
* Installing New SSL certificates and renewed certificates for application server/Web Server.
* Good at troubleshooting using Traces, Logs and Log Analyzer.
* Diagnose L1 and L2 problems in timely manner.
* Experience in Configuring Java Messaging Service.
* Responsible for running the builds, deployments, monitoring application, log files and provided information to the developers
* Responsible for monitoring webservers and application server instances in Production/Perf/QA /Dev Environment.
* Knowledge on opening Service Requests (PMR) with IBM software support and working with them in troubleshooting issues depending on the severity.
* Good communication skills & well versed with group work, strong problem solving with documentation
* Excellent client relation skills and the drive to complete tasks effectively and efficiently where customer services and technical skills are demanded as well as the ability to communicate effectively with all levels of management and the technical community.
* Experienced in 24x7 On-call production support, best practice troubleshooting, maintenance and problem tracing/determination and log management.

Academics

* Bachelor of Engineering (ECE) from Anna University, Tamilnadu, India

(2007 – 2011) with 63% of aggregate.

* Intermediate (MPC) from Board of Intermediate, AP, India (2005- 2007) with 83% of aggregate.

Employment History

* Working as a SSE for SOFTTEK INDIA PVT LTD, Bangalore from Jan 2015 to till date.
* Worked as a WebSphere Administrator for IBM India Pvt Ltd, Pune from Oct 2013 to Dec 2014
* Zensar Technologies, Bangalore, India - Since June 2012 to Sept 2013 as System Engineer.

Technical Skills

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| --- | --- |
| Operating systems | Windows, LINUX, AIX. |
| Administration | Web Sphere Application server, Apache tomcat,MQ. |
| Web servers | IBM HTTP Server, Apache. |
| Build and Deploy tools | Jenkins, RTC. |
| Database | Oracle and DB2 |
| Ticketing Tools | RTC Client, Service now |
| Protocols | TCP/IP, HTTP/HTTPS, LDAP, SOAP |
| Unix Tools | FTP, SSH, PUTTY |

Project Summary:

Project #1

Project Title : STAPLES ADVANTAGE

Client : Staples Inc

Duration : Jan 2015 to till date

Description:

Staples, Inc. is a large United States office supply chain store, with over 3,000 stores worldwide in 26 countries. Headquartered in Framingham, Massachusetts. Staples sells supplies which include staples, office machines, promotional products, technology, and business services both in stores and online. Staples also does business exclusively with enterprises in the United States, Canada and multiple European countries as Staples Advantage.

Responsibilities:

* Handle daily operations task that include deployments, recycles, troubleshooting and maintenance in development, test, pre-production and production environments.
* Installed, configured, troubleshooting, administered and supported Web Sphere Application Server V7.X/8.5 on windows, AIX and Linux platforms.
* Worked on incident & change request for production boxes, like alerts of high CPU utilization, IHS request monitoring, disk space full issues, zipping the old log files, Decommission of IBM Http Server (IHS) and WebSphere Application Servers, config changes for IHS webserver, Application URL’s not responding, Database and LDAP connectivity issues etc.
* Responsible for Daily backups, log archival, and other tasks.
* Responsible for running the builds, deployments through JENKINS monitoring application, log files and provided information to the developers
* migrating WebSphere application server from 7.0 to 8.5 version
* Tuned database connection pools, thread pools, JVM Heap size to required sizes using admin console.
* Emergency rolled restarts on production live Environment and validated the production applications either up are not after the rolled restart.
* Working on pricing issues which will impact the business.
* Generating thread dumps and heap dumps for applications and submitted to developers.
* Doing product loads to reflect SKU’s in front end of the application
* Running Search Index build to sync SA DB and DataMart DB
* Working on Search issue’s where the requester is unable to search the SKU’s in SA application
* Maintaining updated documentation of all the Servers and the installed applications and patches.
* Performing application deployments using EAR / WAR files, as requested by the application teams on the respective environments
* Enabling SSL Security in Web Environments for IBM HTTP Server & Web sphere application Server
* Running C, T, B and W file to update accounts, contracts and Blocked SKU’s
* Worked on MQ related issues.
* Working on order placement issue for requesters.
* Tutored junior WebSphere admins and other windows staff on WebSphere application server, IBM HTTP Server.
* Working on issues where user is unable to receive mails after placing orders and creating accounts.
* Working on application related issues by attending hot call and following up with users and other team members to solve the issues.
* Installed and configured the WebSphere plug-in for remote web servers.
* Tested multi node implementation as part of workload management in cluster level.
* Supporting Dev, QA, Perf team on different application related issues and solving them through timely manner.
* Diagnose L1 and L2 problems in timely manner.
* Notifying business of scheduled upgrades and outages being planned in production on the distributed interfaces.
* Facilitation and technical support for production changes and release deployments.
* Facilitating and supporting restoration bridges for production incidents.
* Working on Root cause analysis and suggest permanent fixes to development teams.
* Joined SWAT calls and go through calls for release implementation instructions to make IR (Inventory Request) easy, Representing OFFSHORE during onshore on call meetings with all offshore work completion.
* Not expecting ONSHORE for full detailed instructions for the assigned tasks and start proceeding with minimal responses.
* Notifying business of scheduled upgrades and outages being planned in production on the distributed interfaces.

Project #2

Project Title : PANORAMA

Client : CANADA Govt

Duration : Oct 2013 to Dec 2014.

Description

The Pan-Canadian Public Health Communicable Disease Surveillance and Management Project is a set of consistent, bilingual public health surveillance system components (Panorama) and making this available to all Canadian jurisdictions for implementation within their own health care information systems infrastructures. Panorama provides authorized health care professionals with the ability to collect, share and analyze a wide range of health information that is critical for managing health problems and other communicable diseases at the regional, provincial/territorial and federal levels.

Responsibilities

* Responsible for all Administrative tasks including Web Sphere Application Server domain configuration which includes components like WebSphere Application Server, IHS Web Server, RTC, Opends , Xythos Document Management server.
* Analysis and implementation of new functional changes as per business requirements
* Creation of user manuals for the new functionality created
* Ensuring that all documentation necessary for the support of those components is up to date and is accessible to all who may require it
* Configuration of WebSphere Application Server to external database DB2
* Installation, Configuring and troubleshooting the Web Sphere Application Server
* Installed IBM HTTP Server on different nodes and configured them by generating the plug-in
* Tested multi node implementation as part of workload management in cluster level
* Configured SSL and worked on runtime/implementation issues.
* Responsible for running the builds, deployments, monitoring application, log files and provided information to the developers
* Configured and Enabled the Global Security System for WAS Administration for Console users and Console Groups
* Configured LDAP user Registries with Document Management server Xythos
* Configured Web Sphere resources like JDBC providers, JDBC data sources, connection pooling
* Trouble shooting various problems in different stages of development using log files
* Installing and configuring RTC (Rational Team Concert) for running builds and automated deployment process
* Responsible for setting up user access and set up control for specific resources
* Installed various fix packs and upgraded versions on WAS, JDK, IHS (from 6.x,7.x and now 8.5.x) and MQ (from 6.x to 7.x)

Project #3

Project Title : ONLINE BANKING

Client : Toronto Dominion Bank, Canada

Duration : Aug 2012 to SEPT 2013

Description:

The Toronto-Dominion Bank is a Canadian multinational banking and financial services corporation headquartered in Toronto. It is the second-largest bank in Canada by market capitalization and based on assets, and is the sixth largest bank branch network in Canada, commonly known as TD and operating as TD Bank Group.

Responsibilities:

* Deployed applications (WAR and EAR) in various environments like Development, UAT on Web Sphere Application Server
* Working experience in DEVELOPMENT and UAT environments
* Trouble shooting various problems in different stages of development using logs files
* Reporting availabilities and various incidents to business
* Log analysis, Issue debugging and bug fixes in production.
* Proactive monitoring. Analyzing the trends of the applications
* Monitoring various scheduled jobs and BAU activities
* Responsible for general WAS admin tasks like stop and start of Application Servers
* Deployed applications in production environment and performance monitoring
* Acquired complex applications troubleshooting and support environment
* Monitoring incidents and change tickets
* Taking part in weekly maintenance activities for windows and Linux servers.
* Performed routine management of WebSphere environment like monitoring Disk Space and CPU Utilization.
* Ensure application dependencies are integrated on system level components such as database, Data Source Name, and connection pooling.
* Troubleshooting application server and web server through Checking Error.log, SystemOut.log, SystemErr.log and Native logs for problems.
* Provided support by 24x7 shift rotation basis and monitored trouble ticket queues to attend user and system calls.

(Bharath V R)