

GOPINATH.K
Mob No: +91-9944247406
Email-Id: gopikanagaraju@gmail.com



Career Objective:

Seeking an opportunity to develop, apply, and showcase my skills while also advancing the organization and myself in preparation for the global competition in the technology industry.

Profile Summary:

- ❖ Having 11+ years' experience in Production environment on technologies like Azure Cloud, Linux, Ansible, Terraform, Ticketing, Monitoring & Automation Tools.
- ❖ Experience in DevOps Engineer by adopting DevOps practices such as Continuous Integration (CI) and Continuous Development (CD) in runtime with various tools like Git, Jenkins, Azure DevOps, Ansible and managing cloud service with Azure and GCP.
- ❖ Hands-on experience in Azure services like VM's, Security Groups, Azure Monitor, ARM templates, Blob Storage, App service (Web App), Availability Sets, Zone, Regions.
- ❖ Extensively worked on Server Administration in 24/7 Production environment.
- ❖ Knowledge in setting up the GITLAB runner, Configuring CI/CD in the Distributed Environment.
- ❖ Experienced in branching, merging, tagging, and maintaining the version across the environments using SCM tools like GIT (GIT HUB).
- ❖ Having good hands-on knowledge and understanding on azure virtual hard networks, network security groups, load balancer, application gateway and azure firewall.
- ❖ Understanding of Terraform, Python Scripting, and Shell
- ❖ Understanding of the OSI layers, Firewalls, subnets, ports, TCP, UDP, ICMP, HTTP, and HTTPS
- ❖ Experience on SRA tools HP SM 9.x, ITIL V3, HP OM 11.X, BSM, NNM, DC, AM, ServiceNow, and ITIL V3.

Academic Credentials:

- ❖ **Bachelor of Engineering in Computer Science from Anna University, Chennai in 2009 with 67 %**
- ❖ **Higher Secondary from St. Paul's Hr Sec School, Salem, Tamilnadu in 2005 with 61%**
- ❖ **SSLC from St. Paul's Hr Sec School, Salem , Tamilnadu in 2003 with 72%**

Expertise:

- ❖ Cloud : Microsoft Azure, GCP, DevOps tools
- ❖ Configuration Management : Terraform, ARM Templates, UCMDB
- ❖ Version Control : GiT Lab, Jenkins
- ❖ Scripting : Ansible, Shell, Python
- ❖ Containerization/Orchestration : Docker, Kubernetes
- ❖ Ticketing Tools : Service Manager, Remedy, ITSM, Service Now.
- ❖ Monitoring Tools : Operation Manager, BSM, NNM, SCOM, Site Scope, Azure Arc.

- ❖ Automation Tools : Server Automation, Network Automation
- ❖ Operating System : Redhat Linux, AIX

Professional Certification:

- ❖ GCP Cloud Certificate
- ❖ ITIL v3 Foundation Certified.
- ❖ IBM AIX System P –Administration Certified.

Experience Description:

- ❖ Working as a ITO Service Cons. for **DXC Technology** in Bangalore at the moment (18th Jan 2017 to till date)
- ❖ Worked for **Tech Mahindra** in Hyderabad as a senior software engineer from (14th Aug 2015 to 6th Jan 2017)
- ❖ Worked with **Wipro Info Tech** in Noida as an application engineer from (3rd Feb 2014 to 7th Aug 2015)
- ❖ From to, worked as a Specialization Associate Infrastructure in Bangalore at **MphasiS, an HP Company** (7th Oct 2011 to 24th Jan 2014).
- ❖ Deployed to **MphasiS, an HP Company**, Bangalore from **Doli Systems Private Ltd.**, Chennai as an IT Specialist (14th Oct 2010 to 6th Oct 2011)
- ❖ Professional IT Infrastructure Management Training for a Full Year at **Doli Systems Private Ltd.** in Chennai from (Oct 2009 to Oct 2010)

Roles & Responsibilities:

- ❖ IaC using ARM Templates for PaaS Automation.
- ❖ Creating & Configuring Key Vaults, Certificate, Secrets.
- ❖ Configuring the CI and CD pipeline for different Environments.
- ❖ Low Level design of azure infrastructure and making documentation process.
- ❖ Configuring the servers in Azure using Windows Admin Center.
- ❖ Configuring the Variables groups for Build pipelines.
- ❖ Infrastructure deployment automated using ARM Templates.
- ❖ Creating and managing the storage account through portal as well as storage explorer.
- ❖ Worked on Implementing the End-to-End DevOps.
- ❖ Building own container by writing docker file and managing it in private image repository.
- ❖ Experience in configuring and troubleshooting of production grade kubernetes cluster which deployed in public cloud and on-prem DC.
- ❖ Monitoring and logging the Pod and node level metrics using prometheus and grafana.
- ❖ Created monitoring dashboard with Performance metric using dashboard.
- ❖ Deployed automation System using PowerShell scripts and JSON templates to remediate the Azure Services.
- ❖ As an AMA Specialist, to provide the 2nd Level Support for HPSM in Operations mode.
- ❖ Resolve Functional related incidents & Fulfilment the standard requests, Root cause analysis of incident,
- ❖ Analyzing the error recorded in log files.
- ❖ Work closely with 3rd level support, solution architects and data management team for the resolution of

incidents/fixes.

- ❖ Worked on various HP Tools like HP Service Manager, HP Operation Manager, Business Service Management, Network Node Manager, Asset Manager, Performance Manager, VuGen, Decision Center, SQL etc.
- ❖ Creating and updating Operator Records, Company Records, Contact Records, Company Forms, Capabilities, Assignment groups, Inbox View, Area, Sub-Area, Profiles, menus, SLA and Security Groups as per customer requested.
- ❖ Implemented & upgraded Service Manager 9.x, Operational Manager 9.x, BSM, BPM, VuGen, NNM
- ❖ Deployed & Upgraded Operational Agent on various platforms like Windows, UNIX, Linux, Solaris and AIX servers.
- ❖ Troubleshooting day to day issues like PA agent, OM, Email Alert, Duplicate Email notification, SSL communication, port issue, certificate issue in the environment.
- ❖ Configuring Node in OMW and creating group and mapping the node based on it and deploying policies and certificate.
- ❖ Troubleshooting Email Alert, Duplicate Email Alert, removing node from NNM console and host file, setting polling interval of the node, configuring node group, Discovering new node etc..
- ❖ Loading & Configuring MIB as per the requirement, adding the new device profile, truncating incident alerts adding new interface for monitoring the device etc.
- ❖ Knowledge on integrating on various tools like OM-NNM, OM-SM & BSM-SM.
- ❖ Working on the HPSM Synchronizing issue with other tools like ESL, Redfish, UCMDB by verifying the (*fevent.in) and (*fevent.out) forms and retriggering the Sync in ESL and solving the issue
- ❖ Also, part of the Case exchange support team supporting the case exchange application and resolving the tickets of the application in HP Service manager and remedy by following up the client process.
- ❖ Monitoring the application and resolve the incidents and problems created by the applications of the client as the application is a bridge between HPSM and remedy ensure that SLA is not missed out for the assigned Tickets in the queue.

Declaration:

I hereby certify that, to the best of my knowledge and belief, the information above is accurate. The accuracy of the information listed here is my responsibility.

Place: Bangalore.

Date:

(GOPINATH. K)