Dhakshnamoorthy M

DEVOPS ENGINEER

Profile

An opportunity to excel as a DevOps Engineer, applying my expertise in build/deployment automation and configuration management. I'm eager to expand my skillset and progress within the DevOps field.

Professional Experience

DevOps Engineer, Tata Consultancy Services, Chennai
February 2022 to Present

- Lifting and shifting on-premises applications, configurations, and associated infrastructure to the AWS cloud environment.
- Proven ability to set up and manage clustered web servers (Apache & Tomcat) and application servers (WebLogic) along with Jenkins for automating software delivery.
- Assess current on-premises infrastructure and document the AS-IS state. Design a TO-BE architecture for a scalable and resilient cloud solution.
- Establish a comprehensive Jenkins environment with integrations to Nexus for artifact repository management, SonarQube for static code analysis, and application environments (stacks) for deployment automation.
- Own the build, configuration, and release lifecycle for all development (DEV), user acceptance testing (UAT), and production (PRD) server environments.
- Hands-on experience using CloudWatch and Splunk to monitor and troubleshoot infrastructure and application health.
- Drive efficient delivery of server-based technologies through a robust CI/CD methodology, ensuring consistent, reliable, and frequent releases.
- Proactively integrate CI/CD automation pipelines into development processes to streamline software delivery and deployment.
- Employ systematic troubleshooting techniques to identify and swiftly resolve system malfunctions across diverse platforms and applications.
- Proven ability to develop and utilize Shell scripts for automating tasks and system administration.
- Engage key stakeholders with clear communication on the migration process, outlining completed activities and the impact on the project timeline.
- Experienced in using Atlassian Jira for issue tracking and Atlassian Confluence for creating and maintaining project documentation.
- Solid understanding of IaC with Terraform to support infrastructure automation.
- Actively involved in deploying applications through Docker containers, promoting a more agile and efficient development process.

Associate DevOps Engineer, HCL Technologies, Chennai
May 2020 to January 2022

- Configuring Git to establish a centralized version control system, setting up Jenkins for CI/CD automation, and implementing deployment automation tools to optimize the software delivery process.
- Ensuring version control and code integrity by managing source code for multiple applications within a Git repository.
- Jenkins, a Continuous Integration (CI) tool, automates daily processes, streamlining workflows and reducing manual intervention.
- Contributed to the application release process, including deployment of EAR, WAR and JAR files to the application server.

Details

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✉ moorthy.dhakshna98@gmail.com

Educational Qualification

Under Graduate:

Course: B.Sc Information Technology

Institute: Dr N.G.P Arts and Science College, Coimbatore.

Year: 2015 to 2018

Percentage: 68%

HSC:

Institute: Shri K.K.Naidu Memorial Higher Secondary School, Coimbatore.

Board: State-Board

Year: 2015 to 2018

Percentage: 60%

SSLC:

Institute: Government Higher Secondary School, Avinashi

Board: State-Board

Year: 2012 to 2013

Percentage: 87%

Languages Known:

- English
- Tamil

Interpersonal Skills:

- Leadership
- Flexible to all Environment
- Team Player

- Enforce secure access to Jenkins by configuring user authentication and authorization based on individual responsibilities, minimizing security risks.
- Utilize version control branching strategies to create dedicated branches for upcoming releases, ensuring isolation and streamlined development workflows.
- Managing the merge process within the Git workflow, ensuring smooth integration of code changes and conflict resolution.
- Automated build and deployment workflows with Jenkins to eliminate manual intervention, reduce errors, and achieve faster software deployments.
- Hands-on experience in provisioning and managing cloud infrastructure on AWS using EC2, Elastic Load Balancers, IAM for security, S3 for storage solutions, and CloudWatch for performance monitoring.
- Implemented proactive monitoring of EC2 resources (CPU, memory, EBS volumes) using CloudWatch. Established alarms for automated notifications and actions to ensure optimal performance and prevent potential issues. Additionally, utilized log monitoring for in-depth system understanding and informed operational decisions.
- Implemented a comprehensive backup strategy by creating AMI images of critical EC2 instances using both the AWS CLI and GUI, guaranteeing system recoverability in case of failures.

Quality Analyst, HCL Technologies, Chennai
February 2019 to April 2020

- Reviewed email and chat activity in Salesforce as part of an audit.
- Schedule and conduct regular feedback meetings with agents to provide performance insights and opportunities for improvement.
- Organize regular calibration sessions with operations and training teams to align expectations and improve consistency in agent performance evaluation.
- Develop and deliver quality reports on a daily, weekly, and monthly basis to keep stakeholders informed of performance trends and areas for improvement.
- Conducting training sessions for agents to equip them with a thorough understanding of quality parameters and Key Result Areas (KRAs), enabling them to consistently meet performance expectations.
- Proactively maintain quality and identify areas where users might benefit from additional guidance.
- Implemented a comprehensive Standard Operating Procedure (SOP) to ensure process consistency and error reduction.
- Offer transparent communication through consistent updates, ensuring users are aware of project status, upcoming changes, or any relevant information.
- Conducting in-depth analysis of customer satisfaction using the Net Promoter Score (NPS) metric to identify areas for improvement and enhance customer loyalty.

Additional Skills

- Familiarity with the fundamentals of SQL, including the ability to write basic SQL queries to retrieve and manipulate data in relational databases.
- Extensive experience working with Linux environments.

Declaration

I confirm that the information provided above is accurate to the best of my knowledge.

Location

Chennai

Signature

M. Xxxxx.