**Lakshmi Deepika Pakalapati**

**Experience Summary**

* Enthusiastic technical leader with over 17+ years of experience and strong technology background leveraging application development, multi-vendor integration, program and project management expertise in various IT horizontals (Microsoft delivery, Java delivery, Oracle delivery, Salesforce migration (Adobe), DevOps implementation (Carefirst)) and domain knowledge in various verticals (Telecommunications, digital transaction, Financial, Healthcare).
* Experienced in system delivery, integration of third-party vendor products, IT program management, systems architecture and design, quality management and audits, application development and testing.
* Unique set of business, management and technical skills earned through years of providing technical solutions as a business owner, network monitoring system consultant, DevOps developer, scrum master, project manager.
* Specialties: Entrepreneur, Business Administration, Agile Practitioner, Enterprise Architecture and Design, Project Management, Software Development.

**Certifications:**

* PMI PMP (Project management professional)
* AWS SysOps admin.
* RedHat 6 Linux Administartor.
* IBM Certified Deployment Professional – Tivoli Netcool/OMNIbus V7.3
* IBM Certified Deployment Professional - Tivoli Netcool Impact V4.0
* IBM Certified Tivoli Netcool Core v3.0 (OMNIbus v7.2 & Webtop v2.0)
* IBM Certified IBM Tivoli Network Manager IP Edition V3.8 Implementation
* IBM Certified ITM Administration and Implementation.

# Education:

**B.Tech in Information technology,** JNTU, India 2007

**Tools:**

**Databases:** MySQL, Oracle, DB2

**Operating Systems:** Linux, UNIX, Windows, Solaris

**Programing:** Shell, Perl, Python

**Cloud:** Azure, AWS

**Tools:** Atlassian Confluence, SharePoint, Excel, Gantt-chart, Lucid chart, Jira, Remedy, Tivoli Monitoring and reporting, CA monitoring and performance, DevOps (SVN, Dimensions, Jenkins, GIT, Bitbucket, Jfrog, Ansible, Docker, Kubernetes, Terraform, sonar Quality)

**Projects:**

**Employer: CCPACE**

**Designation: Sr.De vOps Lead**

**Dates of Employment: Jan, 17-Oct, 22 and Jul, 23- Present**

**Client: Carefirst (FEPOC)**

* Designed, built, and maintained CI/CD pipelines and infrastructure as code for enterprise applications.
* Helped development teams in modernizing their projects in the process of migrating from dimensions to GIT.
* Migrated CI/CD from Dimension SCM tool to Jenkins and Bitbucket in high availability. Set up continuous integration using Bitbucket and Jenkins by creating Jenkins pipelines etc. Migrated CI/CD from Dimension SCM tool to Jenkins and Bitbucket in high availability.
* Set up continuous integration using Bitbucket and Jenkins by creating Jenkins pipelines etc.
* Implemented and integrated tools such as JFrog Artifactory, SonarQube for code quality gates, Tidelift, and Contrast within Jenkins to establish quality controls and gates across the build, test, and deployment processes. Additionally, incorporated smoke tests and regression tests as part of the post-deployment process to ensure a high standard of delivery.
* Automated Pega and APIM deployments from Jenkins.
* Analyzed existing DevOps practices, identifying gaps, and proposed improvements for continuous integration and delivery.
* Worked on Azure Virtual machines, Azure app service to deploy VM, Webapps and containers using ARM templates.
* Created Docker image with code artifacts and deployed to Azure container app.
* Created reusable YAML pipelines in Azure DevOps, adhering to industry best practices. This initiative began by developing a Jenkins job creator, allowing users to generate build, deploy, and test jobs through self- service by exposing YAML files.
* Involved in several POCs on cloud, Ansible, Docker and Kubernetes integration.
* Integrate Azure DevOps with other tools and services such as Jenkins, Github to streamline workflows and enhance collaboration.
* Automate build and release workflows using Azure Pipelines. Support CI/CD for various types of applications (Java, B2B, apim etc)
* Migrated on-premise applications and databases to Azure, ensuring minimal downtime and compliance with industry standards. (Starting with EDS and other web and micro services)
* Monitoring and performance metrics are gathered from Datadog and used to find root cause analysis, bottle neck issues, troubleshooting and optimize our services.
* Served as a member of the Center of Excellence for DevOps, developing and refining policies, standards, guidelines, and governance for CI/CD operations.
* I set up a Jira board for my team and facilitate scrum meetings every other day. I also support a scrum team that is preparing for rapid and quarterly feature train releases by utilizing Kanban boards and Jira.
* I developed a SharePoint landing page for the team that offers comprehensive information on DevOps deployment and change management. It includes knowledge transfer resources, release and deployment schedules, and on-call information.
* Collaborating with stakeholders, including product managers, developers, quality assurance and operations teams to develop release plans that align with business objectives and project timelines.
* Overseeing the scheduling and execution of software releases, managing dependencies and interdependencies between different components and teams.
* Identified potential risks and issues that affected release timelines or quality and development mitigation strategies.
* Maintaining detail release documentation, including release notes, versioning, and deployment instructions, to ensure clear communication and knowledge sharing across the organization.
* Monitor productivity to see progress in development and testing and display the reports metrics of the releases like defects for each release etc. on the dashboard.
* Periodic meetings to discuss the status of our system, performance, and Plan testing, environment issues, pre- implementation tasks, database/EDP work, product and project readiness, requests for dark or early deployments, and breaks in code freeze or pre-implementation defects as well as the technical aspects of the work for the implementation of all the releases.

**Employer: Deloitte**

**Designation: IT Project Manager**

**Dates of Employment: Oct, 2022 – July, 2023**

**Client: Adobe**

* Planning and managing the environment availability for Dynamics transformation program which is a migration program from corp SFDC to Microsoft Dynamics.
* Work with teams with various stakeholders and multiple delivery partners. Developed detailed cut-over checklist and project plan, resolve discrepancies or process issues related to cut-over.
* Managing risks and resolving challenges that impact release scope, quality, and schedules.
* Deployment management of deliverables to the test environment particularly guaranteeing that the external dependent items are available during the test runtime.
* Planning and coordinating release process, release windows and cycles across portfolios, components. Initiating and overseeing progressive release process.
* Ensuring that releases operate as per expectations and the requirements are clear across dependent project streams with an effective release.
* Conducting release readiness and milestone reviews.
* Provide cutover status reporting to project leadership and key stake holders.

**Employer: Nexius Solution Inc**

**Designation: DevOps Project Manager**

**Dates of Employment: April 2011 – December 2016**

**Client: TimeWarner Cable / Capitol One**

* Developed, monitored and enforced release management processes and policies in support of cross- domain configuration integration, completeness and consistency
* Developed EAR, WAR and JAR using Build Scripts from Scratch with Maven and Ant.
* Configured CI environment, to Build and Deploy automatically using Jenkins.
* Used JENKINS For Automatic Build and Deployment.
* Developed build scripts using Maven and Ant from scratch to replace the values automatically based on the environment specific.
* Launching Amazon EC2 Cloud Instances using Amazon Images (Linux/ Ubuntu) and configuring launched instances with respect to specific applications.
* Performed application server builds in EC2 environment and monitoring them using cloud watch.
* Creating Private networks and sub-networks and bringing instances under them based on the requirement.
* Write Puppet manifests in Ruby for deploying, configuring and managing collected for metric collection and monitoring
* Responsible for maintaining 4-5 Different Testing/QA Environments and erection of the PROD Environment in AWS
* Setting up private networks and sub-networks using virtual private cloud (VPC) and creating security groups to associate with the networks.
* Responsible for Merging the Code between Different VOB’S and Release Baselines.
* Responsible for promoting the code using the specific Activity to Release Environments.
* Provided support to domain-specific release management resources in a timely and efficient manner
* Coordinated release program activities and functions as a subject matter expert in release management.
* Worked in Agile Environment.
* Tracked software customization, defects and issues via the use of SDLC.
* Acted as the gatekeeper to the production environment, ensuring consistency in policies and operational procedures, release integration testing and production validation.
* Created detailed production implementation plans and performing mock dress rehearsals in a production release environment.
* Developed different configuration files based on project like properties, logging and project Environment files.
* Developed JIL files for batch for nightly batch jobs.
* Developed Complete Implementation Plan for Higher Level Environments (includes Build environment/ WebLogic Environment) prior to deployment
* Developed the build scripts for Oracle Service Bus (OSB) using maven.
* Developed build scripts to replace the Tokenization values using command line.
* Create or find effective alternatives/solutions if any dependency issues exist within a release
* Created VOBs, Dynamic views, Snapshot Views.
* Transferred all the required VOBs for the project and created new VOBs as necessary.
* Performed regular VOB maintenance activities.
* Configured Data Source, JMS modules, JMS server, Topic, queues on Weblogic server.
* Configured LDAP and Store and Forward Agent on Weblogic Domain.
* 24/7 on call supports for emergency site maintenance and immediate build and install requests.
* Created Builds for changing environment and requirements, as well as the ability to support multiple projects.
* Created the build instructions docs and install (deploy) instructions docs for each application for different environments.
* Preparation of issue log file of all the issues faced during deployment
* Integrated Dimensions CM role management to control build administration and execution
* Responsible for (Emergency Bug Fixes) to push them to different environments and monitor their
* Performed Implementation Planning meetings prior to deployment
* Coordinated Mock Deployments and partnering with Project Managers on code Releases
* Perform quality control on build requests and reviewing entrance criteria.
* Managed the flow of deployment's and releases across the Organization and managed Builds that will go to Production.
* Facilitated implementation workbook review meetings with functional teams, to build run book and back out plans
* Communication, preparation & planning of releases through liaising with all necessary parties to coordinate Change building, testing and implementation, in accordance with schedules.
* Provide technical leadership in the execution of the deployment cycle.

**Employer: Softential Incorporation**

**Dates of Employment: April, 2010 – March, 2011**

**Designation: Build and Release engineer**

**Client: Syniverse Technologies**

* Automated the regular build and deployment processes for pre-prod and prod environments using tools such as Maven following the Software Implementation Plan.
* Created the build definitions for various applications using MSBuild.
* Creating snapshots and amazon machine images (AMIs) of the instances for backup and creating clone instances.
* Setting up scalability for application servers using command line interface for Setting up and administering DNS system in AWS using Route53 Managing users and groups using the amazon identity and access management (IAM).
* Designed and coded application components in an agile environment utilizing a test driven development approach.
* Implemented a deployment solution for DEV and QA that could deploy a build selected from a dropdown menu into an environment selected from another menu with the click of a button.
* Used Shell scripts to automate the deployment process.
* Responsibility for automated Scheduled Builds/Emergency Builds and Release using ANT scripts for Enterprise application (J2EE).
* Created unit and functional test cases through use of testing tools such as Python and Bash.
* Merge conflicting code to ensure release to test environments.
* Create automated build procedures to ensure code is always ready for deployment.
* Create and maintain build scripts using Final Builder to perform builds efficiently.
* Experienced with JIRA for defect tracking.
* Used SONAR for monitoring code quality
* Used Jboss for building, deploying, and hosting highly-transactional Java applications and services.
* Coordinated all the IT projects successfully by resolving release interdependencies and planning roles.
* Developed UNIX Scripts for the purpose of manual deployment of the code to the different environments and E-mail the team when the build is completed.

**Employer: Cyient - Hyderabad, India**

**Designation: Configuration Manager**

**Dates of Employment: August, 2008 to March, 2010**

**Client: Softential Inc**

**Roles and Responsibilities:**

* Participated in the release cycle of the product which involves environments like Development QA UAT and Production.
* Used Perforce for the purpose of Software Configuration management and maintaining the versions of the
* Symantec’s Website Code.
* Coordinating the resources by working closely with the Project Manager’s for the release and Project
* Manager for all the Operational Projects.
* Automated Build Artifacts using Jenkins and Cruise Control.
* Carried Deployments and builds on various environments.
* Wrote ANT Scripts to automate the build process.
* Providing Release Management and Build Automation with TFS 2010 Build Automation for project
* Configuration of Continuous, Rolling, Scheduled, Gated Automated Builds with TFS 2010 Build Automation.
* Developed web forms in ASP.NET using C# as the code behind language and LINQ as the SQL data consumer.
* Coordinated with IT groups on the release timings to ensure systems are ready for code to be deployed.
* Manage source code, software builds, software versioning, and defect tracking on all software maintenance tasks and projects.
* Maintain releases plan, manage release content, communicate release status and analyze functional and technical dependencies among projects and maintenance releases.
* Involved in the configuration and Implementation of ClearQuest workflow for the Bug Tracking tool.
* Worked with different Bug Tracking Tools like Remedy, Jira and ClearQuest.
* Helped CC Admin and involved in Administrative Activities.
* Performed Builds for various Environments like QA, Integration, UAT and Productions Environment.
* Documented the deployment process (Migration Doc) of code to production on an Excel Sheet.

**Employer: IBM, Bangalore, India**

**Designation: Senior Netcool Developer**

**Dates of Employment: May, 2007 – July, 2008**

**Client: Sentini Inc**

* Write Unix shell scripts to assist in troubleshooting, monitoring, temporary fixes, and automation of redundant tasks
* Develop Impact enrichment policies with CorpDB, and CMDB using sql, and also with the internal impact data types and also have a knowledge doing API calls from impact to external DB.
* Developing Netcool rules to the devices like Juniper IDP, Cisco, smc, Alcatel, BTS (Ipcell), Siemens and many more vendors.
* Responsible for requirements gathering / Presentations to upper management / Phased implementation/ Documentation
* Worked on Netcool OMNIbus rules cleanup, enhancements, MIB standardization, redevelopment, testing and packaging for the existing rules of client to make the alarm processing efficient.
* Develop Netcool/Impact correlation, suppression policies for client’s NOC.
* Migration of Netcool rules to NcKL v3.2 format and packaged them in such a way that it reduces as 95% of conversion steps for future releases.
* Develop all kinds of automations to make NOC’s job easier using threshold and correlation solutions.
* Develop mttrap rules for cisco prime optical.
* Sea of Red analysis: Take monthly reports with certain criteria to see the high volume, unused, non- correlated, alarms not being ticketed and etc. For high severity alarms in hierarchy like (Criticals, majors, minors) and plan for the solutions.
* Installed configured and worked on Tivoli Workload scheduler. Create many dynamic jobs to make the job easy. In the process create work stations, monitored domains.
* Worked on syslog probe and generic solutions for same alarm reduction.
* Take Bi-weekly and monthly reports from the oracle reporter database of the Netcool alarms in the process of alarm reduction and develop appropriate solutions for the reports.
* Make the solutions to increase the performance of Netcool health.
* Designed solution for network tools at Syniverse Technologies.
* Creating Netcool, Ad hoc and Schedule reports in TCR using Birt as well as Crystal reports.
* Install/Upgrade NetCool Omnibus, Impact, TCR, ITNM, ITM, TEP, Proviso, TNMP, TBSM, implement Probes & logging with high availability (Failovers and Failbacks).
* Implemented Tivoli Data warehouse with DB2 which comes with ITM, compressed & generated some basic reports for the historical data. And also tried doing with Oracle database in the process of using same database across the environment.
* Supported several live customers like “America has got talent” etc.
* Had done many reports in TCR using cognos.
* Implemented several TNMP Tech packs to support customer requests.
* Created many ad hoc and real-time performance metrics.