**Curriculum Vitae**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PROFILE:**

I am an **ITIL certified** self-driven and highly motivated DevOps Leader having **18+ years** **experience** in Application Operations and Management. At present I am working with **Intuit India** as "**Group Engineering Manager – DevOps**". I have strong sense of accountability and responsibility. I have strong technical background in Application Operations (DevOps), Incident and Problem management.

**CAREER OBJECTIVE:**  
To work with the Company that provides open and conducive work environment plus challenging job opportunities and gives exposure to emerging new technologies.

**SKILL SET:**

|  |  |  |  |
| --- | --- | --- | --- |
| **SKILLS** |  | **SKILL LEVEL** | **Yrs of Experience** |
| ITIL processes | Incident/Change/Problem Management | Very proficient | 11 |
| Leadership/Management | Defining strategy, People, Project and Process Management | Very Proficient | 12 |
| Operating Systems | Linux, Sun Solaris, Win NT/2000 | Proficient | 10 |
| Server Setup/Administration | DNS, Web, Application, e-mail | Very Proficient | 11 |
| Scripting | Perl, PHP, Shell | Proficient | 12 |

**EXPERIENCES:**

1. Working as **Group Manager – DevOps** with Intuit India ([www.intuit.com](http://www.intuit.com/)), Bangalore

* Leader of Intuit India DevOps Organization for Small Business Group’s core products (QuickBooks, Payments, Payroll etc.).
* Partner with Product Development (Dev/QA) and other cross-functional teams to understand the product roadmap and come up with strategic plan to align to the roadmap.
* Responsible for taking business decisions and defining strategy.
* Instrumental in creating highly engaged High performing Organization (hire, mentor and retain) DevOps Org.
* Ensure ITIL process is followed to drive On-call, Incident and Problem management (driving Root Cause Analysis (RCA) and permanent fix), Change management (part of Change Advisory Board) to improve application availability.
* Lead HA/DR setup for Products like QuickBooks Online (SaaS - [http://qbo.intuit.com](http://qbo.intuit.com/)), Intuit Partner Platform (<http://apps.com/>)
* Publish application availability metrics to Senior Leaders

2. Worked as “Tech Lead” (IT Engineer) with Cisco Systems India (P) Ltd ([www.cisco.com](http://www.cisco.com/)), Bangalore, India.

* Managed Production Web Servers(Apache) running on Solaris/Linux(RHEL).
* Mentoring new hires and junior engineers.
* Managed India technical DevOps team.
* Architecting infra projects.
* Responsible for Change Request and Oncall.
* Handling customer escalations.
* Instrumental in hiring and mentoring Ops Engineers.
* Managed Cisco middleware infrastructure (Tibco products) running on Solaris/RHEL
* Active member of cross-functional global technical team.

3. Worked as “Dy. Consultant” with Computer Sciences Corporation India (P) Ltd ([www.csc.com](http://www.csc.com/)), Hyderabad, India.

* Managed CSC e-mail infrastructure and application(Sendmail) running on Solaris.

4. Worked as “Asst Manager - Systems” with Sify Ltd (Satyam Infoway - [www.sifycorp.com](#_Hlk79282204)), National ISP, Chennai, India.

**Job Responsibilities:**

* Managed Technical team (DNS, Web and Mail Servers) in 24\*7 environment.
* Sole charge of Production DNS.
* Sole charge of corporate email servers(Qmail, Postfix, Sendmail) running on Linux/Solaris Servers.
* Implemented DomainKeys with Qmail.
* Implemented AntiSPAM Solutions.
* Handling Customers Technical requirements.

5. Worked as “Senior Technical Consultant" with RegisterMyDomain Ltd, UK based ISP and web hosting company.

**Job Responsibilities:**

* Sole charge of DNS, Web (Apache, IIS) and e-mail servers.
* Implemented Authenticated SMTP Relay Service with Exim MTA([www.exim.org](http://www.exim.org/)).
* Implemented Antispam using SpamAssassin.
* Mail server administration with Virtual Email Hosting.
* Handled Customers’ Technical Issues.
* Designed and developed company’s website [www.registermydomain.com](http://www.registermydomain.com/) for online domain registration and user control panel using PERL/PHP with MySQL as the database

6. Worked as “Head - Systems” with Net4India Ltd, Category ‘A’ National ISP, New Delhi.

**Job Responsibilities:**

* Managed Technical Operations Team in 24x7 environment.
* Management of Internet Data Center
* Implementation and Administration of Web Servers (Linux and NT)
* FTP Server Administration for over 50,000 hosted domains
* Web Site Hosting on Linux (Apache), Win-NT (IIS)
* Implementation and Administration of RADIUS (AAA) Server
* Installations of Red Hat Linux Server, Windows-NT, Apache/IIS Web Servers.
* MySQL/MS-SQL Database Administration
* Maintenance of Domain registration site www.[net4domains](http://net4domains.com/).com
* Server tuning and performance monitoring and tuning
* Wrote Unix Shell/Perl Scripts for various System Administration Job

**From Jan '96 to April’00**

7. Worked as a “System Administrator” with Apex Information Services Pvt. Ltd.,

New Delhi.  
  
**Job Responsibilities:**

System Administration, Installations and Maintenance of Red Hat Linux Servers, User Account Management, Writing Unix Shell/Perl Scripts, CronJobs, Troubleshooting technical issues.

**EDUCATION:**

1. ITIL foundation Certification.
2. Brainbench Certified Linux Administrator (Red Hat).