

# Divya Thada Vishnumurthy

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Senior Project manager with fifteen years of experience working on projects for several industry leaders like TIBCO, CISCO, Symantec, Lowes, USAA bank and T-Mobile.

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## Skills

- Project Management.
- Cloud Infrastructure Management: BitBucket, Pivotal Cloud Foundry, Jenkins, ServiceNow, HAProxy.
- Application Support: AppDynamics, Splunk, Icinga, AIO Networks etc.
- Middleware products: TIBCO, WebLogic, SOAP UI, Postman, Rabbit MQ
- UNIX flavors and Linux.
- Microsoft office products.

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## Experience

MARCH 2011 – PRESENT

### Senior Middleware Analyst / T-Mobile

Part of an elite group responsible for moving T-Mobile's retail services to modern cloud infrastructure. These services handle more than 40 million calls per day and are called from all retail stores and T-Mobile partners such as Apple, Samsung, and Sensitek etc.

#### Production enhancement and capacity management:

- Responsible for working with development teams and release delivery to deploy production updates to support changing promotions, business flows and monthly releases. Retail Services Platform moved from Oracle WebLogic to PCF and we use latest standards like enterprise delivery pipeline to configure and deploy.
- Hands on experience in deploying APIs in PCF, integration testing, configuration management in Bitbucket and migrating monolithic services into PCF. Also, working on building clusters on PKS (Pivotal Container Service) using Kubernetes.

#### Hands on experience:

- **Built Bitbucket datacenter** to solve T-Mobile's production critical problems. Some of the problems addressed were clustering, High Availability – since the previously used stash repository was built on single server. LDAP integration, Production isolation, encryption and secure communication over SSH protocol were other pain points addressed.
- **Experienced in production traffic management** building GTM and LTM pool on AIO networks to manage disaster recovery and capacity. Bitbucket datacenter utilizes both these features.
- **Built HAProxy layer to route traffic from legacy to newly built cloud services without customer impacts.** This makes the whole migration process transparent to the front end clients. Also HAProxy is powerful in load balancing, checking health of the services and routing traffic over secure protocols. Also used TIBCO APIX gateway services to authenticate clients.
- **Built monitoring dashboards.** Hands on experience in building splunk, appdynamics dashboards and integrating them with slack. Icingia is another tool we extensively use for health checks.
- **Jenkins to automate operations.**

- **Advocating best practices at work** - documenting every incident, system installation steps, cleaning after a deployment, keeping manifest files, pom xmls, Jenkins yamls, clean. Use best buildpacks to deploy and make sure older ones get purged periodically. Use of standard naming conventions to name ORGs, spaces and APIs based on capability.

#### **Vulnerabilities and SOX compliance:**

- **Experience in remediating java and OS related vulnerabilities.** Recently remediated ones: SSLv3.0/TLSv1.0 Protocol Weak CBC Mode Server Side Vulnerability (BEAST), Birthday attacks against TLS ciphers with 64bit block size vulnerability (Sweet32), SSL Server Has SSLv3 and TLS1.0 Enabled Vulnerability, SSLv3 Padding Oracle Attack Information Disclosure Vulnerability (POODLE) and BITCOIN CVE- 2018-2628. Yes, they are old problems but legacy systems still carry them due to several dependencies.
- Responsible for getting all production servers OS patched every quarter to be SOX compliant.
- **Manage certificate life cycle.** Keep track of application server certificates and its renewals, generate new certificate through Venafi and NCLM (Nokia Certificate Lifecycle Management).

#### **MARCH 2011 – DECEMBER 2016**

### **Middleware Analyst / T-Mobile**

- Configuration management of large scale middleware TIBCO and Oracle WebLogic (Retail Services) platforms.
- Built disaster recovery datacenters and responsible for platform upgrades and maintenance for SOX compliance. Platform tuning to manage higher volume of calls during peak retail seasons.
- Coordinate and prioritize all escalated activities, including testing, project management and implementation of system upgrades, enhancements, and bug fixes.
- Plan system installation steps for monthly releases and also experience in supporting production applications 24/7. Helped HCL hire and train team members.
- Knowledge management for my team as well as other groups.

#### **JUNE 2010 – FEB 2011**

### **Project Manager / T-Mobile**

Manage a team of 8 geographically spread quality engineers. Built a frame work of processes to certify retail platform services, formalized defect tracking process. Supported short release cycles for solutions to go live with no defects. Documented entire testing process as part of knowledge management

#### **NOV 2009 – JUNE 2010**

### **Project Manager / Lowe's**

Manage a team of 5 testers at onsite and offshore. Implemented best practices to turn around a languishing project into a successful release. Designed and managed defect life cycle (using HP quality center) resulting in 100% resolution before release. Certified high volume transactions for the solution resulting in increased client confidence during go-live.

#### **SEP 2008 – NOV 2009**

### **Project Lead / Symantec**

Completely responsible for certifying Symantec's ecommerce website and customer service application. Solution implemented replaced Symantec's third party ecommerce host Digital River. Managed a team of five resources.

EARLY CAREER - MAY 2007 – SEP 2008

### **Project Lead / HCL's CrossFit and USAA bank**

Managed a team of six resources from offshore. Responsible for building a testing framework and team for USAA using HCL's CrossFit(Cross Platform Framework for Integration Testing). Detailed out customer experience for sales team to help them sell CrossFit as a service to Lehman Brothers, AIG and CompuCredit etc.

FEB 2006 – MAY 2007

### **Project Lead / CISCO**

Certified Application Oriented Network (AON).Designed use cases to simulate real time solutions that covered entire AON feature set.

FEB 2004 – FEB 2006

### **Project Lead / TIBCO**

Responsible for certifying TIBCO adapter for Active Database from Bangalore and later knowledge transfer of all the processes and artifacts to TIBCO Pune.

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## **Education**

NOV 2019

### **The data Analytics boot camp / UNC at Chapel Hill**

Learning in-demand technologies like Advanced Excel, Fundamental Statistics, Python, SQL, HTML/CSS, Tableau, and fundamentals of data analytics and visualization.

JUNE 2007

### **Executive Management Program / Indian Institute of Management, Kolkatta**

It was not only an honor to meet all the professors and fellow students from diverse business backgrounds and learn key management concepts from them but also to maintain their connections for professional advancements.

JUNE 2003

### **Bachelors in Electronics and Communication/ Visvesvaraya Technological University, India**

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## **Activities**

Taking courses on <https://www.coursera.org> , Painting, Taking on house re-modelling projects – have been able to remodel and sell a house for a good profit. Explore investment strategies- <https://www.wealthfront.com/> has proven to be winner so far. Hiked most of the mountains in and around North Carolina.