Patchaiappan Mandjiny
(DevOps/Cloud Engineer)

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Professional Summary

- Experience in DevOps and Cloud Engineering and Architect with 5+ years' experience. Architecture/Design and deployment using AWS and Azure
- Experienced in most Infra services provided by AWS, EC2, S3, VPC, ELB, Auto Scaling, Backup, Lambda, EFS and CloudWatch
- Built databases in AWS using RDS with MSSQL, MySQL, MongoDB & Dynamo DB
- Worked in SAP related migration projects, HANA/ECC, SAP SaaS applications.
- DevOps enablement tools I used in the recent projects– CloudFormation, Terraform, GIT, Ansible, Jenkins, AWS CodeCommit, that allow complete one click deployment and improves productivity
- Configured and maintained DNS using Route53 in AWS

- Implemented and used software configuration management tools for managing Linux and windows servers in Dev/QA/Stag/Prod environment
- Worked in project which follows Agile, waterfall and scrum methods

- Created Ansible role/playbooks to provision web applications Nginx, Drupal, Wordpress and Apache Tomcat in on-prem and cloud.
- Experienced in provisioning, managing and troubleshooting production servers (RHEL, SUSE, CentOS, Ubuntu and Windows Server)
- Well organized, detail oriented, able to plan, prioritize and meet deadlines in advance, have been working with all levels of management to gather information and delivery.

Certification

- AWS Cloud - Certified Solution Architect
- AWS Cloud - SysOps Administrator
- AWS Cloud - CloudFormation (Udemy)
- Ansible – Playbooks Deep Dive (Linux Academy)
- Cisco Certified Network Associate (CCNA)
- Network Technologies and Devices (Router & Switch), Hardware (A+) and Advance Networking (N+)
- Preparing for ITIL and Azure Certification

Technical Skills

Cloud	Amazon Web Services & Microsoft Azure
Windows	Active Directory, Group Policy, DNS, DHCP, IIS, Exchange & Hyper-V
Server Hardware	HP Blades/Dell Blades/Cisco UCS, HP & Dell Rack mount servers

Networking	IP network design and implementation on Cisco Catalyst switches
Programming	Python , YAML, JSON, C, HTML5 and Shell Script.
Operating Systems	Linux RHEL/SUSE/OEL/CentOS/Ubuntu and Windows Servers
Backup & Restore	Commvault, Druva and Avamar.

Work Experience

HCL Technologies (London) – DevOps Engineer/AWS Cloud Engineer (Nov. 2015 – Jul. 2019)

HCL is one of the multinational organisation; the company operates in 34 countries across the globe. It has 100,000 + employee all around the world.

- Worked as part of DevOps/Infrastructure team for different client accounts, doing automation and build configuration managements.
- Automated the web application platform (Nginx, WordPress, Tomcat and Drupal) into highly scalable, consistent, repeatable infrastructure using a high degree of automation using Ansible, GIT/CodeCommit and CloudFormation.
- Migrated on-prem database to AWS RDS and facilitate high availability using Multi-AZ.
- Implemented AWS Workspace setup using simple AD.
- Developed shell script for automating ASE/Oracle/HANA database cleaning in EFS.
- Deployed Infrastructure as a code using CloudFormation, Terraform and Ansible.
- Launched Amazon EC2 Cloud Instances, using SUSE/OEL/RHEL and doing post configuration based on the build request from projects.
- Managing BAU and project OS and AWS services using Ansible roles and playbooks across Dev/QA/Stag/Prod.
- Developed CloudFormation templates to deployed AWS resources and built the entire environment as IAC for clients.
- Created and providing storage related solutions using S3, EFS, and EBS in AWS
- Created CloudWatch, CloudTrail and Nagios for monitoring and triggering purpose.
- Worked part of public cloud design & implementation team
- AWS security/management/monitoring design & implementation

HCL Technologies (London) – IT Support Analyst / IT Site Manager (Oct. 2014 – Oct. 2015)

- Part of VVIP support team, responsible to provide IT support when CEO/Chairman visit London.
- Part of premium support group providing technical support to CXO level users in the Europe sales/delivery team
- Responsible for managing and supporting 350 + users across Watford and Welwyn Garden City office.
- Owner of Druva Backup Server, File servers, Print Server and Avaya Telephone exchange server
- Responsible for conducting 1st level Interview for On-Site Support Engineer roles across Europe
- Responsible for creating reports on non-compliance IT baseline controls points and distribute the task across engineer in EMEA
- Supporting multiple operating systems, Windows 7/8/10/2003/2008/2012 R2 and Mac OS X

- Managing access related issues over Symantec endpoint console (EPO)
- Creating and setup checkpoint VPN and RSA token for remote users
- Managing backup for senior management users, using Druva/Avamar application
- Managing AD for creation, modifying and maintaining user accounts for EMEA region
- Part of implementation mobile device secure emails using the MDM agent AirWatch application, currently working on Microsoft authenticator.
- Encrypting user machines with BitLocker and managing using MBAM console
- Managing Aruba access point to configuring and creating guest Wi-Fi accounts
- Responsible for creating the inventory on SAP of all IT assets issued from my sites
- Part of EMEA team managing more than 1200+ users all over the Europe.

ASK4 Telecommunication (Sheffield) – First Line Support Engineer (Aug. 2013 – Oct. 2013)

ASK4 collaborates with universities, private sectors, student accommodation providers, residential apartment developers and businesses. ASK4 currently serve over 125,000 customers across several hundred sites.

- Handling inbound/outbound calls and call logging
- Analyse and perform troubleshooting in the wired and wireless network on the customer network
- Diagnose and troubleshooting TCP/IP networking issues on Windows XP/7/8, Mac OS, Mobile Devices, Printers and Networking Devices
- Configuring of NAT, 1to1 NAT, DNS, DHCP and Email Clients
- Customer account administration and payment processing
- Escalating the issue to second line in appropriate situation with a rapport
- Configuring Router, DSL/ADSL, and Access Point according to ASK4 network requirements
- Effectively create notes for the existing and new tickets to make ease the next follow-up
- Potential to close the existing issue with the proper solution
- Active monitoring of Nagios to find the Routing Protocol information and status on the ASK4 Network

Education

M.Sc. Computer and Network Security (Oct 2010 – Oct 2011) - Middlesex University, London (*Merit*)

Bachelors in Computer Applications (Jun 2007 – Apr 2010) - Pondicherry University, India (*1st Class*)

Reference

Available upon request