**Jasobanta Potsangbam MCA BSc**

DevOps Platform Engineer – Cloud, Azure/AWS, Python/PowerShell Scripting, Automation Developer

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A highly accomplished Azure/AWS Certified Solutions Architect and Microsoft Certified Solutions Expert with more than 10 years’ experience in application development and deployment within financial services, energy, commercial, and the public sector environment. Proven expertise in using the latest DevOps tooling and practices to deliver applications and services at high velocity, deploying to a public cloud and using open source technologies. Possesses extensive database analysis, development and reporting experience, and the ability to implement project changes. A confident communicator with excellent client facing skills, able to support software deployment projects and improve the IT experience of clients.

**Professional Experience**

**DevOps Platform Engineer - Azure, Python/PowerShell Scripting, Automation Developer**

**SSE PLC (Contract) Mar 2019 – Current**

Pivotal member of the DevOps Platform Engineer team with primary responsibility for the delivery of Data Analytics Platform and CI/CD pipeline using Azure DevOps, and interfacing with stack holders and product teams to provide root cause analysis of defects.

* Deploys, automates and streamline operations, and processes across all necessary environments, implementing the methods and tools for deployments using Azure DevOps, writing PowerShell/Python scripts, ARM templates and incorporating tools for automation.
* Deploys different Azure compute, storage, and networking services like VM (Data Science VM and Data Engineering VM) size offerings, Storage, NSGs, ASGs, Scaling and Backups and working on Linux and Windows Servers.
* Liaises with key stakeholders to shape system requirements and acts as the principal contact between the operations department and the software development team.
* Uses Kubernetes and terraform to orchestrate Docker containers, and Azure Kubernetes Service.
* Deploys all Azure services like Web Apps, Power Apps, Logic Apps, Machine Learning Services, Database and File Services.
* Utilises all Azure services like Azure SQL Database, Azure Data Factory, Azure Blob Storage, Azure Data Lake Store, Azure Data warehouse and follows best practices for database HA, backup and restore (both for Recovery and to support testing).
* Utilises Azure DevOps to plan projects using Agile tools, manage code using Git, test the application, and deploy code using Azure DevOps CI/CD.
* Uses Test Automation tools creating test cases to construct and run Regression Packs and Performance Tests.
* Executes Linux/Windows Systems Administration, AD/AAD Administration, Disk I/O, Networking, VPNs, DNS, Network Security Groups, VNET peering, subnetting and routing to identify and request firewall changes as required for integration.
* Uses Qualys Reporting tools and SEP security programmes to address risks including patching, secure build, vulnerability scanning and remediation, logging and monitoring, threat management and user awareness.
* Provides core operation support, architectural solution and prepare design documents.

Technical Solutions

* Source Code Management tools – Microsoft Visual Studio, Visual Studio Code and GitHub
* Azure DevOps CI/CD (Azure CLI, Cloud Shell, PowerShell)
* Azure SQL Database, Azure Data Factory, Azure Data Lake Store, Azure Data Warehouse, Azure HDInsight
* Linux and Windows Systems Administration, AD Administration, and PowerShell Scripting
* Infrastructure (Windows, .NET, IIS, SSL, AD, GPO, DNS, Backups, DR, Firewall, Load Balancer)
* Enterprise IT service management tools using ServiceNow
* Automated software configuration, using Puppet or Ansible
* Azure deployment, Docker, Kubernetes and terraform
* Administrating AD/AAD, Tableau, Power BI, SharePoint and Office 365
* Development and deployment of Java Web Apps
* Azure Automation (RDS node automation) and ML Services

**DevOps Systems Engineer - Azure/AWS, Python/PowerShell Scripting, Automation Developer**

**Company85 (Contract) Jan 2019 – Feb 2019**

Key member of the DevOps team with primary responsibility for automation using Python/PowerShell scripting and the delivery of CI/CD pipeline, interfacing with stack holders and product teams to provide root cause analysis of defects.

* Deploys, automates and streamline operations, and processes within several environments, implementing the methods and tools for deployments, writing PowerShell/Python scripts and incorporating tools for automation.
* Liaises with key stakeholders to shape system requirements and acts as the principal contact between the operations department and the software development team.
* Uses AWS deployment and cloud infrastructure, designing high availability, performant, secure solutions, and uses Kubernetes and terraform to orchestrate Docker containers.
* Deploys Azure identity and security services and uses key services such as VM, Azure API, Cloud Services.
* Experience with KeyCloak, RESTapi calls, Postman, JSON, JWT, LDAP interface(AD) and Exception handling.
* Uses Confluence and JIRA software for bug tracking, issue tracking, and project management.

**Application Development and Deployment / DevOps Engineer (Contract) Jan 2018 – Jan 2019**

**Intelligent Processing Solutions Ltd (iPSL), Financial Services Operation**

Subject Matter Expert and key member of the Applications Development and Deployment team with primary responsibility for the delivery of CI/CD pipeline and interfacing with developers, test and product teams to determine root cause analysis of defects.

* Accountable for the deployment and support of applications across all necessary environments to meet business change projects and built and defined a Dev/Security function.
* Plays a key role in the implementation and configuration of applications and management of any integration and data migration activities.
* Configures IIS, installs and configures Advanced Windows Server, and supports web applications and Web Services.
* Utilises IT Automation tools such as BMC Control-M and Splunk for job scheduling, workload automation, and executing batch.
* Executes Data Fix workarounds where appropriate and manages Release Deployments and Service Improvement Plans.
* Deploys Microsoft Azure identity and security services and uses key services such as VM, Azure API, Cloud Services.
* Debugs software development tools and works with virtualisation technologies such as VMWare and vSphere.
* Liaises with key stakeholders to shape system requirements and acts as the principal contact between the operations department and the software development team.
* Provides technical support for Microsoft Windows Server, Microsoft SQL Server and resolved technical issues.
* Uses AWS deployment and cloud infrastructure, designing high availability, performant, secure solutions, and uses Kubernetes and terraform to orchestrate Docker containers
* Uses Ansible for configuration management, application deployment, task automation and uses open-source software tools like Jenkinsfor continuous integration

Technical Solutions

* Source Code Management tools - Microsoft Visual Studio, TFS and GitHub
* SQL and DB2 database management systems for relational databases and data analytics tools
* UNIX and Windows Systems Administration, AD Administration, and PowerShell Scripting
* Privileged Access Management (PAM) software: CyberArk and Pen Tests
* Infrastructure (Windows, .NET, IIS, SSL, AD, GPO, DNS, Backups, DR, Firewall, Load Balancer)
* Enterprise IT service management tools using BMC Remedy
* CI/CD (Azure Deploy, PowerShell)
* Azure/AWS deployment, Docker, Kubernetes and terraform
* Networking / routing / load balancing and VPN configuration
* Tomcat, Linux/Unix, CI (Jenkins)
* Automated software configuration, using Puppet or Ansible
* Administrating Azure, Power BI, SharePoint and Office 365
* Development and deployment of Java Web Apps
* Jira Software

**Application Support Consultant, Cloud Solutions (Contract) Jan 2017 – Sept 2017 Hitachi Consulting Ltd**

Pivotal member of the Application Support team with responsibility for providing front-end and back-end office application support. Played a key role in the implementation, configuring of the application to the client’s needs, and management of integration and data migration activities with their existing systems.

* Delivered 2nd and 3rd line support to systems users, adhering to ITIL best practices to manage service requests, incidents, problems and changes.
* Used Enterprise IT service management tools such as ServiceNow and Assure Service Desk (ASD) and managing the life cycle of each call through to resolution within SLAs.
* Configured Internet Information Services (IIS 8.5/9), and installed and configured Advanced Windows Server (2008R2, 2012, 2012R2).
* Supported web applications (Java based) and built Web Services.
* Implemented effective delivery of IS performance and status reporting of data held in Service Management tools like ServiceNow and ASD.
* Led systems testing, bug fixes and worked along with developers whilst implementing the software and installation of service packs.
* Liaised with key stakeholders to shape system requirements and acted as the principal contact between the operations department and the Software Development team.
* Supported applications based on MS Windows Server, MS SQL Server, .NET and IIS framework, operating in a client and server architecture model.
* Executed Data Fix workarounds where appropriate as per Standard Operating Procedure and participated in Release Deployments and Service Improvement Plans.
* Provided technical support for Microsoft Windows Server (2008R2, 2012, 2012R2), MS SQL Server, Microsoft Office, and resolved technical, software and hardware issues.
* Experienced AWS deployment, cloud infrastructure and tools.
* Provided UNIX and Windows Systems Administration, AD Administration, and PowerShell Scripting.
* Used SQL and Cache for database management systems and data analytics tools.

**Application Support Analyst (Client Services) Feb 2016 – Oct 2016 Condeco Software Ltd**

A pivotal member of the Client Services team with primary responsibility for providing front-end and back-end office application support. Played a key role in the implementation, configuring of the application to the client’s needs, and management of any integration and data migration activities with their existing systems.

* Delivered 2nd and 3rd line support to systems users, adhering to ITIL best practices to manage service requests, incidents, problems, and changes using Enterprise IT service management (ITSM) tools such as ServiceNow, and to run reports and configure Service Level Agreements.
* Supported and maintained applications during the implementation processes, developed and executed customised implementation plans for each assigned client.
* Provided analysis and client process review including data analysis, software configuration, Quality Assurance and conformance testing, and issue resolution for custom software projects.
* Built Web Services, configured Internet Information Services (IIS 8.5/9), installed and configured Advanced Windows Server (2008R2, 2012, 2012R2).
* Provided effective engagement with all areas of the company sales, support and development to ensure the company delivered quality robust services and fit for purpose solutions.
* Supported applications based on MS Windows Servers, MS SQL Server, .NET and IIS framework, operating in a client and server architecture model.
* Supported web applications (Java based), web services and prepared technical project documentation.

**Application Support / Systems Analyst (Contract) Mar 2014 – Dec 2015**

**NHS - Imperial Hospital**

A pivotal member of the technical support team with primary responsibility for providing front-end office application and systems support at both Charing Cross Hospital and St. Mary’s Hospital.

* Delivered 2nd and 3rd line support to systems users, adhering to ITIL best practices to manage service requests, incidents, problems and changes.
* Supported and maintained applications during the implementation of a new application (Cerner) for mapping and documenting interfaces between legacy and the new system.
* Created operational procedures and technical support documents for system upgrades and delivered training for both technical, and non-technical staff.
* Provided technical support for Microsoft Windows Server (2008, 2008R2, 2012, 2012R2), Microsoft SQL Server, Microsoft Office, and resolved technical, software and hardware issues.
* Supported the Core Solutions and Advanced Solutions of Microsoft Exchange Server 2013 including MS Exchange, VMware, Citrix, and other software applications.
* Performed application and software development using Java programming languages (JavaScript and JavaServlet), XML, HTML and web services.

# Career Summary

Systems Analyst (Contract) West Middlesex University Hospital Sep 2012 – Mar 2014

Commercial Pilot PROIFR/Sea Land Air Flight Centre Aug 2010 – Jul 2012

Systems Analyst Manager / IS Manager Media Computer and Electronics May 2007 – Jul 2010

Customer Service Manager Citigroup Global Services Ltd Mar 2006 – Apr 2007

Credit Controller / Credit Risk Analyst Accenture Aug 2005 – Feb 2006

# Professional Qualifications

Certified Microsoft Azure Architect Technologies (AZ-300)

Microsoft Certified Solutions Expert/Associate (MCSE/MCSA) Server 2012

AWS Certified Solutions Architect (CSA) – Associate 2018

Certified [Project Management Professional (PMP) a](http://www.careermatch-uk.com/product-project-management-professional-certification-2011.html)nd Certified Associate in Project Management (CAPM)

[Certified Business Analysis Professional(CBAP v2)](http://www.careermatch-uk.com/product-certified-business-analysis-professional-cbap-v2.html) and Certified Risk Management Professional (PMI-RMP)

Agile Certified Practitioner (PMI-ACP) and Certified ScrumMaster (CSM)

Six Sigma Green Belt (SSGB) and Six Sigma Black Belt (SSBB)

[Crystal Reports XI,](http://www.careermatch-uk.com/product-crystal-reports-xi.html) Microsoft [Excel 2010 and](http://www.careermatch-uk.com/product-excel-2010--mos.html) Microsoft [Word 2010](http://www.careermatch-uk.com/product-word-2010--mos-.html) PRINCE2 Foundation, PRINCE2 Practitioner and [ITIL V3 C](http://www.careermatch-uk.com/product-itil-v3-foundations-.html)ertified.

Cyber Security Certification and Cisco Networking Certification

# Education

2005-2007 Master in Computer Application (MCA)

2002-2005 Bachelor of Computer Science (BSc. Computer Science)

# Technical Experience

* Excellent knowledge and experience with Cloud, Azure/AWS and Python/PowerShell Scripting
* Extensive experience of Enterprise IT service management tools such as ServiceNow and BMC Remedy
* Confident using Control-M Workload Automation and enterprise event management and scripting tools
* Strong Database Management skills and experience with DBMS including Oracle, DB2 and MySQL
* Hands-on experience using C, C++ Programming, C#, Visual Basic .NET, XML and HTML
* Knowledge of Java Programming including JavaScript, Java Servlet, EJB, JSP, JDC and Java RMI
* Experience with UNIX/Windows Systems Administration, AD Administration and PowerShell Scripting
* Competent in programming languages such as Python and Perl
* Experience using Source Code Management tools such as Microsoft Visual Studio TFS and GitHub
* Excellent knowledge and experience with Application Support and Maintenance (ASM)