**J P Ram Gajula**

**Designation : Cloud DevOps Engineer**

**Visa : Indefinite Leave to Remain (ILR)**

**Availability : Immediate**

**Email : jp.gajula@gmail.com Ph : 07731689904**

### **Professional Summary:**

Over **7+ years** of extensive experience in IT Infrastructure Management services, support and Delivering IT projects such as Cloud Administration,Migration by ITIL framework.Automation & Deployment Applications using Devops.

### **Technical Competencies:**

|  |  |
| --- | --- |
| Cloud Services | Microsoft Azure & Amazon Web Services (AWS) |
| Databases | Microsoft SQL, My SQL, Arisg & Argus |
| Operating system | Win-Serv-12,16 Win-OS- 7,8,10, Linux- Centos |
| Ticketing Tools | Service now, Jira, Remedy. |
| Email | Microsoft Exchange server 2014, Egress, Mimecast |
| Scripting Languages | Power Shell |
| Monitoring Tool | Netscaler Cloud Watch. |
| Web/App Services | IIS, Apache Tomcats. |
| Containerization Tool | Dockers, Dockers Swarm, Kubernetes |
| Code/App Deployment Tools (CD) | Ansible, Puppet & SCCM 2012 |
| Code Integration Tools (CI) | Kubernetes |
| Cloud Infrastructure Provisioning | Terraform |
| Version Control | GitHub Git |

## Work Experience:

**Mindful Technologies, UK Dec 2017 to Apr 2019**

**Cloud DevOps Engineer**

**Cloud Services: Microsoft Azure, AWS**

***Responsibilities:***

* Experience in migrating On data perm VM services/Application services to Azure Cloud using Private and public cloud model.
* Design Migration frame strategy and road maps by Planning, Assessment, Design, POC for cloud migration process, Remediation plan to upgrade the Companies data perm up to cloud migration standards.
* Create VM, resource group, configuring networking connection using S2S, P2P and Vnet, Load balancer, VPN from on data premise to Azure cloud.
* Configuring virtual networks, deploying Azure resources into virtual networks, implementing external and internal load balancing, setting up Application Gateways, configuring Network Security Groups (NSGs), locking resources, modifying User Defined Routes (UDRs) and ARM templates deployment.
* Manage and support end to end cloud infrastructure platform creating VM, resource grouping, backups VMs and manage storage accounts.
* Experience in Azure Platform IaaS/SaaS creation as Azure SQL DB, Web Apps, App Services and Functional Apps.
* Manage Azure Identity and Access Management such as Azure AD user account, User access provisioning, manage ADFS Sync, Azure AD Connect, Conditional Access, Azure AD Proxy.
* Azure Active Directory Connect installation & configuration also ensuring expected synchronization into Azure AD tenant, administering Azure AD & Role-based access control (RBAC) standard roles and creating/modifying Azure RBAC custom roles.
* Creating and configuring docker containers and orchestrate using Docker Swarm and Kubernetes create API links to uplift the Application deployments.
* Puppet and Ansible for Configuration management tool to deploy micro services to pivotal cloud foundry.
* Integrating apps with Azure AD and configuring single sign-on with SaaS applications, delegating access by adding users and groups to applications or revoking access to SaaS applications.
* Manage and Monitoring end to end Azure resource pool using OMS.
* Experience in Amazon web service cloud platform Integration and create Ec2, VPC, S3.
* Deploying, automating, maintaining and managing AWS cloud-based production system, to ensure the availability, performance, scalability, and security of productions systems.
* Create CI/CD pipe line using both Azure devops Automation tools integration using AWS.
* Deploy VM image to cloud using Terraform.
* Hands-on knowledge of Source Code Management (Version Control System) tools like Git and Subversion.
* Provide user base request solution in cloud related Incident/Request.
* Solved problem management issue in On data perm as well as Cloud.
* Provide weekly reports to the Project management and update the performance metrics.

**Sri prathinik, UK Dec 2015 to Dec 2017**

**Cloud Administrator**

**Cloud Services: Microsoft Azure & AWS**

***Responsibilities:***

* Tracking of technical support calls escalated by 1st /2nd line and providing advice and guidance to customers face-to-face, over the telephone, e-mail and Internet with a proven track record of service delivery related to IT and Cloud solution support.
* Providing support and administration of Azure AD for Microsoft Office 365/MS Office 2013 including Word, Excel, Outlook, PowerPoint, Lync and SharePoint.
* Office 365 tenant and Microsoft Exchange Online 2013 configuration, housekeeping and troubleshooting.
* Manage Azure Cloud Dashboard and provide solution various ticket based on user request.
* Create test and build environment for Internal user access in Azure Cloud services.
* Create Multiple user account in Azure AD and Access management
* Provide solutions for VM, Storage access request for the level 2 tickets.
* Being organized and methodical, with the ability to work to targets and goals.
* Updating hardware and software inventory Infrastructure management services
* Being enthusiastic, a self-motivated team player with the ability of working within a demanding environment and be able to demonstrate a logical approach to problem solving.
* Experience in Migrating Data centre components to using AWS.
* Performed Proof of concept on Terraform tools to deploy Applications both Aws/Azure clouds
* Creating and configuring docker containers and orchestrate using Docker Swarm and Kubernetes create API links to uplift the Application deployments
* Puppet and Ansible for Configuration management tool to deploy micro services to pivotal cloud foundry.
* Windows Server Update Services (WSUS) Patch management.
* Troubleshooting PC hardware (HP and Lenovo workstations), software (Windows 7, Windows 8) and printing issues.
* Audio Visual equipment support/troubleshooting for Video/Audio conference calls.
* Troubleshooting and providing support for VPNs / Terminal Services.
* Setting up and configuring new laptops & desktops and installing authorized software to laptops and desktops.
* Ensuring security and upgrades are applied to desktops and laptops and kept up to date, Antivirus installation to all desktops & laptops and fault finding to laptops & desktops.

**Sri Prathinik, UK Dec 2011 to Dec 2015**

**IT Support Analyst**

***Responsibilities***:

* Performed Arisg, Argus & SAS Edit Checks and Clinical Data Reporting for reporting Discrepancy data on the raw SAS data sets.
* Created ad-hoc reports using SAS and validated all the tables and listing using validation rules.
* Used Output Delivery System (ODS) facility to write safety reports directing SAS output to RTF listings, tables and reports.
* Responsible for Checking the completeness, accuracy and consistency of the data.
* Reporting faults and maintaining logs on servers, desktops and laptops.
* Completing internal user moves including phones.
* Administering and troubleshooting Citrix/Remote connectivity issues.
* Providing Support for Blackberry and iPhone mobile devices.
* Setting up, configuring new core servers and installing authorized software to core servers.
* Ensuring patches and upgrades are applied to core servers.
* Ensuring licensing for all software purchased is recorded and maintained.
* Exchange server mailbox maintenance including archiving mailboxes.
* Setting up new users and disabling expired accounts in accordance with HR requirements.
* Providing support for PCs

## Education Qualification:

**Masters from University of Greenwich (UK) Sep 2009 to Sep 2010**