Ritesh kumar

**Email:** [v.ritesh@gmail.com](mailto:v.ritesh@gmail.com) **Mobile: 07975590995**

**Summary \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ \_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_ \_ \_\_\_\_\_\_\_\_**

**Technical Experience**

* DevOps Technologies :  Azure, DevOps, Octopus, Git/GitHub, ARM template, Azure key

vault, Azure AD IaaS, PaaS, SaaS, NuGet, Jenkins, TeamCity, Docker, Kubernetes, Terraform, Grafana, Kibana, NewRelic

* Work Area : Client/Server Applications, Three Tier Application framework,

IPC and Windows services deployment and support

* Scripting and Programming : Unix/Linux Shell Script, SQL
* Database : Oracle, Microsoft SQL Server
* Tools & Utilities : Citrix, Salesforce, SFTP, SVN, Toad for Oracle, WinSCP3, SQL

Server Manager, Confluence, Wiki, Google Docs etc.

**Functional/Process Experience**

* Certified and well versed with **ITIL process**. Good experience in Incident management, Change management, Problem Management and Configuration Management.
* Experience in implementing **Agile Methodology**.
* Strong Knowledge in all phases of **Software Development Life Cycle** (SDLC).
* Worked as **DevOps** and have hands-on experience supporting, automating, and optimizing mission critical deployments in Azure, leveraging configuration management, CI/CD, and DevOps processes.
* Performed preparation & planning of Incident, Risk and Change Management procedural documentation.
* Good Communication skills
* Creative and analytical thinking
* Team collaboration

**Work Experience: \_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_**

* 13+ years of work experience as DevOps and Production support analyst –

Equiniti Group PLC, ASOS.com, Truphone , Gorkana - Cision, Satyam computers (client Thomson Reuters UK), Mahindra Satyam India

**Qualification: \_ \_\_\_\_\_\_ \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_ \_\_ \_\_\_**

* Master of Computer Application from Bangalore University, Bangalore, India (Year 2005).

**Certifications and Trainings\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_**

* Certified ITIL
* Certified Azure fundamentals
* Certified PowerShell scripting
* Certified MSAT Function Point Champion (FPC).
* Trained by Satyam Computers for 3 months on UNIX and ORACLE.
* Trained in GRC (Governance Risk Compliance) at Mahindra Satyam.

**Work Profile: \_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ \_**

**PROJECT 1 / Team** : **Cloud Engineer (Jun 2019 – Till Date)**

**Organization Name : Equiniti Group PLC**

**Location** : **London, UK**

**Environment : Azure, DevOps, Octopus, Git/GitHub, NuGet, CI/CD pipeline,** **Docker, Terraform,** **Azure**

**key vault, Azure AD**

**Project Description:**

Equiniti is a technology-led services and payments specialist serving blue-chip enterprises and public sector organizations. Here, I worked as cloud engineer majorly on Azure, DevOps and Octopus.

I am part of Equiniti cloud team. I have worked with client directly and have designed and build the entire cloud hosting system for them.

**Roles and Responsibilities:**

* Worked as architect and designed the cloud system for the client. This includes hosting platform, CI/CD pipeline, cost and management, monitoring, VPN gateways, RDP connections, flow of the data etc.
* Worked as DevOps and have hands-on experience supporting, automating, and optimizing mission critical deployments in Azure, leveraging configuration management, CI/CD, and DevOps processes.
* Written several ARM templates to deploy infrastructure, key vault, Azure AD, service bus, software extension etc.
* Prepared and build the pipeline code for IAAS and .Net applications.
* Configured Networking (VNETs, User Defined Routes, Network Security Groups, VNET Peering)
* Configured Octopus deployment for continues deployment.
* Created and maintained wiki document and defect board for the team.
* Performed preparation & planning of Incident, Risk and Change Management procedural documentation.
* Good Communication skills

**PROJECT 2 / Team** : **DevOps Team (Jun 2016 – 30 May 2019)**

**Organization Name : ASOS .COM**

**Role** : **DevOps**

**Location** : **London, UK**

**Environment : Azure , Azure DevOps, Octopus, TeamCity, Git/GitHub, Maven, Jenkins,**

**NuGet, ProGet, Nexus, Grafana, Kibana, NewRelic**

**Project Description:**

ASOS PLC is a global, internet, fashion, retail business. The Company offers branded and own label products across womenswear and menswear. ASOS operates and distributes their product globally.

**Roles and Responsibilities:**

* Managed GitHub repositories and permissions, including branching and tagging
* Automated build and deployment using Azure DevOps to reduce human error and speed up production processes
* Created and maintained fully automated CI/CD pipelines for code build Azure DevOps, TeamCity and deployment using Octopus deploy and Unix Shell scripts
* Actively managed, improved, and monitored cloud infrastructure on Azure, including backups, patches, and scaling
* Built and deployed Docker containers to break up monolithic app into micro services, improving developer workflow, increasing availability and optimizing speed
* Configured Grafana to constantly monitor network bandwidth, memory usage, and hard drive status
* I have managed expectations with various stakeholders in the business with good collaboration with infrastructure, DBA, performance and development teams to resolve issue/risks in the ‘end to end’ solution

**PROJECT 3 / Team** : **Application Support (Jul 2015 – Apr 2016)**

**Organization Name : Gorkana Groups**

**Role** : **Application Support Team Lead**

**Location** : **London, UK**

**Environment** : **UNIX, Shell scripting, Windows, Oracle, SQL, .NET, Java, XML, Web based applications, TeamCity, Binary repository manager, SVN**

**Project Description:** Gorkana is the market leader in global media intelligence, it connects brand owners and organizations to critical information and insight to help them control and manage their reputation across all media platforms.

**Roles and Responsibilities:**

* Supported and assisted team members in resolving issues on major system outages.
* Performed several applications and code fix releases using Binary repository manager and SVN utilities.
* Prepared several reports and Dashboards for performance monitoring and generated KPIs for IT functions.
* Defined Goals, Objectives and skill Metrics of application team.
* Defined out of hours call support process.
* Started cross training and removed the mind-set of owning a single application (Everyone should know everything and should be able to work on other modules)

**PROJECT 4 / TEAM** : **System Operations Support Analyst – (Jan 2014 – Jun 2015)**

**Organization Name : Truphone**

**Role** : **Application Support Analyst**

**Location** : **London, UK**

**Environment** :**UNIX, Shell scripting, Oracle, SQL, SQL Script, Window and IIS services, JAVA, .NET, Salesforce,**

**ESB, ActiveMQ, JIRA, XML, Cerillion, CRM, Eclipse, Octopus, SVN, TeamCity**

**Project Description:** Truphone is a global mobile network that operates its service internationally. It offers some unique features like local rates (rather than roaming rates) in 66 countries, 1 SIM 8 numbers etc. Working as system 3rd line support analyst I work as an all-rounder and supports manly IIS, Windows services, Salesforce (service and sales cloud) and Cerillion.

**Roles and Responsibilities:**

* Performed actively release / change cycles, CAB meetings, reporting, stats for critical business applications, tuning, log analysis, configuration management, automated deployments, monitoring, advance troubleshooting, dealing with major incident and problem management, escalations.
* Supported Salesforce (service and sales clouds), Cerillion, ESB and Windows service.
* Performed regular deployment of IIS and windows services using Octopus.
* Used Eclipse to perform Salesforce regular deployments.
* Written several UNIX scripting to stabilize and automate the system.
* Written SQL scripts to perform daily Database checks and supported user queries.
* Performed Dashboard creation and report generation through Salesforce.
* Handled outages and troubleshooting customer related issues.

**PROJECT 5** : **MIS – Application Support and Maintenance (May 2010 – Dec 2013)**

**Organization Name : Mahindra Satyam**

**Client : Thomson Reuters**

**Role** : **Senior** **Application Support Analyst**

**Location** : **Bangalore, India and London,UK**

**Environment** : **Oracle 11g, SQL, UNIX (Sun Solaris 5.9)Shell programming, Citrix, Toad for Oracle**

**9.7.2, WinSCP3, CRM**

**Project Description:** MIS – Wildcat system is Thomson Financials primary billing system used to generate monthly invoices and credit notes. It also provides full Accounts Receivable functionality, including a credit card processing module. Downstream, it exports invoice and payment data nightly to GetPaid collections system, and monthly to Peoplesoft General Ledgers.

**Roles and Responsibilities**

* Writing UNIX shell scripts and setting up the crontab jobs
* Supported Java based application (Wildcat )
* Writing PL/SQL stored procedures and functions
* Performing Unit Testing
* Responsible for overseeing the requirements are met
* Ran monthly US tax code charge update process
* Interacting with Client for better and smooth performance of the project
* Following ITIL for handling the issues and incidents in the project
* Documenting the project process and data

**PROJECT 6** : **XRS 24x7 Production support & Maintenance (Mar 2007 – Apr 2010)**

**Organization Name : Mahindra Satyam**

**Client : Thomson Reuters UK**

**Role** : **Application Support Analyst**

**Project Description**:The project comprised of Support and Maintenance of Thomson Reuters’ market and finance data retrieval system (Reuters 3000 Xtra). The system consists of various independent applications retrieving data for Equity, Fixed Income, Bonds, Indices, and Derivatives etc. from Oracle Databases.

**Roles and Responsibilities**:

* 24x7 Production support
* Resolved Incidents and services in a defined SLA
* Raised PM(Project Management) tickets depending on the severity and coordinated meetings with the client
* Regular data enhancement
* Regular connectivity check-up & healthy check-up of production nodes
* Documenting and maintaining project related activities (Release Notes, RCA, CAF, Incident Register, Adhoc Register etc)

**PROJECT 7** : **Migration from Teradata V2R4 to Oracle10g, Application enhancement & maintenance (Aug 2006 – Feb 2007)**

**Organization Name** : **Mahindra Satyam**

**Client** : **Thomson Reuters UK**

**Role** : **Application Support Analyst**

**Environment** : **Teradata, BEA Top End, NCR- MPRAS UNIX, Shell programming, Oracle 10g, SQL,**

**PL\SQL**

**Project Description**:The project comprised of migration, deployment complete Reuters’ market and finance data retrieval system onto Oracle 10g. The system comprises of various loosely and tightly coupled applications retrieving information from Teradata which were migrated to Oracle 10g. These applications are tightly coupled on the Top End middleware. The migration activity required changes to Source code, Database queries, Shell scripts and database schema. Was fully responsible for the Application migrations and worked in coordination with team lead working on database migration and Unix script migrations.

**Roles and Responsibilities**:

* Planning, designing & formulating migration strategies for a full migration project which includes migration of the database, supported applications, shell & sql scripts
* Contributed a role as a application migration team member & later on also took responsibility as a jobs & scripts migration team member
* Maintaining Timesheets for the team
* Documenting and maintaining project related activities
* Responsible for security of the data
* Validations of the module
* Preparation of flowcharts to identify the bottlenecks & dependencies
* Regular connectivity and health check up for production node.

**I hereby declare that all the details given above are true as per my knowledge.**