**Vijay Bhaskar**

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**Summary:**

Accomplished software Professional with proven record of establishing rapport with clients and colleagues. Looking for another challenging opportunity to drive diverse corporate initiatives through strategic planning and to achieve company objectives with proactive project management, decisive leadership and dynamic client relations.

**Roles Handled**

DevOps engineer - Automated deployments, CI/CD, infrastructure management

Migration Expert - Data Centre/Data base/Infrastructure Upgrades & Migrations

Application Support Analyst - 2nd and 3rd Line Application/Production Operational support

Maintenance for Telecom & Travel sector

Software Test Analyst and Lead - Component Integration Testing & Manual Testing on

Billing Domain.

**Professional skills**

Data warehousing tool : Ab Initio

BMC Tool : Control – M (V6)

Database Replication tool : Oracle Golden Gate (11.2.1.0.6), Data Guard

Billing tool : Geneva (Infinys Rating & Billing)

Operating Systems : UNIX, Linux, Windows 2000, Solaris platforms

Databases : Oracle 9i, 10G, 11G and 12C, MS SQL server

Storage system : SAN, NAS, different RAIDs, VDC

Application Server : 2 node RAC systems, single node systems, ACFS

Security : Firewalls

Project handling methodology: SDLC, ITIL V3, Prince 2 framework, Agile Methodology.

Testing Functions : Integration Testing, GUI, Functionality testing, Regression,

Performance Testing, Next Box Testing, Back-end testing

ASG Functions : 2nd/3rd Line Application support, 24/7 Rota basis, Maintaining KPIs,

Query Register, Preparing RCA, Daily monitoring checklist, Release

Register, attending scrum calls, Incident management, Service

Transition management, liaising with clients and various levels of

Stake holders

Web Technologies : WebLogic v12.1.2, Tomcat, HTTP, Apache

Middleware Tools : [UltraESB](http://confluence.emea.kuoni.int/display/NOVA/UltraESB), [WebLogic (ATG/Coherence)](http://confluence.emea.kuoni.int/pages/viewpage.action?pageId=15206844), [Endeca](http://confluence.emea.kuoni.int/display/NOVA/Endeca), [HornetQ](http://confluence.emea.kuoni.int/display/NOVA/HornetQ), Active MQ

Automation tools : Jenkins, Rundeck, Git, Ansible, bit bucket, Docker, Kubernates, Azure

**Professional Certifications & Courses**:

***Certified as***

Prince2 Practitioner 2015

Prince2 foundation 2015

ITIL Certified 2016

***Emphasis in***

Oracle Golden Gate 2013

DevOps in AWS 2019

**Accomplishment:**

***Strategic management:***

* Deliver reliable and efficient support via Golden Gate tool to ensure online customers doesn’t face issues related to call details & latest bills updates and revenue increased by 20% after implementing architectural real time upgrades.
* Successfully grew business within BT for different projects for initiating tools like Oracle golden gate to various team where customers can be benefitted highly and it brings revenue increase & stop financial leakages.
* Manage the Incident process in collaboration with Technical Operations and Applications teams to resolve incidents within the SLA

***People Management***

* An effective team player and capable of engaging and liaising with a broad range of individuals from a various backgrounds.
* Lead Team of 8 members and handle various project &app, good competency with stakeholders.
* Actively mentored, trained and supervised new and co-workers as a part of Transition and Project guidelines.

**Professional Experience:**

**November 2018 – Present**

**Role:** DevOps Engineer

**Company:** Hotel Beds Group Limited

* Automated build and deployment using Jenkins to reduce human error and speed up production processes.
* Jenkins used as continuous integration tool for automation of daily process
* Managed GitHub repositories and permissions, including branching and tagging
* Hands on experience on Ansible and Ansible tower as configuration management tool, to automate repetitive tasks, quickly deploys critical applications, and proactively manage change.
* Knowledge in common SCM practices, such as branching and code merge.
* Ability to work within a team with strong analytical, problem solving and communication skill.
* Strong working knowledge of cloud environment and tools.
* Flexible and adaptable; able to work in ambiguous situation.
* Extensive experience in defining the branching and the merging strategies, creating baselines and releasing the code. Worked with bug tracking tools like JIRA.
* Solid experience with Linux (Ubuntu, CentOS) administration
* Experience with container orchestration systems such as AWS ECS or Kubernetes.
* Knowledge of major cloud service providers like AWS, Azure ETC
* Maintained all the UNIX, Linux and Windows environments for deployments
* Designed dashboard for the project and used TDD (Test Driven Development) approach
* Proficient in Python, Shell Scripting and SQL.
* Developed Pythonand shell scriptsfor automation of the build and release process.

**Environment:** ELK, AWS, Nagios, Data Dog, Unix, Linux, Oracle PLSQL , SQL, Service Now, Jira, Confluence, Jenkins, Tomcat, Java, Ansible, Gitlab, bit bucket, Run deck, Sonar cube, nexus , Angular JS, Docker, Kubernetes, F5, Azure, Terraform, Python

**April 2017 – October 2018**

**Role:** Application Support Middleware Engineer

**Company:** Hotel Beds Group Limited

* Management of incidents (2nd Line and 3rd Line Application Support for Production Issues.).
* Support Communication process and work with different teams when required and follow up RCA for problem resolution.
* Management of tickets and requests via service now/JIRA.
* Track BAU Change including 3rd parties (Working with the Change management team when require).
* Drive and deliver BAU service improvements.
* Document any changes in BAU process or design required for production services
* Manage the ongoing development of tooling from alerts, dashboards to reporting.
* Develop key business reporting related to our services that are easy to understand and produce.
* Capacity plans our production services from an application perspective working with 3rd parties if necessary.
* Consolidate tooling and reporting to ensure that there is one source of the truth.
* Manage relationship with our tooling vendors and ensure newer technologies are reviewed.
* Manage service transition and governance though the project delivery life-cycle.
* Manage/Track service project and release change RFC’s.
* Work to ensure new sign-off gated steps are developed and managed.
* Clear documentation is centralised for service support and monitoring.
* Work with closely with project teams to ensure NSSR’s are managed.
* Managed visibility of progress against service and project plans from service delivery perspective.
* Drive triage/Hyper care calls between teams, the business and projects when required.
* Automated build and deployment using Jenkins to reduce human error and speed up production processes.
* Jenkins used as continuous integration tool for automation of daily process.
* Managed GitHub repositories and permissions, including branching and tagging
* Hands on experience on Ansible and Ansible tower as configuration management tool, to automate repetitive tasks, quickly deploys critical applications, and proactively manage change.

**Environment:** [UltraESB](http://confluence.emea.kuoni.int/display/NOVA/UltraESB), [WebLogic (ATG/Coherence)](http://confluence.emea.kuoni.int/pages/viewpage.action?pageId=15206844), [Endeca](http://confluence.emea.kuoni.int/display/NOVA/Endeca), [HornetQ](http://confluence.emea.kuoni.int/display/NOVA/HornetQ), RabbitMQ, Kibana, Elastic Search, Oracle Golden gate, CDC, AWS(Basic knowledge), Nagios, Unix , Linux, Oracle PLSQL , SQL, Service Now, Jira, Confluence, Jenkins, Tomcat, Java, Active MQ, Ansible, Git, bitucket, F5

**January 2013 – March 2017**

**Role:** SeniorApplication Support Analyst

**Company:** Tech Mahindra Limited

• Lead Infrastructure Migration, Version Upgrade, Infrastructure Uplift projects.

• Experience in Implementation of Oracle Golden Gate features to extract and replicate the data between various topologies with zero downtime.

• Involved in Implementation of high availability solutions with Oracle 11g RAC, Physical and Logical Standby database (Data Guard), Materialized views, Golden Gate.

• Proactively monitor to identify modules that need to be improved in the migrated application and database using AWR, ADDM and OEM Grid Control.

• Refining Architectural level design changes at data centre level and from application perspective for upgrades.

• Implementation on 2 nodes Linux RAC with ASM.

• Involved in upgrades for server movement from single node to 2 node and 4 node RAC clusters.

• Proficient in using various database Utilities like EXPORT/IMPORT, Data pump, TOAD.

• Experience in Extracting, Transforming and Loading (ETL) data using SQL loader, External Tables and PL/SQL.

• Involved in migration of Ab initio (ETL) version from 2.14.121 to version 3.2.3.4

• Installation of new version of Ab Initio software and setting up the environments as per guidelines.

• Involved in creating Private and Public sandboxes, EME technical Repository which is required for upgrade.

• Implemented, configured/Setup of new version of Ab Initio (ETL) as part of server Migration project.

• Managed Control-M scheduling on Ab Initio (ETL) servers and to provide full monitoring of 2nd line and 3rd line Application Support of batch schedules and associated platforms across servers.

• Created Batch Schedule using Control-M tool based on requirements from Applications.

• Trained with tool specialist in upgrading of BMC tool -Control-M from V6.3 to V8.0.

• Accurately recording and providing fast response support to queries and retaining ownership of issues until resolved.

• Extensive Billing and Revenue Assurance Support and Operations experience.

• Functional experience includes various Billing Applications and Revenue assurance tools.

• Hands-on experience in 24/7 Production Support and Application Maintenance.

• Effectively involved in Incident management, Problem management and change management processes.

• Skilled in coordinating with the production users to understand their concerns, analysing problems and their Root Cause and providing appropriate Problem Resolution.

• Experience in transition and transformation.

• Single point of contact for the business and Service assurance team to ensure their requirements and expectations are met.

• Strong domain experience in Mobile, Fixed Line and Retail telecom billing.

• Experience of leading critical migrations and upgrades of Billing System.

• Managed Disaster Recovery testing for complex applications.

• Knowledge of Software development life cycle (SDLC) and experience of various methodologies like ITIL and Agile software development.

• Make and implement recommendations to improve the efficiency of the systems and Implementing CSIPs

• Monitor and implement improvements on performance and capacity of the systems

• Assisting the technical support team in Problem solving and Involved in driving High Priority incidents to closure.

• Liaising with the Development teams and writing scripts to provide support service as part of DevOps.

**Environment:** Oracle 10G, 11G 12c, Oracle Golden Gate, Data Guard, Toad, Linux, UNIX, Ab Initio, Control-M, WebLogic, Geneva (Infinys Rating Billing Tool), MS SQL server, SQL developer

**January 2011 – Dec 2012**

**Role:** Application Support Analyst

**Company:** Tech Mahindra Limited

• Providing a consistent improved Application Support service which operates 24/7.

• Managing the Incident management process in collaboration with Technical Operations and Applications teams to resolve incidents within the agreed operating SLA.

• Developing and implementing improved processes to consistently deliver systems and solutions that maximise efficiencies and system performance.

• Identify and investigate Service Level failures and work with the delivery teams and support teams to improve the quality and availability of the production services.

• Contributing to transformational strategy and implementation, setting targets for continuous service improvement in productivity gains, cost efficiencies and zero touch process.

• Ensuring that application deployment is fully tested and fit for purpose and meets QA targets before being accepted by Service Management Team in to Production.

• SLA and KPI Management.

• Leading the resolution of the Major incidents in the platform and leading the preparation of the Post Impact reviews to define the Prevention of Reoccurrence.

• Involvement in audits and service review meetings.

• Experience in Application transitions.

• Proactive Problem Management and involvement in the end to end application issues.

• Working closely with the Customer support team to understand the priority customer impacting problems and get them prioritise and fix them.

• Performing capacity management tasks and implementing retention solutions for applications

• Providing effective Problem Management Support, root cause analysis for deriving the corrective action plan.

• Taking preventative measures to quickly identify issues by setting up and monitoring new and existing system alerts

• Reviewing, monitoring and producing dashboards for the daily runs, mission critical processes and system performances in accordance with KPI

• Playing a pivotal role as support person for major issues and incidents as well as being Support Champion for Project Documentation and Resource Management

• Effectively contributing to the offshore / onshore model and responding to out of office call-outs.

• Providing effective solution, RCA (Root Cause Analysis) for derive the corrective action plan.

• Developed various Application support related UNIX shell scripts and automation scripts to support ASG functions.

**Environment:** UNIX, Ab Initio, Control-M, Geneva (Infinys Rating Billing Tool), MS SQL server, Windows 2000, Oracle 9i/10G, Toad , SQL developer.

**October 2009 - December 2010**

**Role:** SeniorTest Analyst & Lead

**Company:** Tech Mahindra Limited

• VV&T Team lead managing a team size of 8 which includes responsibility of testing: Main releases In-life releases, Change/Service Requests and Production fixes.

• Expert in testing of all the impacted components in each delivery and verifying it, validate and assure that the billing in life system does not break down and the new functionalities are developed successfully.

• Leading BAU with in team & tracking the progress.

• Allocated daily, weekly, monthly targets to the team; mentored and motivated them to achieve set of targets within SLA; monitored their performance and followed up with them from inception till conception

• Expertise in reviewing Test strategy, Test Scripts, Test Scenarios, Test Documentation and obtaining sign off from stakeholders.

• Arranging Show & Tell sessions with Customer Experience layer Managers & obtaining sign off.

• Co-coordinating with onsite / offsite customers for requirements, data gathering and demonstrating solution to stakeholders for the project development.

• Documenting process improvement of the Team.

**Environment:** Geneva (Infinys Rating Billing Tool), UNIX, Oracle 10g, QC 9.2, SQL PLUS, Toad,QTP 10

**Feb 2007 – Sep2009**

**Role:** Software Tester

**Company:** Tech Mahindra Limited

• Identifying Business scenarios from Requirement specifications & converting them to functional test scripts and preparing traceability matrix against User Stories.

• Proficient in Functional testing, Integration testing, Data Driven Testing, Regression testing, Next Box Testing, Back-end testing, Load/ Performance testing in different stage of Software Development Life Cycle (SDLC) and Agile Methodology.

• Execution of functional & Regression scenarios using automated scripts in QTP.

• Involved in Functional and Regression Testing of milestone releases.

• Identifying defects/faults and raising with relevant teams & tracking them according to the Defect life cycle management.

• Identifying Regression scenarios & performing the testing.

• Automating Functionalities using existing Automation Framework.

• Ensured successful and smooth implementation of automation framework while execution of functional and regression test scenarios.

• Reviewing & signing off the component design documents, unit test specifications & unit test results as part of Test Quality gate acceptance criteria.

**Environment:** Geneva (Infinys Rating Billing Tool), UNIX, Oracle 10g, QC 9.2, SQL PLUS, Toad, QTP 10.

**ACADEMICS**

* Bachelor of Engineering in **Electrical & Electronics Engineering** from Annamalai University –India
  + - Year of Passing : 2006
    - Marks Obtained : 82%
* Atomic energy Higher Secondary School – India
  + - Year of Passing : 2002
    - Marks Obtained : 82%

**Personal Information**

**Visa status: Indefinite leave to remain (ILR) in UK**

Present Resident in Milton Keynes, United Kingdom

Date of Birth: 15th of March, 1985

Sex: Male

Linkedlin: <https://uk.linkedin.com/in/vijay-bhaskar-b92786b0>