     

*Nitin Dutt Sharma*

Senior DevOps and Automation Engineer

Highly Experienced in leading IT Systems Automation, DevOps & Service Delivery

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# Professional Summary

Comprehensive background in leading DevOps, IT automation and service delivery in various prestigious organization. Passion for optimisation using automation tools and scripting, understand the need to mend the SDLC to quickly deliver the code to customers. Experienced in monitoring processes and DEVOPS based IT service delivery and development.

Strong problem-solving and team management skills and focus on high-quality service delivery. Excellent verbal and written communicator. Customer-focused, with strong track record of building, leading and motivating service teams.

# Core Competencies

Scripting Languages – Bash, PowerShell, Basic Python

Virtualisation – VMware vSphere,

Automation/Build Tools – Ansible, Rundeck, XLDeploy, Octopus Deploy, SCCM,

CloudFormation

CI/CD – Jira, Confluence, Jenkins, TeamCity,

Version Control Systems – Bitbucket, GIT, Tortoise SVN,

Containerization - Docker

Cloud Technology - AWS

App and Web Servers – Apache, Tomcat, IIS

Database – Oracle, mySQL. MSSQL

Platforms – Linux (Centos OEL, Ubuntu), UNIX and Windows

Network/Infrastructure – TCP/IP, DNS, DHCP, LDAP, AD, Powerbroker

Service Delivery – ITIL, Prince2

Interested in - Terraform and Kubernetes

# Work Experience

McAfee

*Cybersecurity solutions for businesses and consumers*

Senior DevOps and systems engineer Oct 2017 – Till date

### **outline**

Provide DevOps technical leadership and guidance on technology selection, solution, design and implementation and integration. Identify the gaps in the legacy manual tedious process and systems by being a DevOps evangelist with better automated. processes. Manage and maintain Linux and Windows based engineering systems. These are physical, blade servers, Virtual infrastructure and Cloud based systems hosted on premise and various data centers spread across multiple geo locations.

### **Key Achievements**

* Migrating Hadoop cluster map reduce job to Amazon’s AWS platform leveraging EMR cluster, S3 buckets, SQS and lambda functions.to achieve the license cost saving in the current data centre.
* Writing Complex Cloudformation scripts to deploy infrastructure as a code in AWS.
* Migrating the build system NetApp storage to AWS S3 storage to extract its 2-way replication across geo location potential for meeting the BCDR objective.
* Successfully completed the proof of concept for the use of Docker containers to spin up Jenkins container and run automated unit testing with a vision to expand it to spin Robo framework containers and further automate functional testing.
* Leading the BCDR (Business Continuity and Disaster Recovery) project for the Content Release Engineering and Operation group by conducting DR tests and ensuring that the runbooks are kept up to date.
* Collaborated with SecOps for Linux and Windows server hardening and designing and executing the monthly patching policy and ensuring the systems are always complaint with corporate standards and guidelines.
* Automate the Linux server patching using Ansible.
* Involved in corporate wide SVN to GIT migration and creating Branching and Tagging Strategy.

IPsoft

*IT and business process automation for enterprises*

Continual Service Improvement Automation Engineer Dec 2016 – Oct 2017

### **Outline**

Responsible for mentoring and leading the offshore CSI team to automate manual, repetitive SOPs using scripting. Implementing these automations allow resources to focus on more complex work. These encompass IT systems within various teams within Barclays bank (Operations, Tooling, DB and Middleware etc.). Proactively manage Jira Kanban board and documentation on Confluence.

### **Key Achievements**

* Working at client site leading a team of 3 to deliver Automation as a Service to Barclays bank.
* Leverage internal and client SMEs to gather details to enhance IT process automation
* Create automation on the inhouse automation platform using bash, JavaScript and sometimes python.
* Bugfix the existing automation for their failed executions by investigating the reasons of failure and fixing them using bash, JavaScript or python.
* Automated the regular Linux administration tasks like disk or CPU utilisation or housekeeping using scripting.
* Automate the monitoring reporting for IT services using Nagios or SolarWinds or other tools to reduce the service failure rate and downtime by 20%

EDW Technology Ltd.

*Supplier of integrated software solutions for B2B energy suppliers*

Senior IT Operations Engineer and Service delivery May 2011 – Dec 2016

### **Outline**

Lead the continuous improvements to the environment provisioning and release management process for engineering environments. Manage and maintain inhouse VMware and NetApp San infrastructure. Lead and mentor the IT service delivery team. Patching and deployment of Java jre and apache tomcat to Linux servers using bash and PowerShell scripting. Managing DEVOPS CI/CD tools like Jira, Confluence, TeamCity, Fisheye and Crucible.

### **Key Achievements**

* Successfully automated the software release management using XLDEPLOY and python scripting to deploy software releases to the Linux and Windows based servers to achieve the 40% reduction in the effort time, de-skilling, and deployment errors also to save department resources.
* Extended the CI/CD pipeline by integrating the software release deployment tool with team city
* Automated day to day Ops procedures using Bash, PowerShell, Python and RunDeck saving 15% resource time.
* Automated deployment and scaling processes for the provisioning and configuration management of the Linux based application and Oracle DB servers and various Windows services using SaltStack.
* Implemented CI tool TeamCity and worked with Developers to reduce the unit test timings by 33% to achieve the faster build creation time and eliminate the process bottleneck.
* Designed and built the VMware virtualisation farms to simplify the delivery and management of the test, development and pre-UAT environments.
* Implemented and managed server application, storage and network monitoring solutions such as SolarWinds Orion, manage engine and VMware vRealise for high-volume Linux-based environment.
* Scripted the automation of environment snapshots and restore process using bash, shell scripting and NetApp snapshot technology

Novae Management Ltd.

*Diversified property and casualty reinsurance business*

Senior IT Support Specialist 2008 – 2011

### **Outline**

Managed entire IT infrastructure services including requirement gathering, liaison with stakeholders and supporting project and IT manager in infrastructure enhancements and BAU activities. Lead the IT support team. Conduct annual disaster recovery test. Windows server administration and backup management.

### **Key Achievements**

* Led one-month project of provisioning SCCM service to enable remote management and automation PC image deployment and roll out, achieving 30% time saving for service desk team in incidence management
* Implemented the SolarWinds Orion application for proactive IT services monitoring and dashboarding reducing service disruption rate by 17%
* Implemented and administered the .net based document management system for claims and risk files. Deployment of software releases to it ensuring correct security features are implemented.
* Implemented Igloo Actuary risk analysis system reducing the time to run Risk analysis by 70% using HP SAN infrastructure
* Led the initiative to virtualise the heavily physical server room to reduce the rack space and power consumption and simplify the server administration.
* Lead the complete IT setup in a new office facility in Zurich and expand the IT service delivery to new office.

Backbone UK Ltd.

*Provider of specialized IT consultancy, implementation and support services*

Support/Field Engineer 2007 – 2008

### **Outline**

OversawActive Directory user computers and group administration, as well as email and application support and troubleshooting.

### Key Achievements

* Gathered information about ongoing releases, designing and implementing efficient procedures for the distribution and installation of changes to systems
* Migration of Windows domain from 2003 to 2008 and group policy administration.
* Microsoft Windows and Exchange server support troubleshooting and administration
* Backup administration, Scripting PC builds and rollouts and patch management
* Telephony and mobile support and administration.

Herman Miller UK.

*Design and high-end furniture sales*

I.T Support Engineer 2006 – 2007

* Automated PC imaging and Ms-Office applications deployment using Batch scripting and SCCM
* Server OS and application installs and rollout.
* Managed the project to migrate from user manager Windows NT based to Active Directory
* Desktop support and backup administration. Helpdesk incidence queue and SLA management. Manage Office services like File, Print, Email, Desktop and Laptop etc.
* Remote PC and Laptop administration using terminal service, VNC, PCAnywhere and Atelier.

Hewitt Associates

*Provider of human capital and management consulting services*

Senior Tech IS 2004 – 2006

Actively managed helpdesk tickets in remedy and provided support to remote office users internationally, mentoring a team of five staff to improve service delivery standards.

* Resolved all customer escalations promptly and to mutual satisfaction. Gathered information about ongoing releases, designing and implementing efficient procedures for the distribution and installation of changes to IT systems
* Managing technical support team for Wintel services, application and server OS installs.
* Responsible for the performance of a team of 5 members checking their Remedy Tickets, Quality audits and customer satisfaction survey and feedback
* Remote Administration VPN Connection, email and Blackberry administration

Wipro

*IT services, business and technology consulting, IT outsourcing and system integration services*

Technical Lead 2001 – 2004

Mentored a team of 15 staff and took escalations, auditing calls and emails answered for quality and customer satisfaction. Promoted within 11 months of starting on the strength of service delivery. Managing customer expectations, SLA and Call auditing. Active Directory administration.