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| Name: **Prashant Mishra**Phone:+44 7438 028777Email**:** [prashant.misra@gmail.com](mailto:prashant.misra@gmail.com) Location: Reading, Berkshire | C:\Users\IBM_ADMIN\Desktop\ITIL.jpg |

**Summary**

Senior IT professional with 15+ years of experience in the field of Telecommunications and Banking. Expertise in Cloud Service Management & Operations, ICT Application Support and Maintenance and delivering results aligned to business goals.

**Professional Skill Summary**

* In last 4 years, worked on 3 large and number of small-scale projects supporting, automating, optimising mission critical deployments using Microsoft Azure, CI/CD, DevOps processes and leveraging configuration management
* Extensive work experience in IT Service Integration, Application Management, Incident, Problem and Change Management, Quality audit reviews, Quality assurance
* Experience in Agile, Scrum, Waterfall, Iterative, Kanban, Domain-Driven Design, and Test-Driven development processes
* Hands on experience in design and development using .NET, PL/SQL, Networking principles, Web Technologies, Unix/Linux environment and Microsoft Azure–IaaS/PaaS
* Experience in Performance Engineering, Configuration and Architecture for mobile banking applications
* Hands on experience on DevOps tool – Jira, ServiceNow, GitHub, VSTS, Jenkins, SonarQube, Puppet, Chef, Ansible, IBM UrbanCode Deploy, Nagios, Dynatrace, AppDynamics, Kubernetes, Docker, Terraform

**Specialties**

DevOps & Microsoft Azure Platform

IT Service Management, Service Delivery and IT Operations

Cloud Service Management & Operations

**Education**

* Bachelor of Science (Mathematics)
* Full Time Post Graduate Diploma in Software Technology

**Certifications**

* *Microsoft Certified Professional* (Developing Microsoft Azure Solutions - MCP)
* *Microsoft Certified Solutions Associate* (Implementing Microsoft Azure Infrastructure Solutions)
* *Microsoft Certified Solutions Expert* (Architecting Microsoft Azure Solutions - MCSE)
* ITIL certified – IT Service Management
* IBM certified – Cloud Service Management & Operations
* IBM certified – Senior IT Specialist

**Experience Summary**

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| **Duration** | **Organisation** | **Role** |
| Apr’19 – Dec’19 | Mphasis, UK | Azure DevOps Specialist |
| Oct’18 – Feb’19 | Nationwide Building Society, UK | Performance Architect |
| Jun’15 – Sep’18 | Three, UK (Hutchison 3G) | Service Integration & Technical Consultant |
| Jan’14 – May’15 | Vodafone, UK | Service Integration Manager |
| Apr’11 – Dec’13 | IBM, India – Global Business Services | Incident Lead |
| Aug’09 - Apr’11 | Xecom Information technologies Pvt. Ltd. | Technical Team Lead |
| Oct’07 - Jun’09 | Harbinger Group Systems | Sr. Software Engineer |
| Jan'04 - Oct’07 | Emerson Process Management Group | Sr. Software Engineer |
| Jul'03 - Oct'03 | Indian Institute of Science | Programmer |

**Work Summary**

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| **Organisation:** Mphasis, UK | **Role:** Azure DevOps Specialist | **Duration:** Apr’19 – Dec’19 |

**Project details**

I have been working with DOS Framework team and Digital Transformation Center to provide technical knowledge, support and advice for winning and delivering Digital projects and bids within the UK Public Sector, providing specific support for DevOps related work.

**Technology Highlights**

Orchestration & Containerisation (Docker/Kubernetes), Public cloud (Azure / AWS), Microservices, Scripting, Agile methodologies (Scrum/Kanban), DevOps tools, AI/ML/Robotics

**Achievements**

* Architectural design of a high availability Azure and Kubernetes based microservices platform for GDPR and PSD2 compliance in secure financial applications
* Designed and developed a continuous deployment pipeline and cloud infrastructure for Azure based web applications.
* Managed high availability Azure and Kubernetes based microservices platform
* Created reproducible builds of the Kubernetes applications, managed Kubernetes manifest files and managed releases of Helm packages
* Created/Maintained most of the Azure services - Azure Integration Services, Storage, API management, Logic Apps, Azure Functions, Azure SQL Data, Event Grid, Azure Service Bus and hub, Data Factory, all in-use Azure services
* Supported design and implementation of continuous deployment pipeline, cloud infrastructure for Azure/AWS based web applications and serverless architecture
* Created and maintained build profiles in Team Foundation Server and Jenkins for CI/CD pipeline
* Created Docker Containers leveraging existing Linux containers in addition to creating Docker Containers from scratch
* Used Agile practices through collaborative workshops, including Kanban for DevOps, Scrum for Development, Definition-of-Ready, Definition-of-Done, workflow, sprint planning/calendar, Scrum-of-Scrums, backlog refinement and show-and-tells coached the teams.

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| **Organisation:** NBS, UK | **Role:** Performance Architect | **Duration:** Oct’18 – Feb’19 |

**Project details**

Worked for Nationwide Building Society, on Digital Operation Resiliency Mobile Banking application platform to handle enterprise system performance including: performance architecture and engineering, performance and capacity modeling, performance testing, performance tuning

**Technology Highlights**

BASE24, Actimize v3, Channel, SSCM, Unisys, SAP v4, Public Cloud, Microservices

**Achievements**

* Translated business needs into technical requirements for Mobile banking application workflow and security (using OAuth2.0 & OpenID)
* Optimised critical applications flow (Login, card list, accounts list, card reader, credit card enquiry, RCA authentication) by decoupling all major workflows using Microservices, Azure Kubernetes Service using Draft, Helm client
* Managed Kubernetes charts using Helm and created reproducible builds of the Kubernetes applications for auto scaling (horizontal & vertical)
* Managed Kubernetes manifest files and managed releases of Helm packages
* Performed Mobile Banking real time application data monitoring and analysis using AppDynamics and Dynatrace to ensure optimal end-user performance on peak minute/hours
* Managed and created capacity model for performance testing, performance tuning, throttling at all layers for major banking transaction types
* Successfully handled capacity management of data, network, public cloud, backup and virtual desktop infrastructure, Application and Network security groups, firewall for all critical workflows
* Worked on Azure Resource Manager templates – JSON, ARM and Restful APIs

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| **Organisation:** IBM UK  Client(Three, UK) | **Role:** Service Integration & Technical Consultant | **Duration:** Jun’15 – Sep’18 |

**Project details**

Successfully managing Hutchison3G, UK (Non-Prod environments) for multiple applications streams (CRM, EAI and BSS) also delivered various Mobile App Payment, Data SIMS and Tablets business propositions and other telecommunication providing smartphones, mobile contracts and broadband services.

**Technology Highlights**

Mobile APP design, Microsoft .Net, Unix/Linux, Tibco Mashery, Microsoft Azure, BIG- F5, SOAP UI, PowerShell, JavaScript, DevOps tool

**Achievements**

* Defined scope, plan and delivery requirements using Agile methodology and for project planning and Issue management used Jira, ServiceNow
* Created and maintained most of the Azure services - Storage, API management, Logic Apps, Azure Service Bus, Azure Functions, Event Grid and hub also all in-use Azure services, Azure Integration Services
* Wrote and tested Chef cookbooks with Vagrant to configure and perform tasks on remote nodes
* Created and maintained build profiles in Team Foundation Server and Jenkins for CI/CD pipeline
* Droved strategy for migrating from Perforce to GitHub including branching, merging and tagging
* Worked in Jenkins setting up CI for new branches, build automation, plugin management and securing Jenkins and setting up master/slave configurations
* Integrated Non-Production Environments systems with Tibco Cloud API gateway – Mashery
* Implemented Security programs (SHA2 and TLS 1.2 across Non-Production environments)
* Virtualised the servers using Docker for the test environments and dev-environments needs, also configuration automation using Docker containers
* Created Docker Containers leveraging existing Linux Containers in addition to creating Docker Containers from scratch
* Managed Kubernetes charts using Helm and created reproducible builds of the Kubernetes applications, Kubernetes manifest files and releases of Helm packages
* Installed and configured NewRelic to constantly monitor network bandwidth, memory usage and hard drive status

**Previous Work Assignments:**

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| **Organisation** | **Job Role Title** | **From – To** | **Technical Highlights** |
| IBM, UK  Client (Vodafone, UK) | Service Integration Manager | Jan’14 – May’15 | Mobile App - design, APP API’s, Mobile App Payment, C#.Net, VB.Net, ASP.Net |
| IBM, India | Incident Lead | Apr’11 – Dec’13 | Mobile Banking, Microsoft BI – SSIS, SSRS, C#.Net, VB.Net, ASP.Net |
| Xecom Information Technologies | Technical Lead | Aug’09 – Apr’11 | Microsoft BI, SQL Server, Classic ASP, ASP.net, Java Script |
| Harbinger group system | Sr. Software Engineer | Oct’07– Jun’09 | ASP.Net, Data Warehousing, Unix/Linux, Jboss, Apache, WebLogic, Tomcat, Oracle |
| Emerson process Management Group | Sr. Software Engineer | Jan’04 – Oct’07 | C#.Net, VB.Net, Data Warehousing – SSIS, SSRS, SSAS, WebLogic, Classic ASP |
| Indian Institute of Science | Programmer | Jul’03 – Oct’03 | C++, Classic ASP, Java Scripts, Tomcat Apache |