

EBIN BABY

ITIL|UNIX| SQL |Python| C++| Devops| AWS| Team Player |Quick Learner

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PROFILE SUMMARY:

- Software Engineer with 2.10 years of experience in Infrastructure and Application support in Application Development and Maintenance (ADM) Business unit.
- Skilled in ITIL, Unix, SQL, Python, C++, AWS and Devops.

SKILLS SET

- Office tools Microsoft Word, Excel, Outlook, OneNote, Microsoft office Communicator
- Language C, C++, SQL, Python
- Functional ITIL – Information Technology Infrastructure Library
- Tools Tectia, Putty, Service Now, Autosys
- Application Servers Oracle WebLogic Server
- Web Server Apache Tomcat
- Database MySQL, Oracle database
- Cloud Platform Amazon Web Services
- Devops Jenkins, Git(GitHub), Ansible
- Operating Systems Windows, Unix, Linux (Ubuntu, RedHat), CentOS.

WORK EXPERIENCE:

Software Engineer at LTI (Larsen and Toubro InfoTech Pvt. Ltd)

Duration : September 2015 to Till Date
Project Name : ISG (Information Services Group) Production services
Business Unit : Application Development and maintenance(ADM)
Client : Citi Group

Project Summary:

CITI Group which is one of the largest financial holding companies in the United States provides a complete range of banking and other financial services to corporations. ISG works in partnership with our business clients, deploying solutions to increase their competitiveness, through restructuring business processes, simplifying information and providing business intelligence around critical data. ISG serves mainly Financial Instrument/Price Applications, Client/Account Applications, Data distribution/Query Applications and Production Services. Production support team provides L1, L2 support for all the 35 applications under ISG 24X7.

ITIL:

- ITIL certified and experienced in coordinating weekly Changes, Tasks, handling Problems and Major Incidents(MIM) and driving PMR calls upon MIMs.

Technical Support:

- Performing L1 and L2 activities.
- Creating Ticket in Service Now to track user queries and service issues.
- Troubleshooting job failures.
- Monitoring Application health through ITRS tool and mails.
- Job handling through CA schedulers (Work load control center).
- Providing support to customers through answering queries and resolving production issues.
- Supporting Weekend release activities by bringing down and bringing up the applications and related services and WebLogic instances.
- Updating Application wellness/health every day before business hours.
- Handling Application Maintenance issues such as disk usage, CPU usage and scheduled jobs failure issues.
- Handling COB testing for the supported applications.
- Performing job failures analysis and report generation.
- Coordinates with Development team and Application Managers regarding weekly release calls.
- Handling MIM (Major Incident Management) and Change Management.
- Driving conference call between different service levels and responsible teams in case of outage.
- Responsible for mentoring and training of new resources in the team.

Cloud platform(AWS):

- Experience in working with Amazon Web Services (AWS).
- Configuring IAM (Identity Access Management), creating users, Groups and Roles.
- Applying access policies and password policies in IAM.
- Configuring MFA with virtual devices using Google Authenticator.
- Creating billing alarms in cloud watch where all the AWS resources can be monitored.
- Experience in creating buckets in S3 (Simple Storage Service) and uploading files to the bucket and giving permissions for public or private access.
- Configuring VPC by creating subnets, route tables, internet gateways and security groups.
- Creating an EC2 instance using AMI (Amazon Machine Images), assigning VPC, Subnets, Elastic IP, IAM role and Cloud Watch monitoring and familiar with accessing ec2 instances using ssh and public key authentication.
- Creating an RDS (Relational Database Services) instance by assigning security group storage type and credentials.
- Configuring auto scaling and elastic load balancers to manage the traffic.
- Configuring and mounting new EBS (Elastic Block Storage) storage to an ec2 instance.
- Creating Lambda functions. And creating serverless web pages using API gateway and Lambda.
- Provisioning Domain names using Route 53, configuring the routing policies and interacting with the EC2 instances.
- Launching RDS instances, creating Dynamo DB tables and adding data.
- Building a custom VPC in AWS, creating custom network ACLs.
- Worked with SQS, SWF, SNS, Elastic Transcoder, API Gateways and Kinesis.
- Experience in creating a wordpress website, configuring load balancers and autoscaling groups and stress testing the website to check its resilience and autoscaling capabilities.
- Worked on CloudFormation to create templates to deploy websites within short time.

DEVOPS:

JENKINS:

- Installation and configuration of Jenkins in windows and Linux.
- Deploying Jenkins on Tomcat, running Jenkins as a standalone application as well as on Tomcat.
- Working with Directories in Jenkins
- Working with Jenkins Command Line Interface (CLI)
- Creating and configuring users, assigning and managing their roles.
- Creating and configuring jobs, creating inter dependency among the jobs and running them locally and remotely.
- Integrating Jenkins with GIT, configuring builds to trigger automatically upon new commit.
- Configuring automated deployment of applications, and email notifications from Jenkins.
- Jenkins CI/CD pipeline, set up Jenkins Delivery pipeline and Build pipeline and configuring the pipelines.

GIT:

- Installing and configuring GIT on windows and Linux and configuring GIT with the remote repository.
- Adding projects/Files/Folders to GIT for tracking.
- Working with GIT commands and pushing the projects to remote repository.
- Creating new branches in the repository, check out to the branches and merging to the master branch, deleting the branches from local and remote repositories.
- Set up email notification triggers in GitHub
- Create, show, publish and delete Tags Locally and remotely.

ANSIBLE:

- Installation of Ansible and creation of a cluster of servers to work with.
- Experienced in using Vagrant and Virtual Box to create multiple virtual machines by configuring the specifications in a Vagrant file.
- Bringing up and shutting down virtual machines using Vagrant commands.
- Writing Ansible Playbooks for configuring servers in the cluster.

Middleware:

- Experience in working with Oracle WebLogic application server.
- Trouble shooting high memory usage or memory leak error and taking heap dump.
- Trouble shooting high CPU usage due to stuck threads, deadlock and taking thread dump.
- Monitoring the server health and troubleshooting problems caused.
- Bring down and bring up the admin and managed servers for maintenance or release activities.
- Verifying deployment status and performing sanity checks after planned release activities.

EDUCATION

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|-------------------|---------------------------------------|----------------------|
| • BE Aeronautical | Visvesvaraya Technological University | CGPA 9.02/10 (82.7%) |
| • 12th | CBSE | 78.2% |
| • 10th | CBSE | 90.6% |

ACHIEVEMENTS

- Known and appreciated by client for the agility and efficiency in carrying out prod fixes to resolve failures/issues in the applications.

- Received 'Individual' and 'Pat on the back' awards for performance in Project.

CERTIFICATIONS

- Certified in ITIL V3 Foundation Certificate in IT Service Management.

PERSONAL DETAILS

- Name: Ebin Baby
- Date of Birth: 4th February 1992
- Sex: Male
- Marital status: unmarried
- Nationality: Indian
- Languages known: English, Malayalam, Hindi, kannada, Tamil
- Permanent Address: Neerampuzha House, Nathamkuni Post, Meppadi, Wayanad, Kerala
Pin: 673577
- Current Address: Menacheri House, 3rd Cross, Kali temple Road, Vinayak Nagara, Whitefield
Bangalore. Pin: 560066

DECLARATION

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Ebin Baby

Bangalore