SEELAM MADHURI

Pamur, Prakasam Dt, AP, IN - 523108 | +919666574043 | madhuris.smk@gmail.com

PROFESSIONAL SUMMARY

- Passionate software engineer having 5 years of IT experience as TechOps Engineer.
- Proven experience on L2 support activities.
- Have knowledge on Linux, SQL, Jenkins, Kibana, Grafana, New Relic & GIT.
- Technically efficient in New Relic dashboard creation, NRQL queries, alert policies, conditions and monitoring.
- Thorough knowledge of Object-Oriented Programming and has good programming knowledge in C and Python.
- Experienced in defect tracking system like JIRA.
- Efficient in ITIL Process and ServiceNow ticketing tool.
- Experience with Version Control Systems like GIT.
- Proficient in monitoring and triaging, trained new members in the project.
- Self-starter who can prioritize work in order to meet deadlines.
- Capable of working alone as well as a team player with strong interpersonal skills.
- Quick learner and easily adaptable to new technologies and domains as well.

EXPERIENCE

OCTOBER 2018 – PRESENT
Senior Software Engineer - HCL Technologies Ltd., Chennai

Project 2 : VERIZON CONSUMER GROUP

- Supported Non-Prod environment applications health checks for all the environments.
- Monitoring Non-Prod applications using New Relic dashboards and alerts and taking actions based on the severity level.
- Analyzing the root cause for all the defects raised and providing permanent fixes or workarounds to avoid application downtime.
- Managed & maintained test results in Google cloud location and provided result URL to the Business team for reference.
- Execution and monitoring server metrics of web/app/data base servers, cpu utilization, memory utilization, disk utilization, transaction response time, hit per second, database resource metric graphs, network monitor graphs and error graphs.
- Configure jobs in jenkins to pull the code from version control, build the code and pull the reports.
- Coordinating issue resolution during deployment, updating status and escalate issues to the manager.
- Experience in installation & configuration, deployment of applications, monitoring and performing the daily health checks.
- Experience on troubleshooting issues like server down/hang, websites performance issues, services hung, jvms down, connectivity issues and addressing ip/port, cpu/memory issues.

- ➢ Updating release status, issues, deployments etc. in other tracking systems as necessary and share the reports to the stakeholder regularly.
- ➢ Supported for Jira to manage issues/release issues for applications.
- ➢ Managed & worked with offshore/onshore team members.
- ➢ Daily attends sanity bridge for quick and instant support for the infra issues.

Project 1 : TERADATA CORPORATION

- ➢ Responsible for monitoring and finding the issues in the platform. Assess and prioritize feature requests.
- ➢ Worked on SharePoint online for user access, creating webpages and document libraries.
- ➢ Worked on L2 Support Activities using the ServiceNow ticketing tool.
- ➢ Pulling the reports from ServiceNow and created understandable presentations with metrics and trends for management review.
- ➢ Coordinate with internal teams to understand user requirements and provide technical solutions.
- ➢ Researched and gathered materials as well as interfaced with customer and other vendors to determine end user needs for documentation.

SKILLS

- • New Relic
- • Kibana
- • Grafana
- • Linux
- • Jenkins
- • JIRA
- • GIT

- • C
- • Python
- • SQL
- • ServiceNow Ticketing Tool
- • Share Point Online
- • Google Suite
- • MS Office

EDUCATION

B. Tech CSE | RISE Krishna Sai Prakasam Group of Institutions, Ongole, AP, IN.
2014 – 2018 **%** - 77.24

Intermediate | NRI Junior College, Vijayawada, AP, IN.
2012 – 2014 **%** - 95.4

SSC | Geethanjali High School, Pamur, AP, IN.
2011 – 2012 CGPA - 9.5

DECLARATION

I am confident about my Abilities & Skills. The above provided information is true to my knowledge and belief.

S.MADHURI