Pragatheswari Dhanapal
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Professional Summary:

12+ years of experience in Cloud (Azure, AWS), DevOps, SRE, Systems Administration, and Infrastructure Automation. Proven track record in leading cross-functional teams to design, build, and manage resilient, scalable, and secure cloud infrastructures. Expertise in CI/CD, configuration management, monitoring, and SLO/SLI-driven reliability to ensure high availability and optimal performance. Adept at driving automation, orchestrating self-healing systems, streamlining deployments, and implementing observability frameworks that reduce downtime and accelerate business outcomes. Strong leadership in mentoring teams, defining best practices, and delivering enterprise-grade solutions aligned with strategic goals.

Technical Skills:

Operating Systems	UNIX, Centos 5.x/6.x/7.x/8.x, MAC, Windows 2008/2012/2016/2019/2022/2025
Version Control Tools	Azure DevOps, SVN, GITHUB, TFS
Languages	C, C++, XML, JAVA (basics), .NET (basics)
Databases	MySQL, Oracle 9i/10g, MS SQL Server, MongoDB
Application Servers	WebLogic, WebSphere, JBoss, Tomcat, IIS, Talend (TAC)
Build Tools	ANT, MAVEN, PSake, MS Build, Jenkins, Octopus Deploy, Azure DevOps
Scripting Language	Windows PowerShell, Bash script, shell script, YAML, Ruby, Python and Windows batch command
Configuration Management Tool	Chef, Ansible, Terraform, Docker/Kubernetes, Azure Bicep, ARM templates
Platform	On Premise (VMware), Cloud (Azure, AWS)
Monitoring Tools	Splunk, Logic Monitor, New Relic, Azure Monitor, Grafana

Certifications:	1) Microsoft Certified: Azure Solutions Architect Expert (AZ-305) View Credential 2) Microsoft Certified: Azure Administrator Associate (AZ-104) View Credential 3) Microsoft Certified: Azure Fundamentals (AZ-900) View Credential 4) Microsoft Certified Professional: SQL Developer 5) Oracle Certified Professional

Professional Experience:

09/2017 – Present
Anthology Inc, F/K/A Campus Management Corp, Remote
Senior DevOps Engineer II / Senior Site Reliability Engineer II

Responsibilities:

Cloud, DevOps & CI/CD Leadership
- Provided technical leadership in using GitHub and Azure DevOps as SCM platforms, enforcing branching strategies and PR governance to maintain high-quality code integration.
- Architected and delivered enterprise-grade CI/CD pipelines (classic & YAML) in Azure DevOps, including automation of VSTS agent installations using PowerShell.
- Guided teams in designing automated deployment frameworks for Azure Web Apps, Managed SQL, and Azure SQL using scripts and reusable deployment patterns that can also be applied to on-premise environments.
- Oversaw build engineering activities including Maven builds, NPM and NuGet packaging, and compilation of VB/.NET DLLs, EXEs, and application binaries.

- Designed and implemented CI/CD workflows using GitHub Actions to automate builds, tests, and deployments of applications.
- Deployed static websites and applications to GitHub Pages, ensuring streamlined publishing, version control, and automated updates.
- Spearheaded the installation, configuration, and administration of Jenkins for on-prem pipelines, and integrated Octopus Deploy for automated deployments across distributed environments.
- Defined DevOps best practices, conducted PR reviews, optimized pipelines, and improved release reliability.

Cloud Architecture & Platform Engineering

- Designed and deployed Azure Data Factory pipelines and end-to-end data solutions including Azure Data Lake, Data Warehouse, and Azure Analysis Services.
- Led provisioning and configuration of Azure VMs, VNets, gateways, peering, subnet architecture, routing, NSGs/firewalls, as well as blob/file storage through powershell script, ARM template and terraform.
- Built and pushed container images to ACR and deployed AKS clusters, ensuring scalable and secure microservices orchestration.
- Led migration of legacy and datacenter-hosted applications to Azure using Site Recovery and Azure Migrate, ensuring seamless cutovers and enhanced application availability.
- Architected and implemented Application Gateway, Load Balancers, Front Door, listeners, and routing rules; migrated on-prem F5 configurations to Azure equivalents.

Observability, Monitoring, & SRE

- Developed KQL queries and alert rules in Azure Log Analytics and Azure Monitor for various Azure resources. Developed automated alerts and dashboards in Grafana by querying Azure Monitor.
- Automated infrastructure monitoring using Ansible playbooks stored in GitHub and integrated with GitHub Actions (CI/CD) to deploy New Relic agents and to set up or manage alerts using NRQL queries.
- Configured monitoring platforms including LogicMonitor, and Splunk; automated agent deployments and migrated alerting frameworks via PowerShell.
- Installed Azure Monitoring Agent (AMA) to enhance VM visibility and consolidated monitoring via centralized workspaces. Configured and monitored Azure SQL and Managed SQL instances,
- Authored Azure Runbooks for scheduled operational tasks to reduce manual overhead.
- Implemented rule-based scaling for web applications and configured health checks to ensure instance availability and maintain optimal performance.
- Stored and analyzed Cloudflare logs in AWS Athena, enabling efficient querying and performance insights.
- Built Apdex-based performance reports for customer workloads, error rates, total requests on log analytics workspace and published in Power BI, giving leadership clear visibility into customers' performance.
- Drove proactive incident detection, improved MTTR, and performed detailed RCA documentation; led post-incident reviews and outage management practices.

AI Driven Operations

- Implemented Azure SRE Agent for intelligent monitoring and proactive incident detection, leveraging AI-driven insights to reduce downtime and improve system reliability.
- Designed and executed fault-injection experiments using Azure Chaos Studio to validate system resilience and ensure SLA adherence under failure scenarios.
- Analyzed telemetry and performance data to identify anomalies and recommend preventive actions, leveraging AI/ML capabilities in Azure monitoring tools.

Automation, Infrastructure as Code & Platform Modernization

- Streamlined infrastructure management using Ansible, Kubernetes, Terraform, ARM templates, and Azure Bicep, creating reusable modules and enforcing IaC best practices.
- Developed and maintained Terraform scripts to provision complex Azure resources, including VMs, VNets, storage accounts, and AKS clusters, ensuring consistent, repeatable deployments.

- Designed ARM templates for standardized deployment of Azure infrastructure, enabling environment replication across dev, test, and production.
- Implemented Azure Bicep modules for modular, parameterized deployments, improving maintainability and reducing deployment errors.
- Built self-service resource provisioning capabilities for development teams, accelerating environment creation and reducing dependency on operations.
- Automated SQL DB migrations (on-prem VM → Azure SQL) including DACPAC conversions; executed dry runs and optimized schema deployments.
- Defined enterprise automation using Logic Apps for incident notifications, service health monitoring, and seamless integration with ServiceNow, Teams, and Azure Functions.

Security, Compliance & Networking
- Implemented enterprise-grade security controls using Cloudflare DNS, WAF, SSL/TLS optimization, caching, and DDoS protection policies.
- Conducted periodic application & infrastructure security checks, including remediation of HTTP smuggling, HSTS gaps, brute-force vulnerabilities, and cipher hardening.
- Deployed Microsoft Defender, Tenable, and other agent-based security tools; managed secrets using LastPass and Thycotic Secret Server.
- Synced Azure Entra with AD; managed IAM, RBAC, GPOs, MFA rollout, and scripted user/role automation including App Registrations.
- Oversaw DNS management across AWS Route 53, F5 DNS Zones, and Cloudflare; configured MX, TXT, CNAME, and A records.

Middleware, Messaging, Integration & Legacy Modernization
- Installed and administered RabbitMQ clusters (Windows & Linux); provisioned Azure Service Bus Topics/Queues for distributed messaging.
- Migrated Couchbase to Redis and then to Azure Managed Redis Cache to improve caching and latency.
- Configured CAS & Shibboleth for SSO integrations.
- Installed and managed Apache Tomcat, Nginx, and GlobalScape FTP (including migration from v3.x).
- Implemented application publishing through Citrix for secure remote access.
- Developed SharePoint site solutions and integrated workflows using Power Automate and Power Apps.

Governance, Change Management & Documentation
- Led change management, release approvals, stakeholder communication, impact analysis, and coordination during outages.Ensured GDPR and FedRAMP compliance across deployments and operational workflows.
- Documented architectures, processes, and SOPs using Confluence, SharePoint, ADO Wiki, and Jira; contributed to PMO processes and project scheduling through MS Project.
- Provided technical leadership in team meetings, drove design enhancements, reviewed engineering proposals, and delivered POCs including AI-based automation solutions.

Tools:	GitHub, Jenkins, MS build, Confluence, Ansible, VSphere Client, VMware, Batch-Patch, RabbitMq, Jira, AWS Route 53, F5 load balancer, Logic Monitor, Splunk, Windows Power shell, MS Azure, Azure DevOps, Redis, Couchbase, Terraform, Grafana, Powerbi

07/2017 – 09/2017
Employer: Hobsons Inc**, VA**
DevOps Engineer

Responsibilities:
- Used GitHub as the code repository.
- Performed builds and deployments via Jenkins and Octopus Deploy
- Used Ansible as IaC. Written playbooks for provisioning the infrastructure in the datacenter.

- Performed OS upgrades from Windows Server 2012 R2 through 2022 with zero disruption, and managed VMware/vSphere operations including VM cloning, server migrations, and ESXi host migrations
- Managed Windows security patching across on-prem and cloud environments by configuring WSUS and orchestrating automated patch deployments using BatchPatch and Azure update management workflows.
- Upgraded Linux servers from CentOS 5.x → 6.x → 7.x, ensuring system stability, application compatibility, and minimal downtime.
- Provisioned CentOS and Red Hat Linux servers using Ansible; installed and configured Redis, RabbitMQ, Oracle, and MongoDB to ensure fully automated, consistent, and production-ready environments.

Tools:	TFS, Subversion, Jenkins, Visual build pro, MS build, Rally software, Apache Tomcat, Confluence, Azure, Maven, Nexus.

01/2017 – 06/2017
Employer: Select Source International **Client:** General Electric Healthcare**, VA**
DevOps Engineer

Responsibilities:
- Administered and maintained SCM tools, including SVN, TFS, and Git; created branches, tags, and implemented GitHub commit hooks.
- Migrated source control and build systems from SVN/CruiseControl to Jenkins and Git, improving build reliability and speed.
- Installed and configured Jenkins, Nexus, CruiseControl, CSVN, and SonarQube; created Master/Slave nodes and multibranch pipeline jobs using JAAS.
- Developed and optimized MSBuild, Maven, and Visual Build Pro scripts for automated build and deployment pipelines.
- Managed Nexus artifact repository for build outputs and Talend jobs; configured TAC server integration to deploy artifacts.
- Automated environment setup, configuration, and deployment using Jenkins pipelines and Azure DevOps CI/CD.
- Configured LDAP authentication for SVN and CruiseControl; managed user access and integration.
- Migrated Jenkins, Nexus, CruiseControl, and related tools across Windows servers ensuring zero data loss and minimal downtime.
- Implemented Azure "iCenter" PaaS deployment process; automated staging-to-production slot swaps for web applications.
- Deployed and maintained multiple sites using Azure Web App Services; integrated CI/CD pipelines for continuous delivery.
- Conducted periodic audits to ensure controlled software versions across environments and compliance with security standards.
- Designed and executed build and deployment architecture for 10+ enterprise services, optimizing delivery workflows.
- Strictly adhered to ISO 90001 standards.

Tools:	TFS, Subversion, Jenkins, Visual build pro, MS build, Rally software, Apache Tomcat, Confluence, Azure, Maven, Nexus.

10/2016 – 01/2017
Employer: MagnaSpan Inc **Client:** PG&E**, CA**
DevOps Engineer

Responsibilities:

- Installed, configured, and administered Git for multiple corporate applications; managed branching, merging, and conflict resolution.
- Automated Git maintenance with scripts for backups, replication, and pre/post-commit hooks.
- Migrated ANT projects to Maven, configured plugins, and managed dependencies through parent-child relationships.
- Installed and administered Nexus artifact repository; managed users, permissions, and artifact publishing (snapshots/releases) via shell scripts.
- Built and deployed Java/J2EE applications to WebLogic in an Agile CI environment using Jenkins for automation and Master/Slave setup.
- Developed and maintained shell scripts for automated builds, testing, and deployments across environments.
- Used ANT tasks (ssh, exec, scp) to perform property file deployments to Linux servers.
- Collaborated with developers to detect and resolve build failures early in the cycle.
- Defined and implemented software release management strategies aligned with Agile processes.
- Participated in release planning meetings to identify risks and ensure smooth deployments.

Tools:	Git, Subversion, Jenkins, Shell, Perl, Ruby, WebLogic, Apache Tomcat, Jira, Chef/puppet, AWS, Rundeck, Ant, Maven, Nexus.

06/2013 – 8/2015
Maersk, India
System Engineer

Responsibilities:
- Integrated Subversion and Maven with Jenkins to implement continuous integration.
- Migrated build process from Ant to Maven 2 to standardize builds across applications.
- Managed Nexus repository for Maven artifacts; published and retrieved snapshots/releases via shell scripts.
- Automated build and deployment of Java applications across Dev, QA, Stage, and Prod environments.
- Installed and configured Jenkins (master-slave) on Linux to enable parallel builds through a build farm.
- Managed source control branching, merging, and permissions in Subversion and Perforce; resolved conflicts post-release.
- Automated deployment and server restarts using WebLogic Scripting Tool (WLST) integrated with shell scripts.
- Used Build Forge as an ALM tool and migrated Build Forge projects into Jenkins pipelines.
- Maintained UNIX/Linux/Solaris environments for deployment activities.
- Implemented Configuration and Change Management policies; maintained environment-specific configuration files.
- Coordinated release management activities, including code freeze, staging, and production rollout with development, QA, and DBA teams.

Tools:	Subversion, Jenkins, Artifactory, Shell, Perl, Weblogic, Apache Tomcat, WLST, Jira, J2EE, WIN SCP, Putty, SSH, RHEL, Ant, Maven, Nexus.

Education:	Master of Science (MS) in Computer Science, USA
	Master of Science (MS) in Project Management, USA
	Bachelor of Engineering (BE) in Computer Science and Engineering, India