Muthu Vignesh D
Mobile: +91- 9500 925 315 ~ **E-Mail:** muthuvignesh92@outlook.com

- B. Tech (Information Technology) with **8.2 years** of experience in IT industry with hands-on experience in Infrastructure automation / Application development.
- Currently working with Cognizant Technology Solution as **Infra Technology Specialist** in Infrastructure automation.
- Dedicated to working on own initiative and as part of a team, as well as maintaining high quality standards.
- Energetic and self-motivated team player. At ease in high stress environments requiring superior ability to effectively handle multi-task levels of responsible.
- Able to quickly learn new systems and business processes.
- Very strong expertise in **Power Shell, Ansible, CI / CD Pipeline, Core PHP, Python,** PowerBI.
- Sound experience on performance and scalability of applications.
- Having hands-on experience AWS services and **Terrraform**.

Technical Skills

Shell Scripting:	**PowerShell, python**
Cloud	AWS ,Azure
Automation/Devops Tool:	**Service Now Orchestrator, Ansible, Terraform, AWS CI/CD**, Jenkins, Docker, Splunk, Kafka, IBM BigFix, Cognizant Automation Center
Business Intelligence Tool:	PowerBI, Tableau
Web Technologies:	CORE PHP, CodeIgniter (MVC), WordPress, jQuery, Ajax, HTML/CSS.
RDBMS:	MS-SQL, MySQL
Version Control System:	Git

Career Contour

Since Apr'21 with Cognizant as Infra Technology Specialist, Automation Engineer

Key Accomplishments

- Performed POC on CI / CD workflow in AWS / Azure.
- Developed various playbooks on Ansible.
- Completed around 15+ scripts on infrastructure automation using cognizant automation centre.
- Having hands on experience in devops tools.
- Having experience in infrastructure provisioning through terraform.

Project Name: Deploy a web application
Client: Internal
Skills Used: Ansible
Details: Perform end to end automation to deploy a web application by installing python, mysql, flask and dependency modules

Project Name: Solar winds Integration
Client: Internal
Skills Used: Python scripts

Project Name: SSL certificate utilization / SSL certificate expiration mail alert / Cohestity Report automation
Client: Internal
Skills Used: PowerShell / Python

Key Accomplishments

- ✆ Lead a team of 45+ members for infrastructure automation.
- ✆ Completed around 100+ scripts on infrastructure automation.
- ✆ My idea – Service Desk Framework has been awarded as one of top 5 ideas around 139 ideas.
- ✆ Developed various zero touch / one click solutions for many accounts.
- ✆ Developed various Power BI Dashboards.
- ✆ Created an automation script which reduces 5 hours/day of an employee.
- ✆ Learned Microsoft Azure administrative concepts.
- ✆ Developed automation scripts for outage management and Procurement process.

Project Name: Service Desk Framework
Client: Internal
Skills Used: Power shell, SNOW, PHP, SQL, Angular JS
Details: To reduce the AHT (Average Handling Time) / Reduce the service desk ticket volume, provide end to end automation solution to service desk users.

Project Name: Email to Ticket
Client: Internal
Skills Used: PowerShell / Python, SNOW (flow designer) / Cherwell,SQL
Details: Generate the ticket and resolve the ticket based on the ticket details.

Project Name: Assist Me
Client: Internal
Skills Used: C#, Power shell
Details: To reduce the AHT (Average Handling Time) / reduce the service desk ticket volume, package all high volume tasks with automation scripts. Customer can run the script on their own, raise ITSM ticket if not resolved.

Project Name: ACD Chatbot
Client: Internal
Skills Used: Nodejs, socket.io, MySQL, NLP
Details: Developed a chatbot which works on ACD statistics happen in every account within organization.

Project Name: Operation Dashboard
Client: Internal
Skills Used: Power shell, PHP
Details: Develop an interactive dashboard which showcase the service desk operations done in every account on hourly basis

Project Name: ACD report automation
Client: Internal
Skills Used: Power shell, MS Excel (Macro), MS Access
Details: Automate the ACD data from CMS to excel reports and send them to customers on monthly, weekly basis.

Project Name: Action Tracker Portal, competency Assessment Portal, Repository Portal
Client: Internal
Skills Used: Core PHP, PowerShell
Details: Fetch Outlook meetings with office 365 API, manage the action items of the meeting within an organization.

Project Name: Active Directory Password Reset using MS Excel
Client: Internal
Skills Used: power shell, MS Excel (Macro)

Details: Reset AD user password using PowerShell and MS Excel

Jul'14 – Aug'16 with Webmize as Senior PHP Developer

Key Accomplishments

ଓ Developed more than 20+ projects in web technologies
ଓ Meets end user and formulate their requirements

Project Name: Adiby (http://adiby.com)
Skills Used: Codeigniter
Details: Portal which displays ads based on user logged location, pays to user on every video they have

Project Name: Accurate English (http://www.accurateenglish.com/)
Skills Used: Wordpress
Details: Wordpress site for American accent training.

Academic Credentials

B. TECH –Bachelor of Technology from Kamaraj College of Engineering and Technology (70.45%) - 2009-2013
HSC – M.N.U Jayaraj Nadar Higher Secondary School (83.5%)   - 2008-2009
SSC – M.N.U Jayaraj Nadar Higher Secondary School (83.8%)   - 2006-2007

Personal Dossier

Date of Birth: 27thMay 1992
Sex: Male
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