Gunasekaran V

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ABOUT ME

A Motivated Cloud support Engineer having 7 years of experience and good Knowledge in cloud infrastructure solutions and application support, configuration using shell scripting, Docker containers, DevOps, GIT, Agile Methodologies. Experienced in cloud migration and middleware such as WAS, Tomcat, and IIS net. extensively worked with cloud technologies and product automation. Highly proficient in analyzing and translating business requirements to technical requirements. Successful engineer with a positive outlook and energetic approach known for bringing people together to build strong cross-functional teams.

EDUCATIONAL BACKGROUND

- *Loyola Institute of Technology, Chennai - April 2013*
  Bachelor of Engineering in Computer Science -7 CGPA

- *Adhiyamaan Polytechnic College, Hosur- May 2010*
  Diploma in Computer Engineering – 89%

- *Vailankanni Mat Hr. School, Krishnagiri- 2007*
  10th std - 83%

CERTIFICATION

- Azure Fundamentals

- Azure AI Fundamentals

- Azure Admnistrator

- Azure Devops Engineer

- Containers & Kubernetes essentials

- IBM Block chain essentials V2

AWARDS

- IBM Rising star award

- ACE award - Customer and Client Success

WORK HISTORY

App Dev Cloud Engineer
IBM SOFTWARE LABS
July 2021 to Present

Roles & Responsibilities:
- Set up and managed 43 Linux servers with 99.95% uptime.
- Managed continuous deployment of a payroll application.
- Used Jenkins and Azure tools to cut the release time by 20%
- Managing users, roles, and privileges through IAM for 80+ members of the project.
- Wrote scripts to automate security updates. cut vulnerability by 80%
- Work alongside architecture and engineering teams to design and implement any scalable software services
- Live Monitoring the system diagnostic and logs alerts.
- Documenting the process and architecture improvements Troubleshoot the system and solve problems across all platform and application domains
- Working on incident management from various teams like dev, test, etc.

App/Cloud Support Analyst
Accenture
June 2017 to June 2021

Project: Union Bank of Switzerland- HRIT
Team*: Application Infra

Roles & Responsibilities:
- Responsible for all Azure instance issues and application maintenance.
- Working as Cloud App analyst on Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups.
- Remote login to Virtual Machines to troubleshoot, monitor, and deploy applications.
- Managing Windows 2012 servers, troubleshooting IP issues and working with different support teams.
- Configuring Azure DevOps project Git Repos branching, Environment setup, and configuring YAML build and deployment pipelines of the application.
- Analyzing and fixing the issues on WebSphere and tomcat web servers

SKILLS & PROFICIENCIES

- **Cloud Technology**: AWS, IBM Cloud, Microsoft Azure, Docker containers, and Kubernetes

- **Tools and Technologies**: DevOps, GIT, Jenkins, Ansible, Terraform, and Middleware.

- **Scripting**: Shell scripting, Python.

- **Web Technologies**: HTTP,JSON,YAML.

- **Operating Systems**: RHEL -6,7 and Microsoft Windows- 8,12,16

PERSONAL DETALS

Date of Birth: 07-OCT-1992

Languages Known: English, Tamil

Address: G1, Sai Priya Apt, Electronic City -I , Bangalore, Inida - 560100

Passport No. : M7906421

Aadhaar No. : 9824 5316 8064

- Supporting the tier 1 and tier 2 .NET and Java applications from end to end.
- Doing the migration from legacy to new server end to end and creating CI/CD pipeline as per app team requirements (Dev and Testing team).
- Creating the JIL script and deploying the AutoSys job for all required applications.
- Starting and Stopping the Build agent such as Jenkins, Team city and UBS deploy agent on both Unix and windows servers.
- Doing Sanity checks every month for all applications.

Service Delivery Specialist
IBM GTS
Feb 2015 *to June 2017*

Project : Distributed Batch Operation (CITIZEN, ALDO, Chubb, Sony, Henkel)
Team: Job Scheduling Team- Autosys and TWS

Roles & Responsiblities:
- Monitoring Job abends, Servers and Workstations in TWS (Tivoli Workload Scheduler), and Autosys tools and working in Unix Environment.
- Creating tickets for the abends and informing clients.
- Maintaining the entire IT infrastructure by providing technical support to the users and maintaining the Service Level Agreement (SLA).
- Responsible for monitoring, controlling and operating complex applications, batches or distributed systems in a multi-vendor environment.
- Explaining the issues to the customer, as directed via emails and phone whenever necessary.
- Escalating issues where necessary, to support and development.
- Monitoring and scheduling of backup and application Jobs in TWS.
- Creating jobs and schedules in the WINDOWS and UNIX workstation as per the client's requirements.
- Performing ad-hoc Requests in Putty interface, Performing Checklist activities.
- Link, unlink and create the workstation in TWS or with UNIX commands. Placing prompt on the jobs and Schedule level to ensure completion of the depending and predecessor jobs. Submitting new Jobs and schedules to the workstation based on client request.
- Opening Bridge Call with the Application Team if necessary, for server down issues based on severity level.