Pradeep Kumar Poondla

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Summary:

- A dedicated with 5.2 years of experience in **IT infrastructure services, specifically in Unix/Linux and Windows servers**, as well as **applications and production support, Major Incident Management[MIM]**
- Proficient in incident management, Change management, server configuration and firewall management, with a track record of serving as a Managed File Transfer (**MFT**) Support Engineer for esteemed clients such as Mercedes Benz and Airmiles International Trading.
- Demonstrating strong coordination and communication skills, initiating bridge calls, coordinating with clients and internal teams and providing workarounds to prevent service disruptions.
- Experienced in monitoring ticketing systems, conducting root cause analyses and ensuring infrastructure uptime within defined service levels.
- Received inbound files from clients, created multiple files based on the file content and forwarded the new files to the destination server location via **SFTP** and **S3** for further processing. Supporting 24/7 to the client to various servers like Dev, UAT, Prod servers.
- Capable of collaborating with cross-functional teams (Application Development Team, Devops team, Production Team, Scrum Team, Product Teams) working on agile methodologies monitoring events on SFTP servers and S3 buckets and handling inbound files from clients. Well-versed in implementing, maintaining, and managing applications and services on AWS cloud platforms, including EC2, S3 buckets, SNS auto-scaling groups, and CloudWatch.
- Experience in infrastructure reboots, monitoring traffic and logs to ensure metrics and KPIs are within limits, and handling Infra Application Performance Monitoring (**APM**) auto alerts like CPU, MEM, DISK, Utilities Logs updating, Server down, URL's down
- Resolves client issues, change requests, and other tasks depending on client requirements. Conduct RCA's to find the root cause of the problem and prevent its occurrence in the future. Replicate customer's technical problems within a lab environment and troubleshoot and fix basic technical customer issues.
- Finally, Provides platform support and product support to cross-functional team L1 and L2 support levels, and they are willing to learn new areas and technologies offering good growth opportunities.
- Proficient in using various monitoring and alerting tools, such as Prometheus, New Relic, Big Panda, Nagios and Cacti, while fostering strong relationships with development and operations teams.
- As an **ITOM** (Infrastructure Operations Manager) Engineer, experienced in architecting, designing and supporting monitoring technologies for hybrid AWS and on-premise environments.
- Collaborates with Cloud, ITOM and SRE engineers to create scalable monitoring frameworks across multiple business units and works with various vendor technologies, **SaaS** and enterprise cloud management tools/products.
- Highly skilled in problem-solving with a software development and continuous improvement mindset, always eager to learn new areas and technologies for professional growth opportunities

Skills:

- **Scripting Languages:** Bash Shell
- **Operating Systems:** Windows 2012, 2016 & Linux / Unix, RHEL 6,7,8.
- **Ticketing Tool**: service now, Jira, Opsgenie
- **Monitoring Tools**: WinSCP, Putty,Web Configuration, Job schedule, SCOM
- **Technology**: Axway Secure Transport
- **Cloud**: AWS services EC2, S3, Cloud watch, SNS
- **Application and Performance Monitoring Tools** : Dynatrace, Nagios, Cacti, New Relic, Big Panda

CERTIFICATIONS:

- AWS Certified Cloud Practitioner training is completed and certification is pending.

CAREER PROFILE

Application Support Engineer, NEWS Technology Service Private Ltd: ***SEP 2022– M<small>AR</small> 2023***

- Expertise in designing and implementing robust monitoring strategies and automation for cloud-native applications adhering to architectural standards.

- Adapt application monitoring tools to align with specific requirements, establishing a robust and comprehensive monitoring and alerting framework.

- Effectively collaborates with product teams to manage technical aspects of product roadmaps while assessing strategic technical debt and providing cost/benefit analysis.

- Continuously optimize application monitoring and logging strategies, adjusting KPIs and processes as needed. Introduces innovative technologies to enhance team efficiency and cross-knowledge training initiatives.

- Assumes responsibility for projects/tasks comprehends the necessary requirements and effectively guides them to successful completion.

- Experience in configuring the application monitoring tool **New Relic** enabling efficient monitoring, alerting and dashboard creation to expedite issue identification and resolution.

- Experience in using alert correlation and incident management tool **Big Panda** to streamline operations by aggregating, correlating and prioritizing alerts generated by various monitoring tools. The goal is to reduce alert noise allowing IT operations teams to quickly identify and resolve critical incidents.

- Using Big Panda, translate business use cases into operational dashboards, identifying gaps in log visibility and recommending additional logging measures.

- Collaborate on the development and maintenance of a **Splunk** application to facilitate log search capabilities, design, manage, and monitor alerts and dashboards, establish and maintain indexing structures and execute patching activities.

- Collaborates with development teams and vendors to troubleshoot application integration issues, staying informed on industry trends and integrating relevant innovations where appropriate.

Infosys Pvt. Ltd

Project 1:

Project	: Airmiles International Trading [AIMIA]	**March 2020 – September 2022**
Client	: Airmiles , AVIS EMEA, ABGNA, NAB (National Australia Banking), Nordstrom	
Designation	: Production Support Engineer	

Description:

- Manage and assist production support team members for handling production incidents effectively within SLAs related to Managed file transfers (**MFT**).

- Manage huge volume of file transfers on AWS S3 buckets or **SFTP** servers from the customers and make sure they are processed with in SLAs.

- Utilizing **IBM MQ** to implement diverse integration patterns such as point-to-point and publish-subscribe messaging. Configuring and managing message queues with **IBM WebSphere MQ** to facilitate communication among different applications and services.

- Monitor, maintain and manage AWS cloud services EC2, CloudWatch and SNS.

- Monitoring, logging and data visualization of the applications and services running on AWS.

- Experience in Configuring Security group for AWS EC2 Linux instances to import the pem files and to configure **SSH** through Putty GEN.

- Monitoring the AWS applications and services EC2, SNS using CloudWatch dashboard and fixes any

issues with the latency of CPU performance, data replication between the clusters, engage and work with application development team if the issue fix needs more attention.

- Interact with customers to process and provide information in response to inquiries, concerns and requests about product and services.

- Manage client applications such as Configuration web, Call center and Marketing loyalty tool kit.

- Configuration web application is used for batch files history and trace out the transactions. Call center application is used for customer transaction history and marketing loyalty tool kit is used to configure the promotions (vouchers/coupons).

- Worked on Incident management tickets, test the functionality of the product and involved in production deployment activity during release phase of the project.

- Worked with cross-functionality teams thereby delivering a quality product with an emphasis on customer satisfaction.

- Execute automation playbook processes/scripts provided my development team to resolve any production issues.

- Manage L1 incident tickets to resolves client login issues, reset passwords, file transfer status, and provide client consultation queries etc

- Regularly manage production incidents and engage client technical towers, external client technical support groups and application vendor support to drive to resolution.

Project 2:

Project: APAC Managed File Transfer Services (MFT) **May 2018 – March2020**
Client: Mercedes Benz (Daimler)
Designation: Production support engineer Level II

Description:

- Worked on incident, change, and request management tickets to ensure the stability of products and services. My experience includes providing 24/7 operational support, requiring prompt responses and the meticulous planning and execution of change requests.

- Manage production incidents, engaging with client technical towers, external client technical support groups, and application vendor support to drive resolutions. My expertise in troubleshooting enables me to efficiently escalate tickets to the appropriate teams and drive the team for resolution.

- Manage incident management bridge calls with support teams, on-call application teams, and management during priority one issues. This approach engages the relevant technology and business teams in a timely manner, preventing business disruptions.

- Monitor alerts and dashboard KPIs provided by application development teams, proactively making informed decisions to address potential issues and maintain service quality.

- Experienced in incident management, coordinating with multiple teams to ensure infrastructure uptime within SLAs

- Proficient in preparing reports on command center tickets and calls, and monitoring and supporting end-users on **CISM** and **SCOM** tools

- Skilled in basic troubleshooting of **AXWAY** secure transport protocols and running bridge calls for critical incidents

- Demonstrated ability to manage critical incidents, , and send communications/notifications to end-users about impact and workarounds.

EDUCATIONAL SUMMARY:

Bachelor's degree in Computer Science Engineering 2014