### Principal Infrastructure Engineer

### Infrastructure Lead with over 20+ years of experience supporting enterprise level IT infrastructure & Applications including 19+ years in Health Care and Life Sciences (HCLS). In-depth expertise in lifecycle development of client/server and multi-tier public/private network applications using object-oriented and procedural methodologies. Customer-focused, goal-oriented leader with excellent troubleshooting abilities. Brings executive-level presentation skills and relationship building at the highest levels.

**Areas of Expertise:**

IT Strategic Planning Team Leadership

Software Lifecycle Management Effective Delegation

Project Management Clear Communications

Business Analysis Collaborative and Self-Directed

Disaster Recovery Planning Forecasting presentations

### Technical SKILLS:

**Languages/Technologies**: Java, PL / SQL, SHELL, Perl, Python, XML

**Databases**: Oracle(ExaData), SQL Server, DB2, MS Access

**Operating Systems**: AIX, Linux, Windows, Solaris

**Web Server**: Apache Web Server, Tomcat, Java Web Server

**Application Server**: Web Logic, JBoss, Web Sphere MQ

**Cloud**: Azure, Skytap, Click2Cloud

**Web Development Tools**: HTML, DHTML, CSS, JavaScript, JSP, XML, XSL, EJB, Java Beans, Servlets

**Build/Deployment Tools**: Gitlab, Jenkins, Nexus, Kubernetes, Dynatrace, Splunk, Chef

**Source Control System**: GitHub, RTC

**Service Management:** Service Now, Jira

### PROFESSIONAL EXPERIENCE

**Kaiser Permanente, Pleasanton, CA Oct 2004 to Present**

**Principal IT Engineer Infrastructure,** **Outpatient Pharmacy Program ePIMS**

Kaiser Permanente Pharmacy is an electronic system that links the patients to HealthConnect and kp.org making it easier and flexible for doctors to order prescriptions during visits and for in-patient. It is a user-friendly system for members to order their prescription delivery or same day pickup from the pharmacy, refill reminders and status updates.

* Gather feature requests for Applications, Systems, and Processes and Architect solutions to meet requirements.
* Collaborate with **cross functional teams** to identify business, functional, and non-functional requirements across the enterprise.
* Create **Proof of Concept (POC)** to present to wider audiences.
* **Collaborate with vendors** to identify and plan for support activities.
* Work across functional (development/testing, deployment, systems/infrastructure) and project teams to ensure **continuous operation of build and test systems**.
* Gather, review, and evaluate opportunities for **process optimization**.
* **Tuned various performance metrics** to obtain better runtime performance of Oracle WebLogic Server 10g - 12c
* **Automate WebLogic** administration and deployment tasks using wlst scripts like JACL, Python and ANT scripts.
* **Enabled security and authentication** for WebLogic environments using SSL.
* **Configured mutual TLS (MTLS)** for applications using Load Balancers.
* Work within an Agile development process to perform maintenance and troubleshooting of **continuous build/deployment (CI/CD)** pipelines based on **Jenkins**.
* Setup **monitoring and alerting** using infrastructure and application metrics like **splunk**.
* Created dashboards to provide insights into **overall health of infrastructure and application availability** and operations.
* Conducted **Single Point of Failure (SPOF)** **analysis** to identify critical components of a complex system.
* Developed **failover scripts for High Availability** (HA) with IBM on AIX and frame upgrades.
* Oversee **Disaster Recovery (DR)** plans and testing.
* Provide round-the-clock support for high/critical issues to **reduce Mean Time To Recover (MTTR)**
* Provide **Root Cause Analysis (RCA)** for resolution of complex issues.
* **Improved operational efficiency** via automation of support processes for Point-of-Sale (POS) applications.
* Maintain awareness of trends in software and hardware technology and methods, while adapting **best practices to drive continuous improvement**.
* **User management** for LDAP and application-based users.
* **Mentoring** new team members on-site, near shore and offshore.
* **Training** and managing consultants from various vendors.

**Environment:**

WebLogic 10g,12c, Oracle 7.x, 8i, 10g, 11g, 12c, 19 (Exadata), Java8, Dynatrace, Azure, Jenkins, Tivoli Access Manager 5.1, 6.0, Tanium, Log4J HP QC, Jira, MS Visio, MS PowerPoint, SharePoint, WAS V7.0x, V8, WMQ 7.

**Solution Consultant Lead, Health Connect**

Kaiser Permanente HealthConnectis an **electronic health record (EHR)** system that links all aspects of important member information — everything from recent office visits and lab test results to prescription refills, and billing. It enhances communication among physicians and between members and their doctors. With KP HealthConnect, patient safety is enhanced because caregivers and pharmacists don't have to decipher handwritten information in charts and prescriptions.

* Installing cache and Epic systems.
* Upgrading Prod and Non-prod environments with new releases.
* Performing refreshes for Production support and training
* Created, automated, and scheduled training refreshes using crontab.
* Leading community refresh projects.
* Getting approvals from change advisory board (CAB) meetings for the releases.
* Planned and implemented major releases by 1/creating project plans, 2/delegating tasks, 3/coordinating the outage across teams, 4/notifying management.

**Environment:**

Cache, AIX 4,5.1, MS Power point, MS Excel, MS Visio

**Oracle DBA *Ericsson, TX* April 2002 to Apr 2004**

**Oracle DBA *AmeriServe, TX* May 2001 to Feb 2002**

### EDUCATION

Master of Computer Applications, Montessori Institute of Technology, India

Bachelor of Electronics, Sidhartha Institute of Technology, India

**Certifications**

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