**Divya Dhathri**

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**PROFESSIONAL SUMMARY:**

* Experienced DevOps Expert, Site Reliability Engineer & Cloud Engineer with a successful 8-year record, driving innovation and efficiency in cloud solutions for aviation, finance, and healthcare. Skilled in various AWS services, like EC2, ELB, VPC, RDS, IAM, Lambda, tailored for these industries' unique demands.
* Proficient in CI/CD pipelines via Jenkins, GitLab CI/CD, Azure DevOps, and AWS Code Pipeline, ensuring smooth software delivery across platforms. Expert in Infrastructure as Code tools like Terraform, Ansible, and AWS CloudFormation for agile resource provisioning.
* Adept at harmonizing AWS and Azure technologies to connect innovation and business goals in aviation, finance, and healthcare. Proficient in Python, Shell Scripting, YAML for tailored automation solutions.
* Deeply understands cloud monitoring through CloudWatch, Grafana, Prometheus, advanced log management using Fluentd, Logstash, Elasticsearch, supporting stable apps in regulated settings.
* Proven in Docker, Kubernetes for containerization, using EKS, AKS, Container to optimize aviation, finance, and healthcare resources.
* Experienced in network protocols, security standards, database management like MySQL, Amazon Aurora, MongoDB. Committed to tailoring cloud strategies for better performance, stronger security, operational excellence in aviation, finance, healthcare.

**SKILLS:**

**Infrastructure as Code (IaC):** Terraform, CloudFormation, Ansible, Puppet, or Chef to automate the deployment and

configuration of infrastructure resources on cloud platforms such as AWS and Azure

**Containerization:** Docker, EKS, AKS, contained and Kubernetes to package and deploy applications in a scalable and portable way.

**AWS Services:** EC2, ELB, VPC, RDS, IAM, KMS, S3, CloudTrail, SNS, SQS, Event Bridge, EBS, Amazon Direct Connect, AWS Systems Manager, AWS Incognito, AWS API Gateway, Lambda, AWS Config, Service CatLog, Route53 and other related services.

**Continuous Integration/Continuous Deployment (CI/CD):** Jenkins, Bamboo, GitHub Actions, GitLab CI/CD, Azure DevOps, AWS Code pipeline, Build Forge, Travis CI, or CircleCI to automate the build, test, and deployment of software applications.

**Cloud technologies:** Amazon Web Services (AWS), Microsoft Azure, Azure PCF and GCP

**Cloud Computing:** EC2, S3, Lambda, RDS, VPC, Azure App Service, Google App Engine, and others

**Container orchestration:** Kubernetes, OpenShift, AWS ECS/EKS

**Release automation tools:** digital.ai (XL Release), UrbanCode Deploy (UCD), Azure Pipelines, and others.

**Programming Languages:** Python, Shell Scripting, Ruby, Perl, JSON, YAML

**Monitoring:** Grafana, ELK, DataDog, CloudWatch, Prometheus, Kibana and Splunk

**Logging:** Fluentd, Logstash, Fluent bit, Elasticsearch, Filebeat

**Database:** MySQL, Amazon Aurora, MongoDB

**Operating Systems:** Linux (RedHat, Ubuntu, Amazon, Centos), Windows

**PROFESSIONAL EXPERIENCE:**

**Express Scripts, St. Louis, MO** **November 2022 – Present**

**Lead Site Reliability/DevOps Engineer**

**Responsibilities:**

* Supporting all Technology Products under Corporate Services application and all other Products under Specialty Technology domain which possess applications based in JAVA, .NET and Salesforce.
* Integration of Kubernetes with Prometheus and Grafana for end-to-end monitoring.
* Successful orchestration of infrastructure provisioning with Terraform across cloud platforms.
* Deployment of AWS Lambda for serverless task automation and enhanced reliability.
* Expertise in event-driven notifications with Amazon SNS for rapid incident response.
* Innovation within Express Scripts using Kubernetes for auto-scaling and cost reduction.
* Designed and developed AWS Lambda functions for serverless automation, reducing manual intervention in routine tasks and enhancing scalability.
* Conceived, deployed, and supervised event-triggered and scheduled AWS Lambda functions designed to respond to events originating from diverse AWS sources. These sources encompassed logging, monitoring, and security-related events.
* Additionally, orchestrated scheduled invocations of these functions to execute tasks such as backups.
* Maintained and monitored all the company's operating systems (RHEL8, Centos, Solaris, AL2) and application patch level, disk space and memory usage, user activities on a day-to-day basis.
* Introduction and automation of Kubernetes and CI/CD architecture for multiple teams, significantly reducing manual intervention by 30 percent and cost to 20K per month.

**Environment:** AWS Lambda, Amazon SNS, Kubernetes, Terraform, Prometheus, Grafana

**HCSC, Chicago, IL January 2022 - November 2022**

**DevOps Engineer**

**Responsibilities:**

* Administering HCSC’s Keystone Claims applications, web services and microservices in AWS
* Implemented automated CI/CD pipelines using Jenkins, Docker, and AWS for the Enterprise Operations Suite, enhancing efficiency.
* Automated build and deployment processes across enterprise environments with custom scripts, streamlining workflows.
* Migrated multiple applications into AWS, creating multi-branch pipelines through infrastructure as code and writing Docker files.
* Designed and implemented monitoring dashboards (Grafana, Hygeia) with various collectors for performance analysis.
* Utilized Python scripting for Jenkins and Rundeck to build and deploy Java applications.
* Integrated and customized real-time dashboards to monitor application performance and infrastructure.
* Proficient in writing CloudFormation templates for AWS services and implementing ELK stack with Kinesis and Firehose.
* Managed Amazon IAM roles, permissions, and resources, enabling secure access to AWS services and configured AWS Multi-Factor Authentication for enhanced user access security.
* Developed Ansible playbooks for Kubernetes deployment, ensuring consistent environments.

**Environment:** AWS, AWS IAM, AWS CloudFormation, Jenkins, Docker, Grafana, Python, ELK, Ansible, Kubernetes

**Payless ShoeSource, Lawrence, KS** **August 2020 - December 2021**

**Cloud Engineer**

**Responsibilities:**

* Migrating servers from VMWare to AWS
* Integrated Kubernetes with Prometheus for comprehensive observability.
* Leveraging custom Kubernetes metrics and service discovery, established real-time monitoring dashboards and automated alerting.
* Orchestrated infrastructure provisioning with Terraform, ensuring reproducibility and scalability of cloud resources across AWS.
* Leveraged AWS CloudFormation to manage and provision infrastructure as code, ensuring consistent and automated resource creation.
* Implemented AWS CodePipeline for end-to-end CI/CD automation, integrating with Jenkins and GitLab CI/CD for seamless workflows.
* Employed AWS CloudWatch for centralized monitoring and logging of resources, enabling proactive troubleshooting and resource optimization.
* Responsible for automating the installation, configuration, and maintenance of the DHCP, DNS, NFS, NIS and send mail server (SMTP).
* Transformation of CI/CD process using Jenkins pipelines and vulnerability scanning.
* Utilization of HashiCorp tools like Consul, Vault, and Nomad for efficient service management.
* Proficiency in crafting YAML files for Kubernetes clusters, Ingress resources, and more.
* Utilized Amazon SNS for notification services, configuring alerts and notifications for system events, and enhancing incident response.
* Deployed and managed applications running on a mix of Kubernetes, AWS and introduced optimization resulting in a $30K savings per month.

**Environment:** AWS, AWS CloudFormation, AWS CodePipeline, AWS CloudWatch, AWS SNS, GitLab CI/CD, Kubernetes, Prometheus, HashiCorp, Networking and SMTP

**PMWeb Inc, Wakefield, MA** **September 2017 - August 2020**

**Application & Cloud Server Engineer**

**Responsibilities:**

* Fully responsible for the installation of PMWeb software on shared and dedicated servers
* Proficient in deploying, configuring, and troubleshooting Windows servers, Active Directory, and Microsoft Exchange
* Proven ability to manage large scale Windows server deployments, including ensuring high availability and performance.
* Expertise in design, deployment, and implementation of Windows Server related solutions, such as clustering and virtualization.
* Configuring the PMWeb site based on the client server architecture requirements on VMWare and AWS.
* Responsible for configuring and deploying .NET web applications on IIS servers and configuring databases in SQL server 2008 R2.
* Assigning the VM to the domain and assigning PMWeb default gateway
* Working on AWS to create and migrate Amazon Machine Images (AMI) in various Amazon Web Services (AWS) regions for new instances to deploy .NET websites.
* Managing the AWS S3 buckets across the regions and monitoring AWS IAM Hosting PMWeb web-based software in DEV, TEST, QA and PROD environments DNS management of A-records in DNS XO and Akamai
* Configuring the backup policy in Veeam for the servers in VMWare and N2WS in Amazon Web Services (AWS)
* Created and managed Amazon Web Services (AWS) resources such as EC2, S3, and RDS Automating VM’s snapshot
* management using VMWare.
* Restoring Microsoft SQL databases and servers from the saved backups
* Automating tasks in AWS like taking AMIs every night using N2WS
* Experienced in scripting and automation of server management tasks using PowerShell.
* Adept at monitoring and maintaining network security, including patch management and antivirus.
* Skilled in resolving server related problems and providing technical support to end users.
* Implemented and maintained server backup and recovery solutions.
* Assisted in planning and implementing system upgrades and migrations.
* Monitored server utilization and disk space usage to ensure system availability.

**Environment:** PMWeb SaaS, AWS, VMWare, Windows Servers, MSSQL Server, AWS AMI, AWS IAM, AWS S3, Veeam, N2WS, Akamai.

**Sumas Corp, Plainsboro, NJ December 2016 - September 2017**

**DevOps Environment Manager**

**Responsibilities:**

* Performed automated deployments using UrbanCode Deploy (UCD) in UAT (User Acceptance) and PROD (Production)

environments.

* Daily distributed UCD deployments based on established DevOps best practice methods of project strategy documents.
* Responsible for build management, build verification and troubleshooting builds during the change window.
* Deployment tools include Jenkins, UrbanCode Deploy, GitHub and ServiceNow
* Configured, monitored, and maintained cloud infrastructure using Azure.
* Experienced in installing VM in Azure - Managed Azure services and subscriptions using Azure portals and PowerShell,

managed Azure resources to Azure Resource Manager Azure Virtual Networking

* Migrated Kubernetes workloads on the ICP to Azure Kubernetes (AKS).
* Executed multiple DevOps projects, including configuration, automation, and deployment of software applications.
* Designing and customizing workflows in JIRA to reflect the specific stages and transitions in the automated-deployment

pipeline.

* Usage of helm charts for microservices deployment
* Provided technical guidance and support in areas such as orchestration, scripting, and automation.
* Monitored and alerted on the status of automated-deployment pipelines and services.
* Provided system support and maintenance for a range of DevOps software applications.
* Developed and implemented automated processes for building, testing, and deploying software applications to improve
* development and deployment time.
* Collaborated with software development teams to ensure timely release of applications.
* Retrofitting the code in production to the assigned environments after every release
* Experienced in container orchestration and container clustering using Kubernetes.
* Worked with development teams to create and maintain containerized applications.
* Worked with cloud providers to optimize server infrastructure.
* Participated in code reviews and provided feedback to improve code quality.
* Adept at creating detailed documentation for DevOps processes and procedures.

**Environment:** Urban Code Deploy (UCD), Azure PCF, Azure Portals, Azure Resource Manager, Azure Kubernetes (AKS), GitHub

**OSLO Solutions, Seattle, WA Jan 2016 - December 2016**

**Build & Release Engineer**

**Responsibilities:**

* Ensured that resources, timelines, and the overall quality of the SDLC and Release Management processes are aligned with the organization guidelines.
* Migrate complex, legacy application code using Jenkins, XLR automation tool in Production and Post-Production regions.
* Creating release workflow and templates in XLR for automating daily deployment activities.
* Define and implement Release Management principles along with Continuous Integration and Continuous Delivery (CI/CD)
* process and perform automated deployments using DevOps tools.
* Managed all stages of the Technical Release process, including scheduling, testing, and deployment.
* Developed and maintained detailed procedures related to the technical release process.
* Conduct Release Readiness reviews Milestone Reviews and Business Go-No-Go reviews produce Deployment.
* Worked with development teams to ensure that software was released in a timely and efficient manner.
* Coordinated with other departments to ensure that software release requirements were met.
* Developed and maintained relationships with cross functional teams to ensure smooth product releases.
* Monitored and tracked product release schedules and timelines via ServiceNow.
* Collaborated with development teams to ensure product release requirements are met.
* Developed and maintained release processes and procedures.
* Reviewing the release Implementation Plans (IP) and performing IP walk through meetings by inviting all the required
* deployment teams along with Software Engineering teams to make sure all deployment tasks in the IP are accurate and
* required support is available.
* Working with Compliance/Audit teams in reviewing IPs and Test Results documents and making sure change requests are not rejected for any issue with these release artifacts.
* Working with Scrum Masters and Delivery Managers to make sure Release Dates and Fix Version descriptions are being updated properly in JIRA to avoid any discrepancy between data in ServiceNow and JIRA.
* Working with them to make sure delegates are set up in Service Now for all approvers so that there will not be any delay/holding up approvals if any approver is not available.
* Acting as liaison between Source & Business team, Design & Architecture team, Development & Support team, and Quality & Release team.
* Get the inputs from the project teams in Release Level for GO-NO Decisions and track the changes in ServiceNow.

**Environment:** digital.ai (XL Release), ServiceNow, JIRA, Confluence, MS Excel, ITSM

**EDUCATION:**

* Master of Science - MS in Electrical and Computer Sciences 2014 - 2016

New York Institute of Technology, Long Island Campus, NY

* Bachelor of Technology - BTech, Electrical and Electronics Engineering 2010 – 2014

Jawaharlal Nehru Technological University, Hyderabad, IN