**DevOps Engineer**

**Sai Nikhil**

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* **Around** **10** years of major focus on **DevOps** and 6years **of Agile operations** in increasing levels of responsibility and expertise in a wide range of IT disciplines specializing in **Continuous Integration and Continuous Delivery (CI/CD pipeline), Google Cloud Platform, Build and Release management, Linux/Windows administration and support.**
* Worked with project development teams following Agile & Waterfall methodologies that design source code branching, release life cycles and CI/CD pipelines based on pace and project deliverables.
* Expertise in the field of Enterprise Application Integration (EAI) in different phases of **Software life cycle** with emphasis in Implementation, Deployment and Support of distributed enterprise scalable, secure and transactional **J2EE applications** in production environment.
* Experienced in **AWS Cloud Computing services**, such as EC2, ELB, Auto Scaling, VPC, Route53, RDS, S3, IAM, SNS, SQS, Dynamo DB, Elastic search, Elastic File system (EFS), Cloud Foundry, CloudWatch, Cloud Trail, OpsWorks and in Cloud Security (OAuth2 and SAML) also worked on DNS, SSL & Firewalls.
* Expertise in writing **AWS CloudFormation** templates in **JSON** to use them as blueprints for building & deploying multiple AWS resources. Good knowledge in **Kinesis Data Streams & Kinesis Firehouse & integration** with **AWS Lambda** for serverless data collection.
* Extensively involved in infrastructure as code, execution plans, resource graph & change automation using **Terraform**.
* Experience on working in Deploying and monitoring Microservices on Various platform like **AWS ECS, Kubernetes, OpenShift**. Developed **Kubernetes Pod** definitions, Deployments and used **Helm Charts** to version control complete deployment strategies. Worked on **Minikube** tool to run **Kubernetes** locally.
* Experience in Setting up the build and deployment automation for Terraform scripts using Jenkins.
* Maintained and developed Docker images for a tech stack including Cassandra, Kafka, Apache, and several in house written Java services running in Azure on Kubernetes.
* Hands on experience **in Azure Cloud services, PaaS, Azure Blob storages, Azure Active directory, Azure service bus**& worked on **Azure PowerShell cmdlets** to create, test, deploy Azure cloud platform services using PowerShell.
* Provisioned the highly available EC2 Instances using Terraform and cloud formation and wrote new plugins to support new functionality in Terraform.
* Experience in Designing and configuring **Azure Virtual Networks**, subnets, Azure network settings, DHCP address blocks, DNS settings, security policies. Expertise in creating custom routing to override Azure's default system routes.
* Used Bash and Python, included Boto3 to supplement automation provided by Ansible and Terraform for tasks such as encrypting EBS volumes backing AMIs and scheduling Lambda functions for routine AWS tasks.
* Experience in Version Controlling systems like **GIT, GitHub** and **Bitbucket**.
* Installed and configured **Jenkins** for Automating Builds and Deployments through integration of Git into Jenkins to automate the code checkout, thus providing an **automation** solution.
* Hands-on experience in **Ansible** and **Ansible Tower** as Configuration management tool to automate repetitive tasks, quickly deploy critical applications and proactively manage change.
* Worked on App Containerization technology **Docker**, creating **Docker images**, **Containers, Docker Registry** to store images, cloud-based registry **Docker Hub, Docker Swarm** to manage containers
* Experience in the **ELK** (Elastic Search, Logstash, Kibana) stack &**Splunk** to analyze large volumes log data obtained from servers. Extensively worked on **Zabbix, Nagios** for Network & Bandwidth monitoring.
* Expertise in scripting for automation, & monitoring using Shell, Bash, PowerShell, PHP, Java, Python, YAML, Ruby & Perl scripts.
* Hands on experience on web servers such as Apache HTTP server, NGINX, Apache TOMCAT & application servers such as Oracle WebLogic 9.x/10.x, IBM WebSphere 6.x/7.x/8.x, JBOSS 4.1.
* Ability to define system requirements, recommending solutions, analyze capacity and makes appropriate modifications.
* Provided technical training to support/transition personnel Engineer’s new web technology as defined for **2nd Level support** of **Middleware Engineering** Team.
* Good communication skills with high motivation to work in a team environment and capable of managing the project independently.
* Ability to interact with developers and product analysts regarding testing status and maintaining detailed documentation.
* Good knowledge in configuring High Availability Manager for **failover** & **recovery techniques.**
* Ability to provide 24/7 on call support for production environments. Able to work efficiently in a group as well as independently.
* Strong analytical skills and problem; solving skills. Willingness and ability to quickly adapt to new environments and learn new technologies.
* Hands on experience on web servers such as Apache HTTP server, NGINX, Apache TOMCAT & application servers such as Oracle WebLogic 9.x/10.x, JBOSS 4.1.
* Extensively involved in infrastructure as code, execution plans, resource graph & change automation using **Terraform**.

***Technical Skills:***

**Cloud:** AWS, OpenStack, Azure, GCP, PCF, VMWare, PaaS cloud (Cloud Foundry).

**Configuration Management Tools:** Chef, Puppet, Ansible

**CI/CD & Build Tools:** Jenkins, Hudson, Bamboo, Go CD

**Build Tools:** Ant, Maven, Gradle

**Container Tools**: Docker, Kubernetes, Zookeeper

**Version Control Tools:** GIT, CVS, SVN, BitBucket

**Monitoring Tools:** Nagios, Splunk, ELK, Cloud watch, Zenoss

**Databases:** My SQL, MS Access, Oracle 9i/10g/11g, DB2, NoSQL (MongoDB, DynamoDB, Cassandra, Redis)

**Web Servers:** Apache HTTP, Nginx, Apache TOMCAT

**Application Servers:** WebLogic 9.x/10.x, WebSphere 6.x/7.x/8.x, JBOSS 4.1

**Networking:** DNS, DHCP, SMTP, HTTP, SNMP

**IDE Tools:** ECLIPSE IDE, NETBEANS

**Operating Systems:** Linux (RedHat 4/5/6/7), UBUNTU, UNIX, WINDOWSNT/2000/2003/XP/VISTA/7/8/10.

**Scripting:** Perl, Python, YAML, Ruby, PHP, Bash, Shell, PowerShell.

***Professional Experience:***

**Sr. DevOps Engineer Dec2020 – Present**

***AIG, NC (Remote)***

***Environment****: RedHat Linux 7.x, CentOS 5.x, 6.x, 7, GCP, AWS, Azure, Maven, Jenkins, Shell, JIRA, Python, Oracle, WebLogic Server 11g, Apache Tomcat, Docker, Kubernetes, Virtualization, Apache HTTP server, Nginx, Java, .Net, LDAP, JDK1.7, GitHub, Kafka, Cassandra, Zookeeper.*

**Responsibilities:**

* Worked on AWS cloud services like **EC2, S3, RDS, ELB, EBS, VPC, Route53, Auto scaling groups, Cloud watch, Cloud Front, IAM** for installing configuring and troubleshooting on various Confidential images for server migration from physical into cloud.
* Build servers using AWS: **Importing volumes, launching EC2, creating security groups, auto-scaling, load balancers, Route 53, SES and SNS** in the defined virtual private connection.
* Responsible for **Continuous Integration** and **Continuous Delivery** process implementation using **Jenkins** along with **Python** and **Shell scripts** to automate routine jobs.
* Hands on experience in **Azure Cloud services, PaaS, Azure Blob storages, Azure Active directory, Azure service bus** & worked on **Azure PowerShell cmdlets** to create, test, deploy Azure cloud platform services using PowerShell.
* Responsible for performing tasks like Branching, Tagging, and Release Activities on Version Control Tools like **SVN, GIT.**
* Created Docker images using a **Docker file**. Worked on **Docker container snapshots**, removing images and managing docker volumes and experienced with **Docker container.**
* Created Cloud Formation template stacks to automate for building new VPCs using **JSON** files.
* Involved in using Terraform migrate legacy and monolithic systems to Amazon Web Services.
* Designed, implemented, and managed GCP resources for various projects and applications.
* Administered database systems, including configuring, maintaining, and optimizing databases.
* Collaborated with DBAs to ensure the performance and reliability of database-driven applications.
* Migrating present Linux environment to AWS by creating and executing a migration plan, deployed EC2 instances in VPC, configured security groups & NACL’s, attached profiles and roles using **AWS Cloud Formation templates** and **Ansible modules**.
* Implemented **CI/CD pipeline** using **Jenkins, Ansible Playbooks** and **Ansible Tower**.
* Setting up private networks and sub-networks using Virtual Private Cloud (VPC) and creating security groups to associate with the networks.
* Supported microservices deployment on various platforms like AWS ECS, Kubernetes, and OpenShift.
* Demonstrated expertise in AIX system administration, managing AIX servers, configuring system resources, and ensuring high availability of applications on AIX platforms.
* Configured and optimized GCP networking services, including Virtual Private Cloud (VPC), Cloud Load Balancing, and Cloud DNS.
* Demonstrated proficiency in Linux administration, specializing in RedHat Linux 7.x and CentOS 5.x/6.x/7.x. Managed Linux servers, configured system resources, and ensured optimal performance of applications.
* Integrated AIX environments with DevOps tools such as Jenkins, Ansible, and Terraform. Automated deployment processes and configuration management tasks on AIX servers, enhancing efficiency and reliability.
* Configured and managed source code using **Git** and resolved code merging conflicts in collaboration with application developers.
* Implemented **Jenkins** as Continuous Integration tool to automate build and deployment process.
* Configured and managed Elasticsearch clusters.
* Responsible for implementing monitoring solutions in Ansible, Terraform, Docker, and Jenkins.
* Configuring Elasticsearch cluster in production and managing the actions performed on the cluster using Ansible.
* Conducted cost analysis and optimization of GCP resources to ensure cost-effective cloud operations.
* Setting up the build and deployment automation for Terraform scripts using Jenkins.
* Provisioned the highly available EC2 Instances using Terraform and Ansible Playbooks.
* Provide support for Nagios Log Server (ELK fork), Nagios XI, and Nagios Core, CloudWatch, Elastic Search, Kibana.
* Used tracking tool JIRA and triaged the issues, maintained bugs using JIRA tool.
* Provided 24 x7 on-call supports in debugging and fixing issues related to Linux in Cloud Environment using Confidential Web Services (AWS).

**SRE/DevOps Engineer Nov 2018 – Nov2020**

***7-11, TX***

***Environment:*** *RHEL 7, AWS, AWS Linux, Azure, Apache HTTP Server 2.4, Tomcat 8, WAS, ELB, EC2, Ansible, Python, MS Visio, MS Project, Tomcat, Big IP, Zookeeper, AppViewX, Splunk, App Dynamics, GCP, Kafka, Cassandra.*

**Responsibilities:**

* Provide Level 3 support for highly critical internet banking teamon all the major e-commerce applications running Wells Fargo homepage across production and staging environments.
* Responsible for application deployment using **urban code deploy (U-Deploy)** across multiple environments in multiple Data Centers.
* Worked on Docker for deploying application Deployment in staging environment.
* Used **Kubernetes** to manage Containerized applications using Nodes, Services and deployed application Containers as **PODS**.
* Experience in Pivotal Cloud Foundry deployed and managed infrastructure with Bosh in VMware and cloud.
* Optimized AIX systems for performance and scalability. Conducted performance analysis, tuned system parameters, and implemented best practices to enhance the efficiency of AIX-based applications.
* Implemented robust security measures on Linux servers, including firewalls, user access controls, and encryption. Ensured compliance with security standards and industry best practices for Linux environments.
* Administered database systems, including configuring, maintaining, and optimizing databases.
* Collaborated with DBAs to ensure the performance and reliability of database-driven applications.
* Collaborated with the GCP support team for technical assistance and issue resolution.
* Worked with Docker and Kubernetes for container management.
* Write terraform scripts from scratch for building Dev, Staging, Prod and DR environments.
* Worked on Kafka distributed stream processing platform written in java.
* Responsible to route away, route back traffic to multiple data centers using Big F5 device/AppViewX.
* Implemented security measures on AIX servers, including access controls, authentication mechanisms, and encryption. Ensured compliance with industry standards and regulatory requirements in AIX environments.
* Monitoring applications through various agent-based monitoring systems majorly **Splunk, App Dynamics, Dynatrace, APM, Linborg, ELK Stack (Elastic search, logstash)** to analyze performance of web, application and database servers.
* Experience with **Docker** components like **Docker Engine, Docker-Hub** and **Docker Registry**. Used **Docker** for local Application Deployment in dev and test environments.
* Extensively used **Splunk** queries to track down errors in applications during production issues across major platforms e-commerce websites.
* Monitor system-based performance of applications using AppDynamics.
* Implemented AWS Code Pipeline and Created Cloud formation JSON templates in Terraform for infrastructure as code.
* Proficient in using Git and GitHub for version control, collaborating with development teams, and managing code repositories. Managed branches, commits, and merges to facilitate smooth collaboration among team members.
* Hands on experience **in Azure Cloud services, PaaS, Azure Blob storages, Azure Active directory, Azure service bus** & worked on **Azure PowerShell cmdlets** to create, test, deploy Azure cloud platform services using PowerShell.
* Monitoring error logs, fixing problems and tuning parameters using **Splunk** and **AppDynamics** dashboards.
* Working with Developers to address issues through BMC remedy ticketing system.
* Supporting J2EE Middleware applications in multiple environments in Production, running on TC server/WebLogic hosted on RHEL 6/7.
* Leveraged working knowledge in NoSQL databases, particularly MongoDB, to optimize data storage and retrieval, ensuring high availability and scalability of critical applications.
* Implemented and maintained MongoDB clusters, performed database backups, and carried out routine database maintenance tasks to guarantee data integrity and system reliability.
* Developed and maintained monitoring and alerting systems for MongoDB databases, proactively identifying potential issues and resolving them to minimize downtime.
* Collaborated with cross-functional teams to design and implement data models and schemas for various applications, ensuring efficient data storage and retrieval.
* Integrated GCP services into the CI/CD pipeline for automated deployments.
* Conducted performance tuning and optimization of MongoDB queries and indexes, resulting in improved application response times and reduced resource consumption.
* Written Cloud Formation Templates(CFT) for AWS infrastructure acts a code using Terraform to build staging and production environments
* Work on a shared-On Call 12/7 model with offshore and state side collaboration.
* Analyze log for irregularities that impact online application availability.
* Provide feedback and input to partner teams regarding system diagnostics, peak time utilization of CPU and memory etc.,
* Created, organized, and managed repositories on GitHub to store project source code, documentation, configuration files, and other development assets. Implemented branching strategies and pull request workflows for effective code management.
* Respond to calls and alarms immediately.
* Mentor and provide assistance to 2nd level engineers for troubleshooting and resolving production problems.
* Utilized GCP's monitoring and alerting capabilities to ensure system reliability.
* Monitoring error logs, fixing problems and tuning parameters using **Splunk** and **AppDynamics** dashboards.
* Work closely with all partners and vendors when troubleshooting and resolving application related production issues.

**Site Reliability Engineer Feb2017 – Oct 2018**

***Fidelity Investments, West Salt Lake City Utah***

***Environment:*** *RHEL 7, AWS, AWS Linux, Apache HTTP Server 2.4, Tomcat 8, WAS, ELB, EC2, MS Visio, MS Project, Tomcat, GCP.*

**Responsibilities:**

* Manage close to 1300 servers running RHEL/AWS Linux across Dev through Production.
* Perform Bi-weekly Scheduled patching activity using tools like **Ansible** and **Amazon SSM**.
* Configured the infrastructure using Docker, Kubernetes, Terraform
* Developed build and deployment scripts using **MAVEN** as build tools in Jenkins and deployed into Various Target Machines like **UNIX, Linux & Windows VM’s**
* **Manage source** code in **GIT**, **GitHub** and Integrated **GIT** into **Jenkins** for automating the code checkout process and trigger builds.
* Configured Jenkins **Build/Deploy Pipeline** to store the build artifacts in **Artifactory** repository.
* Worked with **Docker** components like **Docker Engine**, Docker-Hub, and Docker Registry for local Application Deployment in lower environments.
* Configured infrastructure using Docker, Kubernetes, and Terraform.
* 24/7 On call Single point of contact for any Linux issues.
* Implemented Monitoring and logging using New Relic, DataDog, ELK Stack, Splunk
* Handle OS related incidents and tasks using **SNOW**.
* Managed a large number of AIX servers running critical applications. Implemented server build processes, conducted patching activities, and ensured the stability and security of AIX environments.
* Configured Linux systems for high availability setups, implementing failover and load balancing techniques. Collaborated with HA managers to design and maintain highly available Linux clusters for critical applications.
* Manage Server build process using SNOW task tickets based on requests.
* Support **Jboss** and **Tomcat** for revenue and non-revenue applications in a clustered environment for AWS cloud and On-Premise Data Centers.
* Implemented service - transaction acquisition from Kafka stream, time windowing using Redis.
* Support various services of AWS including **VPC, Subnet, ELB, Auto Scaling, EBS, S3**.
* Successfully configured and integrated commercial and custom Monitoring and Observability tools into the platform, leading to improved Mean Time to Detect (MTTD), Mean Time to Acknowledge (MTTA), and Mean Time to Resolve (MTTR) incidents.
* Implemented monitoring solutions to proactively identify potential issues and anomalies in the system, enabling timely response and resolution to minimize downtime and service disruptions.
* Worked closely with the development and operations teams to define and implement key performance indicators (KPIs) and service level objectives (SLOs) to measure and maintain service reliability.
* Collaborated with cross-functional teams to define alerting thresholds and automated responses, optimizing incident management and reducing manual intervention.
* Conducted regular performance analysis and capacity planning to ensure that monitoring and observability tools were appropriately scaled to handle increasing demands and data volumes.
* Participated in incident response and root cause analysis, leveraging monitoring data to identify underlying issues and implement preventive measures.
* Utilized GitHub Issues to track bugs, feature requests, enhancements, and other tasks. Effectively communicated issues, assigned tasks, and tracked progress using GitHub's issue management features.
* Actively contributed to continuous improvement initiatives by analyzing system performance metrics and providing recommendations for optimization and efficiency gains.
* Demonstrated expertise in configuring, monitoring, and maintaining critical network protocols such as TCP, UDP, DNS, and HTTP, ensuring seamless and reliable communication across the platform.
* Utilized GCP's monitoring and alerting capabilities to ensure system reliability.
* Implemented robust monitoring solutions for network services, enabling real-time visibility into network performance and proactively identifying potential bottlenecks or issues.
* Collaborated with network engineers to design and optimize network infrastructure, ensuring high availability and low latency for all network communications.
* Conducted regular performance testing and analysis of network protocols, identifying opportunities for optimization and fine-tuning to enhance system performance and reduce latency.
* Configured AIX systems for high availability, implementing failover and recovery techniques. Collaborated with HA Manager to design and configure AIX clusters, ensuring continuous operation of applications.
* Played a key role in incident response and root cause analysis for network-related issues, working closely with cross-functional teams to resolve incidents promptly and prevent recurrence.
* Spin up the servers (**RHEL**) using pre-written windows PowerShell scripts.
* Worked with AWS Support for any underlying hardware issues in the Availability Zones.
* Responsible for Design/Install/Engineer **Apache Tomcat** middleware platforms on RHEL 7 AWS Cloud servers.
* Design Blue print for Apache tomcat as per guardian standards to implement Apache tomcat as part of AWS automation on cloud as well as on premise based RHEL Operating system.
* Setup minimum baseline standards for **Apache HTTPD** and **Tomcat 8** before delivering platforms to middleware/dev-ops/development teams using CIS benchmarks.
* Securing **Apache HTTPD** and **Tomcat 8** following **CIS (Center for Internet Security)** Standards.
* Implement Documentation as per guardian standards through Security Review Workbook/ Architecture Review Board/ Governance and Standard Operational run book procedure.
* Transition knowledge to Middleware Operations and Dev-ops engineers for implementing infrastructure in private cloud environments.
* Work with Senior Architects to understand guardian standards for implementing PAAS in AWS Cloud environments.
* Actively participated in GitHub discussions, issue threads, and project-related conversations. Engaged with the developer community, shared knowledge, and provided support to other developers facing challenges.
* Troubleshooting any middleware application issues across various environments from DEV through PRD.
* Collaborated with GCP's monitoring and logging tools, such as Google Cloud Monitoring and Cloud Logging, to ensure application and infrastructure visibility.
* Support **Jboss** and **Tomcat** for revenue and non-revenue applications in a clustered environment for AWS cloud and On-Premise Data Centers.
* Support various services of AWS including **VPC, Subnet, ELB, Auto Scaling, EBS, S3**.
* Spin up the servers (RHEL) using pre-written windows PowerShell scripts.
* Worked with AWS Support for any underlying hardware issues in the Availability Zones.
* Responsible for Design/Install/Engineer **Apache Tomcat** middleware platforms on RHEL 7 AWS Cloud servers.
* Design Blue print for Apache tomcat as per guardian standards to implement Apache tomcat as part of AWS automation on cloud as well as on premise based RHEL Operating system.
* Setup minimum baseline standards for **Apache HTTPD** and **Tomcat 8** before delivering platforms to middleware/dev-ops/development teams using CIS benchmarks.
* Securing **Apache HTTPD** and **Tomcat 8** following **CIS (Center for Internet Security)** Standards.
* Implement Documentation as per guardian standards through Security Review Workbook/ Architecture Review Board/ Governance and Standard Operational run book procedure.
* Transition knowledge to Middleware Operations and Dev-ops engineers for implementing infrastructure in private cloud environments.
* Implemented GitHub Actions workflows to automate various tasks, such as running tests, deploying applications, and generating release artifacts. Utilized GitHub Actions for continuous integration and deployment purposes.
* Work with Senior Architects to understand guardian standards for implementing PAAS in AWS Cloud environments.
* Involved in AWS EC2, VPC, S3, SQS, SNS based automation through Terraform, Ansible, Python, Bash Scripts. Adopted new features as they were released by Amazon, including ELB & EBS.
* Troubleshooting any middleware application issues across various environments from DEV through PRD.

**AWS Cloud Engineer Aug 2015 – Jan 2017**

***Wells Fargo, Minneapolis, MN***

***Environment: RHEL 7, AWS, Apache HTTP Server 2.4, Azure, Tomcat 8, Jboss, Webshere 7.0/8.5, WebLogic 11G/12C, Apache web server, IIS, IHS, Linux, WAS, ELB, EC2, MS Visio, MS Project***

**Responsibilities:**

* **Leads** the upgrade of various **WebSphere and WebLogic** Middleware Environments for revenue and Non-revenue applications in a clustered environment for AWS cloud and On-Premises Data Centers.
* Support various services of AWS including **VPC, Subnet, ELB, Auto Scaling, EBS, S3**.
* Spin up the servers (RHEL) using pre-written windows PowerShell scripts.
* Worked with AWS Support for any underlying hardware issues in the Availability Zones.
* Responsible for Design/Install/Engineer middleware platforms on RHEL 7 AWS Cloud servers.
* Upgraded Weblogic 11G to 12C, Webspehere 7.0 to Websphere 8.5
* Design Blue print for Apache tomcat as per Wellsfargo standards to implement Apache tomcat as part of AWS automation on cloud as well as on premise based RHEL Operating system.
* Setup minimum baseline standards for **Apache HTTPD** and **Tomcat 8** before delivering platforms to middleware/dev-ops/development teams using CIS benchmarks.
* Securing **Apache HTTPD** and **Tomcat 8** following **CIS (Center for Internet Security)** Standards.
* Monitored the application using Dyanatrace, AppDynamics and Wily Introscope. Created Dashboard views in Dynatrace.
* Supported J2EE Middleware applications on AIX servers. Collaborated with development and operations teams to troubleshoot middleware-related issues, ensuring seamless operation of applications.
* Conducted regular backups and data management tasks using GCP's data storage services.
* Implement Documentation as per guardian standards through Security Review Workbook/ Architecture Review Board/ Governance and Standard Operational run book procedure.
* Hands on experience in **Azure Cloud services, PaaS, Azure Blob storages, Azure Active directory, Azure service bus** & worked on **Azure PowerShell cmdlets** to create, test, deploy Azure cloud platform services using PowerShell.
* Transition knowledge to Middleware Operations and DevOps engineers for implementing infrastructure in private cloud environments.
* Work with Senior Architects to understand guardian standards for implementing PAAS in AWS Cloud environments.

Troubleshooting any middleware application issues across various environments from DEV through PRD.

* Configured **SSL** Key Stores and Certificates for ~100 applications across various environments using **Venafi**.
* Work with team in upgrading **Java/Apache/Middleware application servers** along with **site minder** as part of Vulnerability Management and Remediation.
* As part of Vulnerability Management, trained peers to work on **POODLE/Microsoft** related products across various applications.
* Expertise in maintaining runbooks over **CONFLUENCE** apart from managing the same application on middleware end along with **JIRA**.
* Expert in **Branching/Tagging** and Managing application configuration through **SVN** using Eclipse.
* Train/Monitor/Co-Ordinate and help fellow team members to bring them up to the speed as part of support modelling.
* Work with on-shore and offshore support teams on 24X7 on call rotation to maintain scalability of applications.
* Manage/CO-Ordinate/Approve production Change Requests.