**Ramakrishna M**

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571-353-1938

DevOps Engineer / SRE

**Summary**

**9+** years of experience in designing, developing, and implementing Applications and Enterprise Security with specialization in Web Technologies, application packaging, deploying, debugging, support (24/7), and maintenance.

* Involved in various phases of the Software Development Life Cycle **(SDLC)** of the application, like **Requirement gathering**, **Design, Analysis**, **Code Development**, **Testing, Deployment, and Maintenance** in Web and client/Server application development
* Experience in implementing **REST** framework using the **spring** used **JSON** objects for communicating with the server to and from a client.
* Experience on **Splunk architecture** with the ability to create dashboards configure alerts with the **administration** of Splunk Search Heads, Indexers, Forwarders and license model.
* Extensively worked on Regular expressions ( RegEx) to solve / build complex queries to help users.
* Extensively used **Dynatrace**, **Sitescope, NewRelic** for monitoring Application performance and

Servers **stats**.

* Closely worked with Release Management Team in doing builds and deploying code into various environments like **DEV/QA/SIT/UAT/Prod.**
* Good understanding **of Scrum methodologies, Test Driven Development** and **continuous integration**.
* Have excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels and can work as a part of a team as well as independently.

**Technical Skills**

**Programming Languages:** Java, Python

**Databases:** MS Access, Oracle 10g, MySQL,

**Directory Servers:** Sun Java DSEE 6.x, SunOne Directory Server, Microsoft Active Directory, **Application Server:** Sun Application Server, Tomcat and Weblogic, WebSphere WAS server **Operating Systems:** Windows, Linux, Solaris.

**Tools: IntelliJ,** Eclipse, RAD, JUnit, SVN, Subversion, Nexus, Jenkins, Ansible, Gitlab, F5, Kong.

**Enterprise Tools:** Splunk, Sumologic, Dynatrace, NewRelic, Sitescope, Ansible, Chartbeat, Terraform, Extrahop.

**Development Process:** Agile methodology, Continuous Integration.

**Certifications:**

* AWS certification DevOps Engineer Professional.
* AWS certification SysOps Administrator.

**Education:**

MS in Information Technology from the University of the Potomac, Virginia, USA, 2017

MS in Computer Applications, Kakatiya University, Warangal, August 2005

BS Degree in Computer Applications, Kakatiya University, Warangal, India, 2002

**Professional Experience:**

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| **Fanniemae - Reston, VA** |  |
| DevOps Engineer/ Sr. Site Reliability Engineer | ***May 2016 – Present*** |
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* Splunk / Elk Kibana searching and reporting, dashboards, and alerts creation & configuration .
* Experience with various services of **AWS:EC2, ELB, S3, SNS, SQS, RDS, Elastic IP, Route 53, IAM, Cloud Formation** and **Cloud Watch**
* Created continuous integration system using **Ant, Jenkins, Chef, Puppet** full automation, Continuous Integration, faster and flawless deployment
* Worked on infrastructure with **Docker** containerization
* Involved in integration and building systems for highly available application
* Design and implemented many applications that need a Kubernetes platform for modern application deployment
* Having experience in understanding of Splunk 6.x and 7.x products, Distributed Splunk as Enterprise logging architecture and components including search heads, indexers, forwarders, etc.
* Developed **playbooks** in **Ansible** for autoscaling of Splunk instances
* Capacity planning and **installing** Dynatrace & New Relic **agents** as part of APM solution
* Developing custom **alert profiles** based on the infrastructure setup
* **Integrated** Dynatrace Splunk to troubleshoot / Debug the issues at increased pace
* Documented the **Standard Operating Procedures** of the **handovers** throughout the implementation process
* **Configuration** of Dynatrace & **NewRelic** for monitoring and visibility of transactions and latency
* Developed Dashboards showing the health of each application and hosts for the Senior Exec Leadership team
* Involved in setting **smart baselines** for Dynatrace alerts, creation and scheduling of various monitoring reports, opening support tickets and working on enhancements
* To create **automation scripts** using Dynatrace components and to configure these automated scripts across Global sites
* Built customer scripts to interact with Dynatrace API for upgrades and hub fixes without having downtime in monitoring
* Provide inputs for identifying best fit architectural solutions & logging standards - deployment for Splunk project
* Conducts meetings with Architect and system analysts of the existing systems, analyze system interaction and after analysis of requirements design the architecture of the new system
* Create data **retention** policies and perform index administration, maintenance and **optimization**
* Create **role-based** access and **SAML** based SSO **authentication** for Splunk & Dynatrace
* **Enforced** Enterprise logging **standards** across IT organizations.
* Manage **cutover** activities of system change and Fix issues on an emergency basis
* Design and Development of **WSDL** as per requirement and client standards
* Instrumented **NewRelic** to identify bottlenecks in the application to capture the stack trace for each thread, processing time, page rendering for web applications
* Configured the current **health of applications** and to create **alerts** for escalating the **critical** conditions before they impact the production
* **Developed** custom **tools** using **Python** and **JavaScript**-based APIs to extend the functionality of the ExtraHop platform
* Design and implement ExtraHop product deployments to maximize time-to-value and ongoing positive technical outcomes
* Monitoring TCP dumps & network packets using **Extrahop**
* Administered and Configured load balancers on **Akamai**. Also, Performed pro-active system monitoring using nagios and Akamai
* Conduct System, Integration and Performance testing phase by phase
* Before production moves – perform break it test and stress test of both the app and hardware environment
* In depth and extensive knowledge of **Splunk architecture** and **Machine data** and **operational Intelligence**
* Worked with Spunk **REST API** to do specific forwarders upgrades at scalable infrastructure
* Engineered Splunk to build, configure and maintain heterogeneous environments and in-depth knowledge of log analysis generated by various systems with security
* Experience in designing, deploying and operating highly available, scalable and fault tolerant systems using Amazon Web Services (**AWS**)
* Parsing, Indexing, Searching concepts Hot, Warm, Cold, Frozen bucketing and Splunk clustering
* Setting up Enterprise logging to capture and analyze data from various layers, Load Balancers, Web Servers and application servers
* Migrating projects from CLEARCASE to GIT and working as GIT admin as well packing and automating builds, code analysis, and maven.

**Environment**: AWS, Splunk 7.x, Splunk DB Connect and other modules, Oracle WebLogic 9.x/10.x, Oracle 9i/10g, Solaris 10, LINUX, NewRelic, Apache 2.x, Python, Extrahop, Terraform, Puppet, Chef.

**EASTERN BANK - Boston, MA Aug 2014 – April 2016**

**Finacle E-Banking Application – FEBA**

**Sr Production Support Analyst.**

Finacle eBanking product is the online channel offering from Finacle in the consumer and corporate category for banking and financial institutions. The product has evolved over the last decade in a rapidly online space. This product line has matured with a strategic investment towards adopting it to multiple channels, contemporary technologies, and development methodologies.

**Responsibilities**

* Deployed the product in the client environment Linux/Windows environment.
* During live movement, technical support till the user acceptance is approved.
* Involved in UNIX shell script programs, SQL, fixed length data input files, complex tables, and Data validations.
* Involved in daily production support activities and batch job scheduling.
* UNIX scripting and mapping with database with ETL tools.
* Developed SRs using java/j2ee.
* Provided Root cause analysis for TOL tickets for live issues.
* Firestone tickets raised for product defects and follow-up with the development team.
* Analyze and investigate interface defects and conclude the source of the problem.
* Monitoring of Production Code Execution and troubleshooting of defects with Ab Initio graphs, Korn shell scripts, and Autosys command jobs.
* Developing Korn Shell to support ad hoc user requests.
* Working with the testing, development, database, and UNIX administrators to resolve defects.
* Providing level 2(L2) support to teams.
* Involved in requirement gathering and functional design for further customization for recurring defects.
* Coordinating code redeployment with development, test, user acceptance test, change management, and release management teams.
* Developed scripts to end to end smoke tests of code before deployment to test environments.
* Analyzing and providing solutions for critical issues.
* Responsible for gathering troubleshooting issues and summarizing them into a weekly report for management.
* Closely worked with Business users to meet their requirements.
* Worked with the QA team to resolve testing issues.
* Identify process bottlenecks, constraints, and improvements to enhance the design of the process and continue the value cycle.
* Strictly follows the SLA and always met the client SLA.
* Involved in UAT to Production deployments.

**Technical Environment**: FEBA, Java, Autosys, ETL tools (Informatica abinitio /admin), SQL, UNIX, Shell script, Eclipse, tomcat, java script, Web sphere, XML, XSLT, Formsgroup, Formsmanagement, Oracle and Host layer.