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**Cloud Engineer**

**Ph: 7087629747**

**PROFESSIONAL SUMMARY**

**AWS Certified Solution Architect Associate with 9+ years’ experience** in IT industry with progressive experience in deployment, implementation, Automation, troubleshooting and maintenance of **Cloud (AWS) environments**.

* Experience in Administration, development, operations, maintenance and support for **AWS cloud resources** like launching, maintaining, and troubleshooting of **EC2** instances, **S3** buckets, **VPC** - **Virtual Private Clouds**, **ELB** - **Elastic Load Balancers**, **RDS - Relational Database Services, AMI, SNS, SES, SQS, IAM, Route 53, Elastic Container Service, Elastic Beanstalk, Autoscaling, CloudFormation, CloudFront, CloudWatch** and other services of the **AWS** and designed AWS cloud models forInfrastructure-as-a-Service **(IaaS)** andPlatform-as-a-Service **(PaaS).**
* Expertise with **(SDLC)** Software Development Life Cycles and **Agile Ops Methodologies** & **Agile Programming.** Strong understanding of application release management within complex environments.
* In-depth Knowledge of principles and best practices of (**SCM** - Software Configuration Management) processes like **packaging**, **compiling, Application configurations** and **deploying.**
* Hands on experience in configuring and managing cloud infrastructure in **AWS** using **Terraform.** - Proficient in DevOps tooling such as **GitHub, Atlassian Jira/Confluence, CloudBees Jenkins, Terraform, and Ansible.**
* Extensive experience in writing Jenkins pipeline jobs and automating AWS cloud resources using Terraform.
* Involved in operations and maintenance support for **AWS cloud resources** like launching, maintaining, and troubleshooting of **EC2** instances, **S3** buckets, **VPC** - **Virtual Private Clouds**, ELB - **Elastic Load Balancers**, and **RDS - Relational Database Services, CloudWatch, Cloud Front, Route53**.
* Worked with **Docker** and **Kubernetes** on multiple cloud providers, from helping developers build and containerize their application (CI/CD) to deploying either on public or private cloud.
* Hands on Experience using the **SCM** tools like **GitHub, Bitbucket, Azure DevOps** to maintain the version, branching and tagging across various environments.
* Hands on experience on DevOps tools such as **GitHub**, **Maven**, **Jenkins**, **Docker, Kubernetes** and knowledge of **Chef, Ansible, Puppet, Vagrant, Packer.**
* Knowledge in **Jenkins** Plugin Management, Securing and Scaling Jenkins, Integrating Code Analysis, Performance issues, Analytics and Test Phases to complete the CI/CD pipelines within Jenkins.
* Experience with monitoring and logging tools like **App Dynamic, Dynatrace, Prisma Defender,** **Splunk** and **Nagios** for monitoring network services and host resources.
* Experience in various scripting languages like **Shell, Ruby** and **Python** focus on DevOps tools, CI/CD and **AWS** Cloud Architecture.
* Hands on with **JIRA, HP Service Manager, ServiceNow** in various projects.
* Strong understanding in network design, operational support, or hands-on implementation and configuration of routers, hubs, switches, Controllers.

**TECHNICAL SKILLS**

**Languages :** Python, Shell, JSON, YAML, and HTML.

**Version Control System :** GitHub, Bitbucket, Nexus, Artifactory, Subversion (SVN), GIT.

**Databases :** Oracle, MYSQL, Aurora, PostgreSQL

**Build Tools :** Maven, Bamboo, AWS Code Commit,

**IAAC :** Terraform, CloudFormation

**CI Tools :** Jenkins, Bamboo

**Ops Tools :** Docker, Kubernetes, Ansible

**Operating Systems :** Windows, Linux

**Application Servers :** Apache Tomcat, Web Logic, Web Sphere, Jboss

**Bug Tracking Tools :** JIRA, HP Service Manager, ServiceNow.

**AWS :** EC2, Elastic Block Storage, ECS, Cloud formation, VPC, Subnets,

IAM Roles and Pollicises, SNS, S3, API Gateway,

Elastic Cache, Elasticsearch, DynamoDB

**Networking software :** Wireshark, Putty.

**Education Qualification**

Masters in Industrial Engineering & Technology Management

Southeast Missouri State University, Cape Girardeau, Missouri (AUG 2013 – May 2016)

Bachelor of Technology in Chemical Engineering

Osmania University, Hyderabad, India (JUNE 2006-MAY 2010)

**Certifications:**

* AWS Solutions Architect Associate
* Cisco Certified Network Associate

**PROFESSIONAL EXPERIENCE**

**Cigna Group Feb 2023-Present**

**AWS Cloud Engineer:**

**Responsibilities:**

* Member of **Cloud Services** team which controls all the clouds across the organization and acts as administrator implement cloud activities across the organization.
* Implemented infrastructure automation using **Terraform** and managed Continuous Integration with **Jenkins**, enhancing the client web experience.
* Conducted Proof-of-Concept projects to validate new **DevOps solutions**, ensuring optimal system performance.
* Acting as a point of contact for many application-development teams regarding their cloud issues and day to day-to-day cloud activities.
* Responsible for deploying changes, updates, creation of resources and deploying them to production accounts across different projects/environments.
* Setup and build AWS cloud infrastructure resources like **EC2, EBS, S3, VPC, Autoscaling, Cloud Watch, Cloud Front, and Route 53** etc., using **Terraform.**
* Worked closely with cross-functional teams to architect, design, develop, test, and release system features through automation.
* Managed CI/CD pipelines using **Jenkins** and **Argo CD** for streamlined software deployment.
* Deployed and configured **Elasticsearch, Logstash and Kibana (ELK)** for log analytics, full text search, application monitoring in integration with **AWS Lambada and CloudWatch**. Stored those **logs** and metric into **S3 bucket** using **Lambda function**.
* Used **CloudWatch** to collect and monitor log files and created **alarms** in conjunction with SNS to notify the resource usage and billing events.
* Responsible for creating new **IAM roles**, **groups, users, security groups**, allowing different traffic ports using **terraform** and other access related permission issues.
* Creating **S3** buckets and managing policies for S3 buckets and utilized for storage and backup on AWS.
* Used **CloudWatch** to collect and monitor log files and created **alarms** in conjunction with SNS to notify the resource usage and billing events.
* Used **AWS Lambada** to run servers without managing them and to trigger to run code by **S3** and **SQS**. Configured **API gateways** and created CRON jobs and Batch jobs.
* Implemented and maintained AWS container technologies, such as **EKS, ECS, and ECR**.
* Created pods and clusters using templates in **Kubernetes**. Created reproducible builds of **Kubernetes** applications and managed **Kubernetes** manifest files. Scheduled, deployed, and managed container replicas onto a node cluster using **Kubernetes**.
* Demonstrated proficiency with **Terraform** IaC, Kubernetes Helm, and Ansible in infrastructure management.
* Maintained Terraform Helm and **Ansible**, ensuring infrastructure reliability and efficiency.
* Utilized **DevOps** tooling (**GitHub, Atlassian Jira/Confluence, CloudBees Jenkins, Terraform, Ansible**) to automate deployment processes.
* Proficiently wrote **Jenkins** pipeline jobs to streamline continuous integration and deployment.
* Supported the adoption of common vision, practices, and capabilities across teams.
* Engaged with Technical Architects and technical staff to determine appropriate technical strategies and designs.
* Collaborated with offshore team members and clients to resolve technical dependencies, issues, and risks.

**Environment**: AWS, DevOps, Terraform, RDS, S3, Docker, EKS, Git, Jenkins, Jira.

**State Farm Insurance, Bloomington, IL Sep 2017-Feb 2023**

**AWS Cloud Engineer:**

**State Farm Insurance** is a provider for Auto, business, property, and liability insurance, Agri business insurance and surety bonds.

**Responsibilities:**

* Member of **Cloud Services** team which controls all the clouds across the organization and acts as administrators implement cloud activities across the organization.
* Setup and build AWS cloud infrastructure resources using **Terraform**, which helped developers and businesses an east way to create a collection of related **AWS** resources and provision them in an orderly and predictable fashion.
* Successfully led data migration projects, transferring data between VPCs and AWS accounts, ensuring seamless transitions and minimal downtime.
* Migrated production infrastructure into an Amazon Web Services utilizing AWS Cloud Formation, Code Deploy, Ansible, EBS, and Ops Works
* Setup and build AWS cloud infrastructure resources like **EC2, EBS, S3, VPC, Autoscaling, Cloud Watch, Cloud Front, and Route 53** etc., using **Terraform.**
* Implemented **DevOps** best practices, including Source Code Management, Continuous Integration, Deployment Automation, and Infrastructure as Code.
* Used AWS **CloudFront** (Content Delivery network) to deliver content from AWS edge locations by improving user experience and latency.
* Designed and Implemented Cloud migration projects using AWS Application Migration Service (MGN), AWS SMS (Server Migration Service) Migration Hub, AWS Cloud Endure Migration.
* Used **CloudWatch** to collect and monitor log files and created alarms in conjunction with SNS to notify the resource usage and billing events.
* Setting up **Auto Scaling** for instance group using AWS Command Line Tools and AWS cloud for DEV/QA environments.
* Integrated Security at various levels such as encryption at rest and in transit of data in **EBS** and **S3**, limited accessibility, blocking for bad IPs, fixing security loopholes based on internal penetration tests, event-driven security based on **CloudWatch logs, AWS CloudTrail, AWS Config, AWS WAF service**.
* Created and implemented branching and merging strategy with multiple branches. Used **GitHub** as **SCM** repo to keep trach of version changes. Implemented and maintained the branching and Build/Release strategies utilizing GitHub as SCM.
* Worked on **Jenkins** for Continuous Integration and Continuous Delivery, creating **Jenkins Pipelines**, **service/web** hooks and involved in merging, branching, and deploying the changes to different environments.
* Integrated **SonarQube** with Jenkins for continuous inspection of code quality and analysis with SonarQube for **Maven**.
* Resolved system issues and inconsistencies in coordination with quality assurance and engineering teams.

**Environment**: AWS, DevOps, Terraform, CloudFormation, DynamoDB, S3, Docker, Git, Jenkins, Jira.

**Ferguson Enterprises -Baltimore, MD Dec 2016-Sep 2017**

**Infrastructure Engineer**

**Responsibilities:**

* Worked as a Systems Administrator on **Red Hat4/5**, **CentOS** 3/4and **Ubuntu** (8.04, 9.04) servers.
* Worked on Applying patches, installed monitoring tools, and upgraded BIOS on HPC Clusters.
* Scheduled users to perform High Performance Computing activities on the **Linux** cluster.
* Installation and configuration **VMware ESX/ESXi** servers and vCenter.
* Create and configure virtual machines.
* Work on **VSphere 5.0, 5.1 including HA and DRS**
* **Create, Deploy** and **clone** of virtual machines and templates.
* Monitored CPU, memory, **iSCSI** disks, disk controllers, physical disk, **HW** and **SW** **RAID**, multipath, file systems, network using the tools like **Nagios**.
* Involved in Planning, building and Administration of various High Availability clusters and heartbeat checking on **Sun Solaris** using **VCS** in heterogeneous **SAN** environment.
* Used various networking tools such as **SSH**, **telnet**, **rlogin**, **ftp,** and ping to troubleshoot daily networking issues.
* Installed **WebLogic 9.x** and **JBoss** 4.0 Application Server. Configuration of domains, deployment of applications on Development to UAT environments.
* Configured pools, virtual servers, and proxies with Big IP **F5 load balancer**.
* Installation, setup, configuration, security administration and maintenance for flavours of servers like **Active Directory,** **NFS, FTP, Samba, NIS, NIS+, LDAP, DHCP, DNS, SMTP/Mail Server, Apache Servers, Proxy Servers** in heterogeneous environment.
* Provided technical directions to the Application team and external vendors on integration requirements and technical issues related to system rollouts
* Monitoring and managing performance of ESX servers and Virtual Machines.
* Using Virtual centre server for HA, DRS and V motion.
* Working on Migration concepts like V motion and Cold migration.
* Creation & Troubleshooting of Virtual Network.

**Environment**: Solaris 8,9 &10, Red Hat Enterprise Linux4, 5, CentOS 3/4, Ubuntu 8.04, 9.04, Nagios, Openstack, Active Directory, NFS, FTP, Samba, NIS, NIS+, LDAP, DHCP, DNS, SMTP/Mail Server, V motion, WebLogic 9.x and JBoss 4.0.

**NWN-NC Aug 2016 - December 2016**

**UC Engineer**

**Responsibilities:**

* Giving solutions in Network Infrastructure, & solutions pertaining to IT Infrastructure.
* Implemented a new network architecture connecting client corporate office and the branch-offices.
* Deployed a multisided IP Telephony Network with Cisco Unified Communications Manager **(CUCM 11.5, 10.5.2, 9.1.2)** and Unity Connections **(CUC 11.5, 10.5.2, 9.1.2).**
* Perform software upgrades on existing Cisco voice deployments
* Configured and Installed VMware ESXi 5.1 hosts Publisher/ Subscriber, Deployed call manager 9.1.2, Unity connections, IM&P.
* Migrated Avaya PBX to cisco Call Manager 10.5.2.
* Managed UCS Environment and created VLANs for Cisco UCS environment.
* Handled VOSS (**CUCDM**)
* Configured, administered, and troubleshoot Cisco **CUBE**(AS5350XM).
* Provide remote and onsite assistance to the client with the SIP/ITSP Peering using **CUCM, CUBE/SBC**.
* Installed and configured Cisco IP Phone 794x, 796x, 7937’s, 8945’,8811’s
* Worked with team of Engineers on client location for Call Manager 11.X and Voice Gateways upgrades.
* Resolved network connectivity issues determined root causes and upgraded and replaced equipment and software.
* Cisco Voice gateway configuration.
* Worked on configuring multiple CUCM 11.5, CUC 11.5, gateways, and switches in test labs
* Worked with various service providers to report circuit outages and new circuit turn ups
* Worked on Level 3 issues which are escalated and opened TAC cases with Cisco for further troubleshooting and resolved issues in a timely manner.
* Worked on opening and managing change requests for production changes
* Updating low level design and network implementation documents on design changes

**Environment:** CUCM 11.5,10.5.2, CME, Voice-mails (CUC 10.5.2, 9.1), Voice gateways, IP Phones, MGCP, SCCP, SIP, H.323, SRST, FXS/FXO, Troubleshooting.

**Knoah solutions - India May 2011 – July 2013**

**Role: Telecommunications Engineer**

**Responsibilities:**

* Deployment, management, Upgrading and troubleshooting of **CUCM 7.0, 6.0**, **UCC Express**, **Unity.**
* Configured, installed, and supported Cisco Unified Communication Manager **(CUCM) 7.0**, Cisco Messaging Systems **(Unity/Unity Connection)**, **Voice Gateways**, Cisco routers and switches.
* Configured and installed VOIP devices and IP Phones such as **7940, 7942, 7960,7961, 7971G-Ge, 7975G IP** phones of 7900 series.
* Created **dial-plans, route patterns, route groups, route lists, calling search space, partitions** and upgraded Cisco Unified Communications applications.
* Created **Voice Mail boxes**, **call handlers, create and reset passwords.**
* Implemented call routing, call management and IP telephony integration.
* Monitored and troubleshoot call routing, number translations and call handler issues.
* Troubleshooting IPT voice quality issues between and within locations by **transcoding of Codecs.**
* Installation and management of **overall administration of LAN, WAN**, systems involving design of network layouts, configuration and maintenance, Commissioning Routers & Switches, IPS and ensuring maximum uptime during site deployment to VoIP.
* Worked with team on call rotation to handle tickets.
* Provided on Call support Cisco routers, switches including Call Manager V7.0.
* Monitored system performance, conduct feasibility studies and made technical decisions regarding system hardware and software upgrades or changes.

**Environment:** Call Manager 7.0, Site Migration, SRST, Emergency Responder, Switch Documentation, Meeting place, CUCM 6.0, SIP Trunking, MS Office, Windows.

**Mahindra Satyam, India Aug 2010 – May 2011**

**Role: Network Engineer**

**Responsibilities**

* Deployment, management, Upgrading and troubleshooting of **CUCM 8.5**, **UCC Express**, **Unity.**
* Configured, installed, and supported Cisco Unified Communication Manager **(CUCM) 8.5**, Cisco Messaging Systems **(Unity/Unity Connection)**, **Voice Gateways**, Cisco routers and switches.
* Configured and installed VOIP devices and IP Phones such as **7940, 7942, 7960,7961, 7971G-Ge, 7975G IP** phones of 7900 series.
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* Worked with team on call rotation to handle tickets.
* Provided on Call support Cisco routers, switches including Call Manager V7.0.
* Monitored system performance, conduct feasibility studies, and made technical decisions regarding system hardware and software upgrades or changes.

**Environment:** Routers and Switches, IP Subnetting, Rip, EIGRP, OSPF, VLANs and Troubleshooting.