**Sourabh Tiwari**

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* Over 20+ years of experience as **SRE Engineer**, **Software** **Development**, **System Administration, Configuration Management, Build Release Management,** programming**,** and a Middleware/Application Server.
* Experience of both waterfall and agile work environments
* Support and manage cloud infrastructure both **AWS** and **Azure cloud infrastructure**.
* Opensource vulnerabilities tools (Blackduck, openshift, Paltoalto networks container security tools- Prisma Cloud Compute) setup, troubleshooting, library/vm images update as per security guidelines.
* Orchestration of microservices running in **Kubernetes, AKS** and **Openshift** in azure/aws clouds.
* Infrastructure setup using **terraform** in a CI/CD pipeline using **Azure DevOps (Team Foundation Server)**/**Jenkins**.
* Configuration/Monitoring Azure resource/services (VM, VMSS, IOThub, Service-bus, servicefabric, cosmosdb, sqldb…)
* Keys/Secrets/Certificates renewal in **CyberArk**, **keyVaults**, **Venafi**.
* Experience of **Splunk, New relic, Grafana, Prometheus**
* Experience of **ServiceNow**, **Confluence**, **Jira** and **Remedy**.
* Extensive experience in administration and support of **Oracle WebLogic 11g/12c,** and web servers like **Tomcat** **and Apache,** Performance analysis using **diagnostic images**, **heap memory**, **thread** **dumps,** Configured **J2EE** resources like **JDBC/JMS** on Application servers using manual console modes.
* Deployed J2EE application modules **Web applications, EJBs and shared libraries**
* Integration of **Application Servers** with **web servers Apache**, **Sun One web Server** to load balance and achieve **HA** with **session failover.**
* **Experience** with setting up **software level clustering**, **load balancing for different web, application servers.**
* Involved in configuring **proxy plug-ins** for both Sun one web server and **Apache** to the **backend application server** that involve **WebLogic** and **JBOSS**.
* Experience with source code control systems/ version control tools **GitHub/bitbucket**
* Strong experience of **C/C++/Visual studio** and **MFC** library and **golang**
* Experience in dashboard development using kibana.
* Development of scripts in **powershell**, p**ython, bash shell scripting** for **automation** purpose.
* Experience of working in both waterfall and agile model.
* Strong experience of **Object-Oriented Programming and UML** concepts.

**Technical Skills**

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| --- | --- |
| Programming/scripting Languages | C, C++, bash, powershell |
| Cloud Platform | AWS (EC2, VPC, SG, ECS, ECR, S3, EBS, Cloud Formation, Route53, IAM), Azure (AAD, VM, VMSS, VM, IOTHub, ServiceBus, Gateways, LB, Traffic Manager, Cosmosdb, sqldb, Servicefabric Cluster) |
| Platforms | Linux (RHEL, Centos), Windows, MacOS |
| Middleware Servers | WebLogic, Tomcat, Apache, Oracle HTTP Server, Tuxedo |
| Databases | Oracle MSSQL, MySQL, cosmosDb |
| IAC, Containerization & Orchestration CI/CD | Terraform, Docker, podman, Openshift, kubernetes, Jenkins, cloudbees, Azure Devops (TFS) |
| Versioning Tool (SCM) | Bitbucket**,** Github, VSS, SCCS |
| OpenSource security vulnerability Tools | Prisima Cloud Compute (PCC), Blackduck, Whitesource |
| Monitoring tools/Others | AppDynamics, Splunk, ServiceNow, Confluence, JIRA, Rally, CloudWatch, New Relic, Grafana, Prometheus, Venafi, CyberArk |

**EXPERIENCE**

**Client: Starbucks** **Nov2021 – till date**

**Role: SRE/DevOps Engineer**

**Responsibilities:**

* Understanding of client **Azure** cloud platform, deployment process using azure ADO pipelines, services on **Servicefabric**/**AKS**
* Manage all Infrastructure Updates, Production Support, and Infrastructure Enhancements​
* Responsible for all platform Ops related infra updates​.
* Responsible for Failover from active to passive stamp in case of unavailability of platform or when required for Platform upgrades​.
* Keep Kenna Scores under the set limit​.
* Responsible for Keeping all Store and cloud **Certificates** Up to Date​
* **Certificates**/**secrets** renewal in **Venafi**/**CyberArk** and update in key-vault using **Azure** **DevOps** pipelines.
* **Azure DevOps** pipeline setup for alerts configuration/deployment in New Relic, Azure Monitoring, Slack for Azure resources Monitoring of resources using **Splunk**, **new relic**, and **Azure alerts.**
* Monitoring alerts using **PagerDuty**, **Slack**, **new relic, azure alerts** for **24\*7** support.
* Prepared **PowerShell** scripts for cosmos DB documents create, update & delete in bulk.
* Update **VM** & **VMSS** image updates as per Azure image release using pipeline.
* Monitoring of azure infrastructure/applications in Servicefabric cluster using Splunk/new relic
* Bi-monthly **Load** **failover** between active and passive infrastructure in **us east/us west/us west** **2** regions.
* **KBA** and release documents preparation of activities in **confluence**
* Working in agile environments using Jira stories in Kanban.
* automation of cronjob using ADO pipeline and powershell, intergration with slack for notification
* Automation of alert in **splunk** and integration with **PagerDuty**
* Automation and notify of **cronjob** in azure using **powershell**
* Automation of windows OS **image** upgrade using pipeline
* Automated **PagerDuty** alerts in schedule maintenance window before starting the deployment in production to avoid unnecessary noise through pipeline.
* Automation to connect and query cosmos db for **CRUD** operations.
* Manage AKS cluster in development.

**Environment:** Azure resources, GitHub, Azure DevOps (TFS), PowerShell, PagerDuty, New Relic, Splunk, Jira, Confluence, SQL DB, cosmos DB, Venafi, hashicorp

**Client: Transamerica** **Aug2021 – Nov2021**

**Role: DevOps Engineer**

**Responsibilities:**

Developed terraform library for development team.

* Understanding the client application platforms.
* Developed modules in terraform for AWS deep learning notebook.
* Validation of modules using golang.

**Environment:** AWS, terraform, jenkins, bitbucket, golang.

**Client: Nike** **May2021 – Jul2021**

**Role: DevOps Engineer**

**Responsibilities:**

Nike streaming services (Event Managed Streams) is key platform that provides streaming services to database and web-based calls and creates source and sink connectors for data plane that is developed in kafka.

* Understanding the client streaming platforms.
* Writing infrastructure files for CI/CD using terraform for environments deployed in AWS.
* Kibana dashboard development for source IP count.
* Writing/troubleshooting Kubernetes yaml files deployment of pods, services and other resource in the cloud.
* Writing Jenkins pipelines for CICD purposes.
* Support and bug fixing of services written in golang.
* Monitoring cloud resource (cpu, memory, processes) using Grafana, prometheus

**Environment:** macos, github, docker, kubernetes, Grafana, Prometheus, terraform, curl, jq, golang, visual code, Sailpoint, Cerberus, kafka, kibana, AWS, Jenkins, insomnia, slack, jira, confluence signalfx.

**Client: Travelers**  **Jul2020 – Apr2021**

**Role: DevOps Engineer**

**Responsibilities:**

Prisima Cloud Compute (PCC) is paloaltonetworks container vulnerabilities security tool that is used to monitor containers in openshift and PKS platform cluster in cloud. PCC has components PCC console and defenders installed in the cluster. Defenders scan the hosts and containers and report to console to view the vulnerabilities.

* Understanding the client OCP cluster, PCC console, defenders, twistcli.
* Installation of PCC console and defenders in the kubernetes and openshift cluster.
* Build the images using jenkins jobs and store images to nexus repository.
* Openshift project setup (pods, services, configmaps, secrets) and deployment.
* Pull the images from nexus and deployed in openshift/kubernetes environment.
* Using PCC APIs in bash script to get data from PCC database.
* Writing/modify docker files for image creation, yaml files for container spinning in the cloud.
* Troubleshooting containers and applications written in golang.
* scan standalone images using twistcli.

**Environment:** Linux, github, gitbash, UCD, docker, Prisima Cloud Compute, twistcli, openshift, kubernetes, curl, jq, golang, visual code

**Client: Citi Group, Irving TX**  **Jan2020 – Jun2020**

**Role: DevOps Engineer**

**Responsibilities:**

* Understanding the client environment requirements.
* Setup opensource vulnerabilities scanning tool white source in OpenShift -SaaS model.
* Upload the images in docker demon and push to artifactory.
* OpenShift project setup (pods, services, configmaps, secrets) and deployment.
* Pull the images from artifactory and deployed in openshift environment.
* Prepare/update manifest file for deployments.
* Troubleshooting.

**Environment:** Linux, Java, bitbucket, gitbash, maven, docker, whitesource, OpenShift, eclipse

**Employer: DATAQUEST CORP (Sep2017- Dec2019)**

**Client: JP Morgan Chase, Chicago**  **Jun2019 – Dec2019**

**Role: DevOps Engineer**

**Responsibilities:**

* Automation of springboot microservices environment
* Configuration of infrastructure and components
* Build and deployment of components using pattern and scripting-based pipeline.
* Configured Splunk with components (application as a service)
* Troubleshooting issues
* Working in agile environment, tracking backlog /sprint using Jira
* build the images and push to repository.
* prepare manifestation file for Deployments.

**Environment:** Linux, springboot framework, java, jules/jenkins, bitbucket, gitbash, cassandra, confluent kafka, maven, Splunk, eclipse

**Client: Ally Financial Inc.**, **Detroit**, **MI** **Jan2018 – Jun 2019**

**Role: DevOps/Middleware Administrator**

**Responsibilities:**

* **CI/CD** - **Jenkins’s** master and agent configuration, jobs setup and troubleshooting
* Integration of **JDK**, **maven**, **SCM**, **bitbucket**, **Nexus** Repository, **Junit**, **SonarQube** with Jenkins
* **Build** issues troubleshooting with development teams.
* Application Servers-**JBOSS EAP 6.x/7.x, WebLogic 11g/12c Web Server Apache, Tomcat** configuration
* **Deployment** of applications (ear, jar, war) in **JBOSS EAP 6.x, WebLogic 11g/12c** in **development**, **model** and **Production** environments
* **JDK patch upgrade** in different dev, model and production environments
* Performed **JVM tunin**g by updating heap sizes, garbage collection options and other needed **JVM** sizing and stability parameters.
* **Splunk** and **AppDynamics** agent setup for weblogic/ jboss servers.
* Configuration of **Elasticsearch** service on AWS instances
* **ServiceNow/JIRA** for Incidents, CT/CRs and reports.
* Configuration of agents for COTS applications.
* Monitoring micro services in openshift cluster using Grafana and Prometheus

**Environment:** Solaris, Linux, WebLogic 11g/12c, JBOSS EAP 6.x, JDK 1.7/1.8, Apache web server 2.x, Tomcat, Linux 5.x, 6.x, Splunk 6.5.0, AppDynamics 4.4, Python, S3, Elasticsearch, Jenkins, maven, bitbucket, docker, Grafana, Prometheus

**Employer: TECHMAHINDRA LTD (JUL2006- SEP2017)**

**Client: AT&T,**  **Aug2017 – Dec2017**

**Role: DevOps/Middleware Engineering & Operations**

**Responsibilities:**

* **Build** and **deployment** of **applications** in development and testing environments.
* Integrated apache with **Jboss** using **mod\_cluster** components using multicast advertisements.
* Managed 100+ middleware servers comprising **WebLogic, Apache.**
* Updating of **security certificates** **SSL** for **WebLogic** and **Apache** servers
* **Deployment** of applications (ear, jar, war) in **WebLogic 11g/12c**
* Prepared **stop/start** scripts for the **WebLogic** application through **Jenkins**
* CI/CD pipeline setup using **Jenkins.**
* Performed **JVM tunin**g by updating heap sizes, garbage collection options and other needed **JVM** sizing and stability parameters.
* Automation of routine task using ksh and python.
* Played a key role in performance testing collected and analyzed different dumps (**heap** dump, **thread** dump) during **performance testing**.
* Apply **SSL** certificates in new environments and renewal for existing environments.
* Used Remedy ticketing tool.

**Environment:** Solaris5.11, WebLogic 11g/12c, JDK 1.7/1.8, Apache web server 2.x, Linux 5.x, 6.x, Remedy

**Client: AT&T**  **Mar2010 – Jul2017**

**Role: Middleware Engineer**

Worked on AT&T projects and handled the build and deployment middleware team. Other than team management, client meeting, onshore-offshore meetings, handling deliveries, worked as an individual contributor in the projects as given below-

**Responsibilities:**

* **Build and Deployment** responsible for Application Servers JBOSS EAP, **WebLogic** 11g, **Web Server** technologies Apache 2.x
* Automated Installation and Administration of Middleware Systems comprising BEA Weblogic (multiple versions), Apache & Oracle WebServer, Akamai configs using WLST / Python and Bash scripts
* Automation of build and deployment in development environment using **ant and maven** and **ksh**
* Automation of deployment in testing environment using **ksh** scripting.
* CI/CD pipeline setup using Jenkins in development environments.
* Generate **heap** using **jmap** utility for memory related issues and analysis purpose.
* Collected **thread dump** and for thread analysis purpose.
* Managed many middleware servers comprising **WebLogic**, **Apache**, **SVN**
* Installationand **renewal** of **SSL certificates** for **WebLogic** and **Apache** servers in all the environments
* Automation of routine tasks using shell scripting.
* Used Remedy ticketing tool.

**Environment:** Solaris, WebLogic 10.x/11g/12c, JBOSS 6.x, JDK 1.7/1.8, Apache 2.x, Solaris, SVN, ANT, Jenkins, Maven

**Client: AT&T**  **Nov2008 – Feb2010**

**Role: Middleware Engineer**

Worked on AT&T projects and handled the build and deployment middleware team. Other than team management, client meeting, onshore-offshore meetings, handling deliveries, worked as an individual contributor in the projects as given below-

**Responsibilities**

* **Middleware operations** role responsible for **WebLogic**, **Apache** environments **Build** and **deployment** of **Java/J2EE applications** in development environment using **SVN**, **ANT** and **shell** **scripts**.
* Application **deployment** in **WebLogic** in all environments
* **Installation** and **renewal** of **SSL certificates** for **WebLogic** and **Apache** servers in all the environments
* Management of applications using SVN **source code control systems/ version control** tool.
* Worked on **application** **performance tuning.** Environment setup and deployment, heap and thread dump analysis for **memory leaks** and corrective actions

**Environment:** Solaris, WebLogic, JDK, Apache, iplanet, ant, SVN,

**Client: AT&T**  **Jul2006 – Oct2008**

**Role:** **Tech Lead**

Managed the AT&T service assurance team for network applications in C/C++ on Solaris / Linux platform-

**Responsibilities-**

* Prepared the presentation and weekly meetings with client.
* Daily work status updates with onshore.
* Meet out the deliveries as per SLAs and timelines.
* Documentation of project work.
* Managed the team at offshore, team meetings.
* Work on BSS/OSS applications support.

**Employer: INFOGAIN PVT LTD (APR2000- JUN2006)**

**Client: Serena Silver Lake**  **Jul2005 – Jun2006**

**Role: Project Lead**

Worked a Sr software engineer and Project lead from Apr2000-Jun2006 from Infogain India Noida location. Worked on multiple ClarifyCRM versions and visited client @San Jose & San Mateo for business purpose. Brief details as below-

**Project-** Customization of ClarifyCRM 10.1 for Serena silver lake

**Responsibilities (Developer):**

* Customization of ClarifyCRM 10.1 as per client requirement
* Troubleshooting and solution of issues in the existing version of the product
* Unit testing of code in development environment
* Installation and customisation of pages for the client

**Environment:** Clear basic, MSSQL, Clear case, MS-VSS Windows platform

**Client: Amdocs Clarify CRM**  **Jul2004 – Jun2005**

**Role:** Sr. Software Engineer

**Project-** Oracle OCI upgrade from OCI 7 to OCI 9 for all platforms

**Responsibilities (Developer):**

* OCI7 to OCI9 upgrade and Memory leaks issues in the Clarify8.0
* Troubleshooting and solution of issues in the existing version of the product
* Unit testing of code in development environment

**Environment:** MVC model, C/C++/MFC/Visual Studio, clear basic, MSSQL, Oracle, Clear case, Perforce, SCCS/MS-VSS, on Solaris, HP and Windows platform

**Client: Clarify**  **Apr2000 – Jun2004**

**Role:** C/C++ Sr. Software Engineer

**Project-** Clarify unique primary key (object id) upgradation from 16 bit to 32 bit.

**Responsibilities (Developer):**

* Worked on 16-bit to 32-bit migration of Clarify CRM and memory leaks in the assigned version.
* Troubleshooting and solution of issues in the existing version of the product
* Unit testing of code in development environment

**Environment:** MVC model, C/C++/MFC/Visual Studio, clear basic, MSSQL, Oracle, Clear case, Perforce, SCCS/MS-VSS, on Solaris, HP and Windows platform

**Education:**

Bachelor of Technology in Computer Science and Engineering, KNIT, UP, India.