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Description automatically generated](https://www.credly.com/badges/54e4906b-2abb-4bc0-93c1-4d48d7a1cc08/public_url)**Syed Hussain**

**Sr. DevOps Engineer**

**sm.hussain026@gmail.com | Ph. No: +1 (469)-844-7895**

**PROFESSIONAL SUMMARY**

* 10yrs experienced in Configuration Management, Cloud Infrastructure, and Automation utilizing **Amazon Web Services** (**AWS**), **Azure, Ant**, **Maven**, **Jenkins**, **Chef**, **SVN**, **Git**, **GitHub,** and **Tomcat**.
* Experienced in deploying, managing, and resolving issues for applications in both on-premises and **cloud** environments, with a primary focus on **AWS** and services which include **EC2, S3, EBS, EFS, VPC, ELB, EMR, ECS, IAM, Cloud Trail, Cloud Front, Cloud Formation, Elastic cache, Cloud Watch, RedShift, Lambda, SES, SQS, SNS, RDS, Dynamo DB** and managing **security groups** on **AWS**.
* Extensive experience in **Azure Compute Services** worked on **Azure Web Applications**, **Azure SQL Database**, Content Delivery Network, **Virtual machines**, Azure Active Directory, **Key Vault**, **Azure VPN Gateway**, **AzureFabric**, Azure Search, AppServices, and Notification hub**.**
* Expertise in **Platform as a Service (PaaS)** and **Infrastructure as a Service (IaaS),** encompassing **Virtual Networks**, **Virtual Machines**, Cloud Services, Resource Groups, **Express Route**, **VPN**, **Load Balancing**, Application **Gateways**, and **Auto-Scaling**.
* Highly skilled in **Java troubleshooting** by meticulously analyzing application performance, diving deep into **log data**, and identifying and mitigating issues such as memory leaks, unoptimized code, and performance bottlenecks.
* Experienced in designing, implementing, and maintaining **SLAs, SLOs**, and **SLIs** to monitor and improve system performance.
* Monitored and analyzed **SLA** compliance, identifying areas for improvement, and implementing corrective actions that led to an increase in service reliability.
* Conducted application monitoring by utilizing various **APM** and **Log** tools including **AppDynamics**, **New Relic**, **Datadog**, **Dynatrace**, the **Elastic Stack**, **Prometheus,** and **Splunk** to gauge key metrics, including response time, error frequencies, throughput, system uptime and downtime, CPU utilization, memory performance, and disk usage.
* Proficient in **post-mortem** analysis by collaborating with cross-functional teams to investigate critical incidents, analyzing root causes, and identifying areas for improvement.
* Integrated third-party **APIs** and services, expanding the functionality and features of our products.
* Creating Validating and reviewing solutions and effort estimate for **Data Center Migration** with **Azure Cloud Environment**
* Integrated security best practices and compliance requirements into the **migration** process, implementing **encryption**, **access controls**, and **monitoring** solutions to safeguard data integrity and maintain regulatory compliance during service migration activities.
* Contributed to the creation of dashboards and reports that provided real-time visibility into **SLA** and **SLO** status for both internal teams and customers.
* Collaborated with the development team to optimize code for **distributed** execution, resulting in a reduction in resource utilization.
* Conducted regular **performance monitoring** and **troubleshooting** of **AutoSys** jobs, ensuring optimal system performance.
* Implemented and optimized **Amazon SageMaker** for end-to-end machine learning workflows, from data preprocessing to model deployment.
* Expertise in **Log aggregation and analysis** using tools like **Elasticsearch**, **Logstash**, and **Kibana**.
* Designed custom Dashboards in **Grafana** to monitor system metrics, utilized **Loki** for efficient log aggregation, search, and analysis and troubleshooting. **Tempo** for tracing and in-depth analysis.
* Established robust **incident** management processes to address deviations from **SLOs** and ensure swift incident resolution.
* Wrote and maintained **run books** that serve as essential reference guides for various system operations and maintenance procedures.
* Good exposure to **Splunk Query Language** (SPL) to search large-scale log data and create meaningful reports and visualizations.
* Proficient in configuring and fortifying the **Web Server Interface**, managing session data, and optimizing **WebSphere** resources, **J2C**, **Connection Pools**, and **JMS** resources within IBM WebSphere.
* Proficient in **Real User Monitoring** (**RUM)** metrics, and fine-tuned web applications to ensure they meet or exceed user expectations, driving better engagement and conversion rates.
* Skilled in version control processes, encompassing branching, merging, tagging, and ensuring version consistency across diverse environments using source code management (**SCM**) tools including **GIT** (GitLab, GitHub, and Bitbucket), **Azure DevOps**, and **SVN**.
* Integrated **GitHub Enterprise** with **CI/CD** pipelines using tools like **Jenkins, GitLab CI/CD**, or **CircleCI** to automate build, test, and deployment processes.
* Experienced in the installation, setup, and administration of **DevOps** tools, including **Jenkins**, **SonarQube**, **Nexus**, **Artifactory**, **Ansible**, **Chef**, **Docker**, **Kubernetes**, **Terraform**, **CloudFormation**, **GitHub**, **JIRA**, **Confluence**, and **ServiceNow**, operating on both **Windows** and **Linux** platforms.
* Responsible for writing **Kubernetes manifest** files, incorporating resource configurations, environment variables, and service definitions for seamless **orchestration** and scaling of container workloads.
* Experienced in **infrastructure monitoring** by configuring **Prometheus agents**, ensuring the seamless collection of critical performance and health data from servers, containers, and network devices.
* Experienced in writing **Terraform scripts** to automate the provisioning and management of cloud resources, leveraging **infrastructure as code** principles.
* Proficient in writing **Ansible** scripts for deploying and upgrading various DevOps tools within the **AWS** environment using **Ansible** **Tower**.
* Good knowledge and experience in using **Elasticsearch**, **Kibana**, **CloudWatch**, **AppDynamics**, **Splunk**, **Prometheus,** and **Grafana** for **logging** and **monitoring.**
* Implemented **AWS CloudTrail** for **logging** and **monitoring** AWS API calls and activities and developed custom **CloudTrail** configurations to meet specific security and compliance requirements.
* Worked in **Kubernetes** cluster management and administration (**Amazon** **EKS**), effectively creating and managing pods, services, and replications and allocating resources based on the requirements.
* Quickly Identified and resolved problems within **K8S** clusters, effectively resolving issues like pod crashes, misconfigured services, and network-related constraints errors.
* Identified and resolved hurdles in creating **Docker** images by optimizing layers, reducing **image** size, and implementing efficient caching strategies.
* Addressed security vulnerabilities, eliminated unused dependencies, and ensured proper layer reuse for enhanced performance and streamlined **Docker** **image** management.
* Worked extensively in setting up intelligent alerting systems using tools such as **PagerDuty** and **AWS CloudWatch** **Alarms**, enabling rapid response to critical incidents.
* Conducted regular reviews of **CloudTrail logs** to identify security incidents and anomalies
* Designed and implemented high-throughput data streaming architectures in **Apache Kafka**, facilitating seamless communication between **microservices**.
* Established best practices for code review and collaboration using **GitHub Enterprise**, leveraging pull requests, code reviews, and branch management strategies.
* Experienced in designing and developing **custom dashboards** that provide real-time insights into system performance using **Grafana** and **Kibana** to visualize data in a meaningful way.
* Participated in a rigorous 24x7 on-call rotation, ensuring uninterrupted support and rapid incident resolution.
* Responsible for crafting **JIRA** stories that encapsulate project requirements and objectives, enabling clear communication and task prioritization within the team.
* Handled the complete incident and problem management workflows in **ServiceNow**, guaranteeing the prompt resolution of issues, in-depth **root cause analysis** and created operation user-friendly and straightforward service catalogs using **ServiceNow**, resulting in improved efficiency for service requests and enhanced user satisfaction.
* Hands-on expertise in using tools such as **Terraform** and **AWS Resource Manager** to define and oversee **infrastructure** configurations, ensuring uniformity and reproducibility across projects.
* Experienced with programming languages including **C**, **C++**, **C#**, **Java**, **Python**, **JavaScript**.
* Strong use of Shell scripting languages including **Groovy**, **Ruby** including **BASH** for **Linux** and **Mac** platforms and **Power Shell** for **Windows** systems.
* Collaborated with the security team to configure **AppDynamics** for anomaly detection and **incident** response, enhancing the security.
* Efficiently migrated **VMWARE** virtual machines (VMs) to **AWS**. This involved expertly handling services such as **EC2** instances, **S3** buckets, **Route53** configurations, **ELB** setups, and **EBS** (Elastic Block Store) resources using **Opcode Chef Cookbooks** and **Recipes**, ensuring a smooth transition.
* Developed and continuously updated **run books** that outline step-by-step processes, **troubleshooting** guides, and incident response protocols to ensure efficient and effective responses to critical system events reducing downtime.
* Monitored application performance, conducted performance tuning, and resolved issues promptly to meet service-level agreements (**SLAs**).
* Optimized **Dynatrace** alerting configurations to reduce **false positives** and improve **incident response** times.
* Expertly employed **CSS** stylesheets to enhance the visual aspects of applications, writing procedures and complex queries using **PL/SQL** for data extraction, deletion, and reloading in Sybase using **SQL Navigator**.
* Expertly set up databases in **AWS** using **RDS**, storage using **S3 buckets**, and configured instance **backups** to **S3 buckets**.

**TECHNICAL SKILLS**

**Operating Systems** Linux (Ubuntu, RHEL, CentOS, Kali Linux, Amazon Linux), Windows, MacOS

**Cloud Platforms** Amazon Web Services (AWS), Microsoft Azure

**Programming Languages** C, C++, Java, .NET

**Scripting Languages** Python, BASH, Groovy, JavaScript, Power Shell, JSON, YAML

**Web technologies** HTML, CSS, Jscript, XML, Bootstrap, Tailwind

**Databases** MySQL, Oracle, AWS Aurora, DynamoDB, SQLLite3

**Continuous Integration tools** Jenkins, Hudson, Chef, Puppet, Ansible

**Infrastructure Provisioning** Terraform, AWS Cloud Formation, Azure Resource Manager

**Containerization & Orchestration** Docker, Kubernetes, Amazon Elastic Kubernetes Service (EKS), Azure Kubernetes Service (AKS)

**Configuration Management** Ansible, Chef

**Build & Test Tools** Maven, ANT, NPM, Gradle, SonarQube, JMeter, Junit, Trivy, Jasmine, PyTest

**Monitoring Tools** Prometheus, Grafana, AppDynamics, Splunk, Datadog, Dynatrace, New Relic, ELK Stack, Kibana, Amazon CloudWatch, Azure Monitor

**Version Control system** GIT, Bitbucket, AWS CodeCommit

**CERTIFICATIONS :**

* **AWS Certified DevOps Engineer – Professional**
  + Issued by Amazon Web Services Training and Certification – Expires on Feb 2027
  + <https://www.credly.com/badges/54e4906b-2abb-4bc0-93c1-4d48d7a1cc08/public_url>
* **New Relic Verified Observability Practitioner**
  + Issued by New Relic University – Expires on March 2026
  + <https://credentials.newrelic.com/914375a0-e7b0-491a-8692-e902ae216c4c>
* **Certified Full Stack Observability Practitioner Exam**
  + Issued by New Relic University – Expires on March 2026
  + <https://credentials.newrelic.com/7e119236-d96d-457f-a616-93ad9b1e5178>

**WORK EXPERIENCE:**

**Fannie Mae, Washington, D.C | March 2023 - Present**

**SRE/DevOps Engineer**

**Description:** The Federal National Mortgage Association (FNMA), commonly known as Fannie Mae, is a United States government-sponsored enterprise (GSE) and, since 1968, a publicly traded company. Founded in 1938 during the Great Depression as part of the New Deal, the corporation's purpose is to expand the secondary mortgage market by securitizing mortgage loans in the form of mortgage-backed securities, allowing lenders to reinvest their assets into more lending and in effect increasing the number of lenders in the mortgage market by reducing the reliance on locally based savings and loan associations.

**Responsibilities:**

* Actively manage, improve, and monitor cloud infrastructure on **AWS, EC2, S3, and RDS**, including backups, patches, and scaling.
* Assist in the Development Priority List process working with **Product Management** group to address issue identified as part of **Problem Management**
* Identifying, gathering, analyzing, and automating responses to key performance metrics, logs, and alerts Engineering solutions in the long term to make everyone’s life easier.
* Working closely with the Deploy and Enhancement teams for the system upgrades and patching, batch, and product releases.
* Implemented and configured **Dynatrace** OneAgent for comprehensive end-to-end **monitoring** of applications, **infrastructure**, and user experience.
* Developed a predictive maintenance model using **Amazon** **SageMaker**, reducing downtime
* Enterprise deployment and troubleshooting of **Java** application servers in microservices environment.
* Good experience in cloud provisioning tools such as **Terraform** and **CloudFormation**.
* Write terraform scripts for **CloudWatch Alerts**. Implemented **AWS Code Pipeline** and Created Cloud formation **JSON** templates in **Terraform** for infrastructure as code.
* Create, develop, and test environments of different applications by provisioning Kubernetes clusters on AWS using **Docker, Ansible, and Terraform**.
* Working as Cloud Administrator on **AWS**, involved in configuring virtual machines, storage accounts, resource groups.
* Worked with application development teams to integrate **AutoSys** into the CI/CD pipeline, reducing deployment time.
* Experience in cloud data tools such as **Amazon EMR, Sagemaker and Athena** for scalable and efficient data processing, analysis, and machine learning model development on **AWS**.
* Implemented and managed **Splunk infrastructure** to ingest, index, and analyze log data from various sources, resulting in improved operational efficiency.
* Developed custom **Splunk** queries and dashboards to monitor system performance, detect anomalies, and troubleshoot issues.
* Automate provisioning and repetitive tasks using **Terraform and Python, Docker container, Service Orchestration**.
* Implemented AWS cloud platform with terraform, with features which included **EC2, EKS, VPC, EBS, AMI, Auto scaling, IAM, S3, R53.**
* Design, build and manage the **ELK (Elasticsearch, Logstash, and Kibana)** cluster for centralized logging and search functionalities for the App.
* Implemented Amazon **SageMaker** solutions for client, customizing models and optimizing hyperparameters.
* I have experience in **Incident management** with **Service now**.
* Identify areas for operational process improvement and automation. Drive the hands-on development of scripts and tools to automate these processes within our environment.
* Experience with building automation into daily operational processes through programming languages (preferably Python)
* Identify areas for operational process improvement and automation. Drive the hands-on development of scripts and tools to automate these processes within our environment.
* Increase observability on our platform by implementing robust monitoring and alerting patterns across our services. Develop rich, informative dashboards / reports on our services that provide valuable.

**Whole Foods Market, Inc., Austin, TX | Nov 2021 - February 2023**

**Sr. DevOps Engineer**

**Description:** Whole Foods Market, Inc., a subsidiary of Amazon, is an American multinational supermarket chain headquartered in Austin, Texas, which sells products free from hydrogenated fats and artificial colors, flavors, and preservatives.

**Responsibilities:**

* Established **AWS** multi-environment **configurations** using **AWS CloudFormation** templates, encompassing components such as **VPC**, **EC2** instances, **ELB** (Elastic Load Balancer), **Autoscaling**, **RDS** (Relational Database Service), **Route53**, **S3** (Simple Storage Service), **SNS** (Simple Notification Service), and **IAM** (Identity and Access Management).
* Collaborated with database administrators to optimize database-related job execution within **AutoSys**.
* Efficiently using **New Relic** tool to identify a database query that’s taking longer than usual, identifying performance **bottlenecks**, **errors**, and anomalies in the applications, and resolving the performance issue.
* Worked on **ELK** Stack (**Elasticsearch, Logstash, Kibana**) and **Splunk** in log analysis and troubleshooting. to enable parse and search logs to identify issues like error messages, exceptions, and system events.
* Implemented monitoring and alerting solutions using **Prometheus**, **Grafana**, and **ELK** Stack, enabling proactive issue detection and reducing mean time to resolution.
* Troubleshooting **Linux** systems including diagnosing issues like high **CPU** or **memory** usage, **network** problems, and **disk** space errors.
* Deployed and configured **GitHub Enterprise** within the organization, facilitating centralized **version control** and collaboration for development teams.
* successfully resolved complex **Java**-related issues, ensuring that applications run smoothly by addressing **JVM** tuning, garbage collection problems, and other **Java-specific** challenges, thus contributing to improved overall system performance and reliability.
* Diagnosed and resolved memory management problems, including **Java Out of Memory** (OOM) errors and **memory leaks**.
* Troubleshooting **Kubernetes** like addressing issues related to deployments, pods, services, and networking by using Tools including Kubernetes dashboard.
* Collaborated with the development team to define and implement **Infrastructure as Code (IAC)** using **Terraform** for automated provisioning and management of **cloud** resources on **AWS**.
* Led initiatives to continuously refine and optimize **SLA, SLO**, and **SLI** parameters based on evolving customer needs and service capabilities.
* Played a key role in defining **SLAs** for customer-facing applications, ensuring customer satisfaction.
* Established **Service Level Objectives** (**SLOs**) for various services, aligning them with business goals along with implementing **Service Level Indicators** (**SLIs**) and monitoring them through automated alerting systems.
* Developed SOAP-based **web services**, including **WSDL** and **XML schema** definitions, for enterprise-level applications.
* Experienced in conducting **post-mortem** analyses involves meticulously examining the sequence of events, identifying contributing factors, and recommending preventive measures to enhance system reliability.
* Led the implementation of distributed tracing for a **microservices**-based architecture, providing end-to-end visibility into application performance.
* Developed **Runbooks** for various applications, creating a comprehensive **library** for incident response.
* Collaborate Having good hands-on using **AWS Cloud watch** by collecting and storing **metrics** from various **AWS** services.
* Actively engaged in **infrastructure** automation, incorporating execution plans, resource graph management, and change automation using **Terraform**.
* Managed build and deployment automation for **Terraform** scripts in conjunction with **Jenkins**.
* Proficiently administered containers through **Docker**, creating **Docker images**, setting up automated builds on **Docker HUB**, and configuring **Kubernetes**.
* Developed and maintained **Kubernetes manifest** files, enabling the **agile** deployment of **microservices** and providing flexibility to fine-tune containerized applications, further optimizing resource utilization and application performance.
* Spearheaded the development of **CI/CD pipelines** using tools like **Maven**, **Gradle**, **Jenkins**, **SonarQube**, **HP Fortify**, and **Ansible** on the **AWS** infrastructure.
* Employed **Kubernetes** to **orchestrate** the deployment, scaling, and management of **Docker containers**, streamlining the **CI/CD** system's processes.
* Managing **secret keys** through **AWS secret manager** and configuring APIs to access the keys through authentication process.
* Designed and maintained **CI/CD pipelines** using **Jenkins**, enabling the automation of application deployment and reducing manual errors.

**Delaine Technologies, India | December 2018 - Sep 2021**

**DevOps Engineer**

* Proficiently utilized various **Azure** cloud services, including **Azure Storage**, **Azure Active** **Directory**, and **Azure Service Bus**, for diverse **cloud** projects.
* Played a vital role in configuring **Azure Virtual Networks** and **subnets**, facilitating successful **Azure IaaS VM** deployments, and converting **VMware** VM file formats for **Azure** integration.
* Enhanced web application security through Azure, deploying web applications while leveraging **Azure's** robust **security** features and best practices.
* Designed and created **CI/CD pipelines** for a complex **microservices** architecture, automating delivery and reducing deployment time by **Jenkins** pipelines, integrating with **Git** repositories and other tools.
* Utilized **Azure** **DevOps** Pipelines to automate builds, testing, and deployment workflows fluently.
* Spearheaded the migration of legacy **CI/CD pipelines** to modern, version controlled **YAML pipelines** in **Azure**, resulting in improved visibility and maintainability.
* Experience in **migrating** On-premises infrastructure to **Azure** cloud platform.
* Implemented **cloud migration** strategies for various applications, ensuring seamless transition and minimal downtime
* Did pilot migration of Dev/Test workloads via lift & shift to Azure using **Azure Site Recovery**
* Fine-tuned migrated services for optimal performance and scalability in the cloud environment post-migration
* Utilized **CloudTrail** to track changes to AWS resources and monitor user activity
* Conducted security assessments and implemented security controls based on **CloudTrail** logs and recommendations.
* Specialized in creating and optimizing **Docker images**, reducing image size and improving deployment speed.
* Worked with development and **QA** teams to implement and maintain **Docker containers** for various applications.
* Introduced **Git hooks** to enforce code quality and prevent common mistakes in the development process.
* Collaborated with cloud architecture teams to ensure seamless **container orchestration** with **Kubernetes**.
* Implemented **infrastructure as code** (**IaC**) for provisioning cloud resources using **Terraform**.
* Pioneered the implementation of **Docker Slave Nodes** for **Jenkins**, utilizing custom **Docker images** and efficiently stored them in **Azure Container Registry**.
* Proficiently worked with all major components of **Docker**, including **Docker Daemon**, **Images, Registry**, and **Swarm**.
* Utilized **Apache Kafka** to deploy secure and scalable **Kafka** clusters, facilitating seamless data streaming.
* Extensively used **Terraform** to manage **Azure** infrastructure, implementing infrastructure as code best practices and ensuring repeatable and version-controlled deployments.
* Set up build and deployment automation for **Terraform** scripts using **Jenkins** for seamless **orchestration**.
* Proficiently managed **container** environments using **Kubernetes**, orchestrating the deployment, scaling, and management of **Docker containers**.
* Implemented advanced **Kubernetes** features for service mesh and **HAProxy** for enhanced **routing**.
* Actively led the development of **CI/CD pipelines**, incorporating various tools including **Maven**, **Gradle**, **Jenkins**, **SonarQube**, **HP Fortify**, and **Ansible** on Azure infrastructure.
* **Troubleshooting** expert in handling critical production issues and rapidly resolving them to prevent end-user/client impact.
* Responsible for setting up **ELK** (**Elasticsearch, Logstash, Kibana**) platform, parsing unstructured logs using regular expressions to structure **JSON** format.
* Developed **Python** and **Shell scripts** for automation of the build and release process.
* Involved in editing the existing **ANT/MAVEN** files in case of errors or changes in the project requirements.

**Tera Software, India | February 2015 - November 2018**

**DevOps Engineer**

* Installed, upgraded, and configured **Red Hat Enterprise Linux** (versions 6/7) with proficiency.
* Efficiently managed **Red Hat Linux** user accounts, groups, directories, and file permissions to ensure secure system access.
* Proficiently configured and managed **SELinux** (Linux Firewalls) and maintained **security** by allowing appropriate **ports** using **firewall rules**.
* Proficiently configured a **Yum** repository server for centralized package installation and maintained local repositories, streamlining package management with **Yum**, **RPM**, and repository management.
* Proficient in **troubleshooting** network and production issues, conducting root cause analysis to resolve issues promptly and efficiently.
* Deployed a scalable website on **AWS** using **EC2** instances, **S3** for static assets, and **RDS** for the database.
* Implemented an automated backup system using **AWS Lambda functions** and **S3** versioning.
* Set up a secure **AWS VPC** configuration with **Network ACLs** and **Security Groups**.
* Configured and integrated other **AWS** services like **DynamoDB**, **Elastic Cache**, **SQS**, **Elastic Load balancer**, and many more with the applications
* Worked on container-based deployments using **Docker**, **Docker images**, **Dockerfile**, **Docker Hub**, **Docker Compose**, and **Docker registry**.
* Developed **Docker files** and utilized **Docker Compose** for multi-container applications to enhance portability and scalability.
* Utilized **Ansible Playbook** to automate the build of **Docker images** and integrated **Jenkins** for automated pushes to **Docker Hub**. Managed infrastructure and **Ansible** roles from **Ansible Galaxy** for efficient deployment.
* Developed **Ansible playbooks** to launch Azure instances, ensuring secure server configurations. Utilized **Ansible** for managing web applications, configuration files, mount points, packages, and developed **Ansible Go Scripts** for task automation.
* Established **Jenkins** servers and build jobs for continuous automated builds based on source control system.
* Created **pipelines** by Integrated **Jenkins** with **GIT** and **unit tests** along with **build tools** for seamless continuous integration and continuous deployment using the **triggered events**.
* Migrated non-android projects from **RTC** to **GIT** as the centralized version control system using **Perl** and **Python** scripts for automation.
* Provided production support for **Apache**, **PHP**, **MySQL**, **Tomcat**, including installation, configuration, management, troubleshooting, and security patching.
* Developed scripts for build, deployment, maintenance, and related tasks using **Jenkins**, **Docker**, **Make, Ant, Python**, and **Bash**.
* Written **shell scripts** and **Perl** scripts for automating **Oracle database backups** and Developed **Python** scripts for **log rotation** and automation of log backup and archiving.
* Integrated **Slack** notifications for successful builds and deployments.