**PROFESSIONAL**

**SUMMARY**

• 10 Years of experience in the IT industry as Service Delivery

Specialist, Devops Engineer and Tivoli Infrastructure Specialist.

• Having time management skills, ability to work

independently and under pressure and as part of a team.

•Created and maintained various Devops related tools for

development and pre-production and production

environments on data centers.

• Strong knowledge in version control tools like GIT and

GitHub.

• Coordinate or assist the developers with establishing and

applying appropriate branching, merging conventions by

using GIT.

• Worked on Staging and QA environment in Azure Devops.

• Experience in administering and configuring the Continuous

Integration tools like Jenkins.

• Following Jenkins best practices and latest plugins,

developing Jenkins jobs which are integrating with Git

repository.

• Knowledge on Docker files creation and usage.

• Ability to communicate requirements effectively to team

members and manage applications.

• Have a good knowledge of k8 cluster administration by

setting up in kubeadm way and manual way.

• Closely worked with Developers and Analysts to address

project requirements.

• Able to effectively manage time and prioritize multiple

projects.

• Good understanding of the principles and best practices of

Software Configuration Management in Agile, Devops

methodologies.

**SKILLS**

• DevOps Tools: Jenkins tools,

CD/CI pipelines and GIT,

Azure Devops

• Programming Languages

:

YAML and Shell Scripting

• Container runtime &

Orchestration tool: Docker

• Operating System : Linux,

AIX, Windows

• Configuration Management

tool – Ansible

• Event Management Tools :

Netcool, TEC, BlueCare

• Monitoring Tools: ITM 6.x,

**HUZMA**

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Saskatoon S7H 1B2

**Certifications: 1. Microsoft Certified: Azure Administrator Associate 2. Microsoft Certified: DevOps Engineer Expert**

**Service Delivery Specialist** / Kyndryl ( Previously called as IBM

) - Bangalore, India / 01/2018 – 07/2023

**Client:** Qantas

**Technology:** Kubernetes, Jenkins, Docker, Tomcat, Git,Maven **Roles and responsibility:**

•Used Jenkins to create new jobs, manage required plug-in, configure jobs selecting required source code management tool, build triggers.

•Worked on SCM tools like GIT ,GITHUB

•Efficient in tracing complex build problems, release issues and environment issues in multi-component environment. • Analyze and resolve compilation and deployment errors related to code development, branching, merging and building of source code.

* Integrate GIT into Jenkins to automate code check-outprocess.

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| **WORK HISTORY** |

* Responsible for User Management, Plugin Management, and End-to-End automation of the Build and Deployment process using Jenkins.
* Used various plug-ins to extend the base functionality of Jenkins to deploy, integrate tests, and display reports
* Installing, configuring, and administering the Jenkins CI tool on Linux machines.
* Created and configured pipelines based on requirement
* •Configured custom stages in Jenkins file based on application requirement,
* Build system and post build actions, scheduled automatic builds by polling SCM.
* On demand Installing/removal various applications in Linux using Ansible in co-ordination with platform support.
* Experience in using Maven as build tool for building deployable artifacts (WAR ) from source code.
* Managed various environments like DEV, Pre-Production and PROD for various releases.
* Generating reports via Jenkins to ensure metric checks for modules of project to maintain the Stability of code quality

• Configuring and enabling plugins through Jenkins pipeline jobs resulting in Maven build and packaging.

**Client:** Energy Australia

**Technology:** Azure Devops **Roles and responsibility:**

* Managing customer internal application for reporting
* Worked on and Azure DevOps Repos
* Managing staging and QA environment
* Creating POC CI/CD pipeline for staging and environment
* Maintaining pipeline codes in Azure repos, defining branching policy
* Updating Azure Devops board with progress of tasks for all sprint cycles
* Manual deployment and auto deployment using release pipeline
* Creating custom pipeline using pipeline templates Knowledge on Docker files for generating docker images and running containers
* Knowledge n Docker network
* Knowledge on Kubernetes, master-worker configuration using minikube, PODs

**Tivoli Infrastructure Specialist** / IBM India Pvt Ltd - Bangalore, India / 09.2017 - 01.2018

MCI, Multiclient - Bengaluru, India IBM **Project:** MCI (Multiclient Infrastructure) **Roles and responsibility:**

* Provided plan for ITM upgrade from 6.23 version to 6.3fp7version, implemented in test and prod environment successfully
* Coordinating with the customer to get requirements, and use to provide solutions for requirements
* Installed and configured probes like - SNMP, MsgBus, Ping, EIF
* Worked on SSL certificate and Keystore issues Integrated

SNOW with Netcool for auto ticketing,

* worked with SNOW team for business rules based on airfields
* Worked with network team to open firewall ports to integrate cloud-based applications with ITM and Netcool • Use to modify SNMP traps from SAN, based on customer requirement for Trap integration
* Raised cases/PMR's with Tivoli vendor for issues, and coordinated with them to sort issues
* Created dashboard for effective view, which is useful to command center/operations team to monitor critical alerts • Created cookbooks for situation creation, worked with various teams to add recipes
* Worked on user administration to add particular authentication based on job roles
* Created filters, team rooms based on customer requirements
* Prepared detailed documentation on environment and integration for future reference
* Provided training to the application and OS team and new resources on the use of BlueCare Portal.
* Used critical thinking to break down problems, evaluate solutions, and make decisions
* Prepared a variety of different written communications, reports, and documents to ensure smooth operations • Served customers and followed outlined steps of service • Proved successful working within tight deadlines and a fast-paced atmosphere
* Worked with MCI customers to understand their needs and provide excellent service
* Used coordination and planning skills to achieve results according to schedule
* Developed and implemented performance improvement and plans to promote continuous improvement

**Tivoli Administrator** / IBM India Pvt Ltd - Bangalore, India /

06.2016 - 08.2017

**Client:** BHP Billiton

**Technology:** ITM, Netcool-Omnibus, Bluecare.

**Roles and responsibility:**

* Define/Implement and Support ITM

Architecture/Infrastructure

* Define/Implement and Support ITM Infrastructure Roadmaps
* Ensure ITM Infrastructure Security Compliance
* Evaluate and Test Product/Patch for new releases for

Upgrading

* Development/Availability of ITM OS Monitors offered as best practices or within the Service
* ITM Infrastructure Certification/Consistency
* Daily checking the health status of Client servers – Linux,

UNIX and Windows and fixing failed

* Endpoints ensuring the Monitoring Infrastructure availability.

• Monitoring the ticketing tools and handling the calls to ensure that the SLA's are met and quality services are delivered against the standard processes and procedures defined.

* I provide technical direction and coordination to the resolver groups involved
* Applying/Upgrading Fix-pack, Patches across the Tivoli region which improves and enhances

the Tivoli Functionality time to time.

* Creating/testing and enabling the situations as per requirements from client using TEPS and via HTEMS CLI.
* Liaise with IBM PMR support for unresolved issues.
* Quarterly/Half yearly revalidation of user accounts & system auditing across client servers.
* Prepare report and update weekly status to higher management.
* Implement necessary changes in order to ensure smooth running
* Ensure Data warehouse collections by periodic health check and remediate if any issues.
* Develop automation using scripting to eliminate manual effort.

**Tivoli Administrator** / IBM India Pvt Ltd - Bangalore, India /

08.2013 - 05.2016

Tivoli Administrator

IBM - Bengaluru, India

**Project:** IGA – IBM Global Accounts **Technology:** ITM, Netcool-Omnibus, Bluecare.

**Roles and responsibility:**

* Installed and configured RTEMS, Base OS Agents
* Supported ITM6 infrastructure
* Troubleshooting agent issues, alert description

• Creating monitoring profiles based on customer requirements

* Threshold configuration as per customer requirements
* Quarterly validation of monitoring with all teams
* Configured server hung monitoring with manual script which was out of cope of ITM to fulfill customer requirement
* Enable/Disable monitoring on multiple tools TSM , Nagios.
* Troubleshooting monitoring issues
* BlueCare portal usage for reducing workload for suppression of alerts during the change window

**System Engineer** / Artech Infosystems Pvt Ltd - Bangalore,

India / 03.2011 - 07.2013

**Client:** Panasonic

**Technology:** TADDM

**Roles and responsibility:**

* Perform/Monitor/Schedule TADDM discoveries
* Create/Modify Scopes in TADDM
* Create/Modify Access List in TADDM
* Report on Discovery Health and Discoveries to

Configuration management team

* Resolve Discovery issues
* Troubleshoot Anchor and Gateway related problems E-CMDB Sync problems. Maintain and Modify collation.

Properties based on requirement and need.

* Co-ordinate with Platform / Oracle / Application teams for discovery and database related issues; ensure backups are successful with the platform team.
* Create Reports based on customer requirements. Creates scripts to collect custom information about various systems. Pay close attention to detail and ability to follow through with open issues until resolved
* Work successfully in a cross-functional environment including development, networking, operating systems, database, and application servers.

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| **EDUCATION** |

* Work with data gathering architects to guide them to get information they need to be successful.
* Perform discoveries and trouble shoot access issues to systems for discovery. Perform updates and upgrades to the TADDM systems.
* Coordinating discovery efforts across multiple regions.
* Works directly with Data Gathering Architects and ITSM tools service manager, but will collaborate across IT regions and domains to interact with a wide range of data center representatives.
* Diagnosing and monitoring performance issues on Servers.

Bapuji Institute of Engineering And Technology - Davanagere / 06.2010

**Bachelor of Engineering**: Computer Science And Engineering