

Arshiya Shajareen Mulla

Email: arshiya.shajareenmulla@gmail.com

Contact: 8106540786

Location: Hyderabad

Professional Summary

- I have 8 years of work experience, which includes multi-cloud AWS and Azure Architect in multiplatform Linux and Windows environments, including on-premises and Middleware technologies.
- Automated infrastructure provisioning with AWS CloudFormation.
- Deployed and managed containerized applications on Amazon ECS and EKS, ensuring high availability and scalability for microservices architecture.
- Implementing DevOps culture through CI/CD tools like Jenkins.
- Configured and optimized AWS services including EC2, S3, and RDS, leading to improved application performance and cost savings.
- Having experience in Ticketing & Bug tracking tool JIRA.
- Worked with Developers, QA and other teams to ensure automated test efforts are achieved.
- Managed various releases' development, QA, pre-production, and production environments.

AWS Cloud:

- Working experience in DevOps tools like Git (Git Hub, Git Bash), Maven, Jenkins, Docker, Apache Tomcat and Shell Scripting. Cloud Technologies like Amazon Web Services (AWS) VPC, EC2, S3, IAM, LB, ASG, Snapshot, AMI, CloudWatch, and Cloud Trail.
- Extensive experience using Maven as build tool for building deployable artifacts (jar, war & ear) from Source code.
- Have good experience in Build/Deploy Pipeline Setup and End-to-End Job Setup of all the projects.
- Working experience on Automate Build Process, Automate Testing Process, Automate Deployment Process and Automate Release Process.
- Having good working experience in agile methodology.
- Hands on expertise in implementing DevOps culture through CI/CD tools like Jenkins.
- Experience in branching, tagging, and maintaining the version across the environments working on Software Configuration Management (SCM) tools like Subversion (SVN) and GIT.
- Utilized Cloud Watch to monitor resources such as EC2, Amazon RDS services, EBS volumes, to set alarms for notification or automated actions and to monitor logs for a better understanding and operation of the system.
- Good Experience in Server Configurations and Installations and Modifications.
- Installed and maintained the GIT repositories.

- Administering Jenkins and secured Jenkins with role-based access controls and matrix-based project access.
- Involved in Installing Jenkins on a Linux machine and created a master and slave configuration to implement multiple parallel builds through a build farm.

AZURE CLOUD:

- Handled Virtual machines under various level of subscriptions and tagged with Azure Update Manager.
- Patched all the VMS as per organization planned calendar.
- Monitored VMs with Qualys, FireEye and flexera etc.,
- Taken care of decommission of VMs.
- Worked with app teams to provide logs using log analytics.
- Resolved app team issues by troubleshooting with required root analysis, rejoin the domain etc.,
- Clear overview about hub and spoke technology under management groups.

Middleware Admin :

- Experience in JBoss EAP 6.X, 7.X, Websphere Application Server 7.x/8.x and Apache Tomcat Administration in Development, Testing and Production support of various versions.
- Well versed in installing, configuring, deploying, administering and troubleshooting IBM WebSphere Application Server 8.x/7.x, on AIX/Linux/Sun Solaris and Windows systems.
- I have experience in deploying. WAR, EAR files in standalone servers, vertical & horizontal clustered environments.
- Having Experience with Standalone mode and Domain mode of JBOSS application server.
- I have experience in configuring JDBC providers and Data Sources for both Oracle & DB2.
- Involved in configuring Apache web server with JBOSS Application Server by using mod_jk, mod_cluster and master-slave Configuration.

Work Experience:

- Working in Tech Mahindra from October 2021 to March 2025, till date, Hyderabad.
- Worked in Capgemini from May 2018 to October 2021 as Middleware Administrator in Hyderabad.
- Worked in HCL Technologies from June 2016 to April 2018 as a Software Engineer in Hyderabad,

Education:

Degree	University	Year of Passing
MTech	JNTU-A	Sep 2015

Skills Profile:

Skills Profile Operating Systems	Windows & Linux
Client-Side Scripting	HTML, JS Script
Programming Languages	Python
Continuous Integration	Jenkins, Git Actions
Continuous Collaboration	Jira, ServiceNow, Service desk
Version Control Systems	Git, GitHub & Gitlab
Container Runtime Engine	Docker
Infrastructure as code	CloudFormation, Service Catalogue
Continuous Monitoring	Cloud Watch, New Relic
Middleware Tools:	Jboss EAP 6.x,7.x/WebSphere/ Apache Tomcat
UNIX Tools:	Putty, SSH, Telnet, TCP/IP, HTTP/HTTPS, LDAP, Win SCP, FTP
Webservers:	IBM HTTP Server, Apache Webserver, WAS
Database:	Oracle

Project Details:

1.PROJECT	CLIENT	ROLE	DURATION
BH_ICs Cloud Ops L2 Support	Baker Hughes (BH)	Team member	October 2021 onwards to till date

Roles and Responsibilities:

- Provided comprehensive AWS cloud infrastructure support for over 200 applications, addressing user-raised incidents related to infrastructure issues, including network, EC2 instances, S3, IAM, load balancers, DNS, EKS nodes, ECS, and ECR, RDS, EBS, Snapshots.
- Managed and optimized CI/CD processes through CodeBuild, CodePipeline, and CodeDeploy, ensuring smooth application deployment and functionality.
- Supported application teams in troubleshooting and resolving deployment issues using predefined templates from the Service Catalogue, delivering clear documentation for self-service and efficient onboarding.
- Proactively identified and resolved security vulnerabilities, performing regular patching on both on- on-premises and cloud servers.
- Assisted in implementing best practices in cloud resource management, providing technical support and guidance to ensure high availability and reliability across applications.
- Managed user access across multiple AWS accounts through the One Lookup portal, assisting with account setup, access management, and subscription changes.
- Monitored AWS accounts for outdated Windows and Linux servers, performing upgrades and troubleshooting to maintain up-to-date infrastructure.
- Facilitated SSL certificate renewals to ensure security compliance across applications and maintain seamless service availability
- Worked on CI/CD tools Jenkins and GIT version control system for continuous smooth code release process.
- Involved in migration of applications to AWS cloud. Provided post migration support to applications.
- Infrastructure Development on AWS by employing services such as EC2, RDS, Cloud Front, Cloud Watch, VPC, etc.
- Provide support for the web-related issues for applications hosted in AWS cloud.
- Experience in provisioning and supporting high traffic/high-available services on Amazon EC2.
- Responsible for managing production /test/QA/staging environments.
- Provided support to the customers in troubleshooting the issues related to the application and web server.
- Have been continuously working with various teams (QA/Application/SSO/DBA) to improve the deployment standards and processed.
- Troubleshoot application and server-side issues.

- Provided 24/7 on call Production Support and scheduling Oncall for team.
- Analyze Apache server log files, thread dumps, logs, configuration files and core files to identify the possible causes of the problem.
- Handled the migration activity of servers from RSS location to FRK and configured apache and OIDC setup in new servers.

PROJECT DETAILS

2.PROJECT	CLIENT	ROLE	DURATION
Personal Service	Cater Allen Pvt Bank, U.K	Middleware Admin	May 2018 to October 2021

Roles & Responsibilities:

- Setting up security configuration in web and application servers
- JBOSS Server Administration activities such as: Build/deployment, Troubleshooting configuration/performance issues, DataSource/JMS/MQ/SSL configurations
- Hands on experience in Web Servers (Apache/ IHS) & plug-in configuration between the Web and Application servers.
- Assist the Client Web Infrastructure team during operating system level patching and hot fixes with support component restarts
- Creating web sites on a servers (i.e., creating a URL and web server space on a server)
- Strong ITIL process knowledge in Change mgmt, Service Request & Incident/Problem mgmt
- Handling and Processing to completion Incident, Problem, Service Request and Change tickets in Client's Service Now ticketing system
- Setting up and configuring all applications within client's Web application server environment including data pool creation/modification
- Excellent knowledge of supporting software on Red Hat Linux or AIX Strong understanding of networking and security concepts.
- Deep understanding of JDBC connection management within WebSphere.
- Installed, configured, administered and supported JBOSS on Red hat Linux Environments.
- Configured Security authenticators, managed security realms, users and groups.
- Maintained clustered environment for various projects.

PROJECT DETAILS

3.PROJECT	CLIENT	ROLE	DURATION
Internet and Telephone Banking	Cater Allen Pvt Bank, U.K	Middleware Admin	May 2017 to Apr 2018

Roles & Responsibilities:

- Installation and application deployment. Monitoring the JVM performance by Websphere Heap Size, garbage collection, JDBC Pools Responsible for Architectural Design, Implementation and periodic testing and support of Web Environments.
- Administer and tune IBM Websphere family products such as Websphere Application Server 7.x, 8.x, Network Deployment, IBM HTTP Server
- WAS ND Installation and application deployment using J2EE Framework.
- Domain Registration, SSL Certificate Maintenance, networking, TCP/IP, Ethernet, DNS, 3DNS, DHC.
- Looking for client questions/requests in tickets and ensure they get followed up on promptly.
- Out of hours support.
- Ensuring that warnings generated by monitoring are responded to in a timely manner.
- Ensuring that all components are at supported levels.
- Ensuring that any inventory repository is up to date for all supported components.
- Ensuring that all documentation necessary for the support of those components is up to date and is accessible to all who may require it.
- Responsible for all Administrative tasks including WebSphere Application Server domain configuration which includes components like WebSphere Application server, Jboss and IHS web server.
- Deployment and troubleshooting of JAR, WAR, and EAR files in domain and clustered environments.
- Responsible for deploying applications, monitoring log files and provided information to the application team
- Expertise in Installation and Configuration of Apache Web server.
- Deployment and troubleshooting of JAR, WAR, and EAR files on both stand alone and clustered environment in JBOSS 5.0, WebLogic 8.x/9.x/10.x and Apache tomcat 6.0.

- Created SSL certificates for JBOSS 6.x/5.x.
- Converted data sources from Weblogic to JBOSS.
- Experience in analyzing application problems using IBM Tivoli Performance Viewer and creating multiple cluster environment.
- Monitored for Application core dumps, or forced thread dumps to check for system objects using thread analyzer.

PROJECT DETAILS

4. PROJECT	CLIENT	ROLE	DURATION
Customers Stakeholder Management	Flint International Ltd	Software Engineer	June 2016 to April 2017

Roles & Responsibilities:

- Experienced in deploying EAR, WAR and JAR files on Web Sphere Application Server, and configuring various resources for applications.
- Installed, Configured and Maintained Jboss, Tomcat Apache Web Servers on Windows and Linux.
- I have experience in installing JBOSS by using GUI Mode, Console Mode and Auto Installation.
- Deployment and troubleshooting of .WAR and .EAR files on both standalone and clustered environment in Jboss.
- Involved in installing Web Servers like IBM Http Server and Proxy Servers installing corresponding plug-ins on the Web Servers to communicate with the Application Server.
- Responsible for deploying enterprise applications from Admin console and enabling security for admin console and application components.
- Configured Web Sphere resources like JDBC providers, JDBC data sources, Implemented creation of Server groups and clusters in Web Sphere Application server.
- Used Web Sphere Admin Console and wsadmin to install enterprise EAR, WAR files or for hot deployment.
- Experience deploying J2EE Application archives JAR, WAR, EAR and RAR in Production.
- Monitoring and Troubleshooting performance issues in Application servers and Web servers.

- Deployed the applications on multiple Weblogic Server instances and maintained Load balancing, high availability and Fail over for the servers.
- Involved in performance tuning of JVM and used Garbage Collection Algorithms for better performance.
- Involved in trouble shooting and fixing day-to-day problems of the applications in production, production-Fix and testing environments.
- Configured LDAP using Active directory for user authentication.
- Provided technical assistance for Web Hosting team on various Application servers and Web Servers including IBM HTTP Server, Apache Web Server.
- Monitoring WAS performance through Tivoli Performance Viewer and tuning the system - JVM parameters, DB Connection Pooling.