**DIVYA KAUSHIK**  
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**Burlingame, CA**

**PROFESSIONAL SUMMARY**

* Over 5+ years of IT Experience as IBM WebSphere Administrator for IBM **WebSphere Application server**.
* Experience in Setting up of **Nodes, Data Sources,** **clustering, JDBC Providers, session management, Virtual Hosts,** including planning, installation and configuration of WebSphere Application Server ND 6.0/6.1/7.0
* Experience in Administering IBM WAS 6.0/6.1/7.0 on RHEL 5.6 operating system
* Hands-on experience in a Clustered environment including deployments, troubleshooting performance issues and especially performance test monitoring, installations, and configuration maintenance.
* Created multiple Profiles on WebSphere Application server 6.0&6.1and 7.0
* Experienced in **wsadmin** scripting
* Experience in Installing, Configuring and Administering Web Servers like **IBM Http Server (IHS), Apache 2.2** and configuration of **Web Server Plug-ins**.
* Hands on experience in Deployment of J2EE applications on WebSphere Application Servers 6.x
* Experience in implementing **Security Policies, Enable Security on components and LDAP and SSL**.
* Experience in using trouble shooting tools like **IBM HeapAnalyzer, ThreadAnalyzer, LogAnalyzer, Tivoli Performance Viewer**, as well as traces, logs, heap dumps and core dumps.
* Troubleshooting various problems in different stages of production using logs files.
* Good knowledge on **Websphere Portal server 6.1**.
* In depth understanding of network protocols and applications involving TCP/IP, NFS, DFS, SNMP, SMTP, POP, Telnet, rlogin, SSH, FTP, HTTP, DNS
* Expertise in **UNIX Shell, Python,** JACL scripting to automate administrative/repetitive tasks
* Understanding of the overall system functioning, including interaction with other system components such as **DB2 and third party systems**.
* Configured and administered version control **Subversion, Jira and Quickbuild** tool.
* Good knowledge on **Akamai and Dyna** caching.
* Good Knowledge on **MQ** 6.0&7.0 Administration.
* Upgraded WebSphere Application Server with latest **fix packs** and applying **feature packs** for Websphere Commerce Server.Configured WebSphere Recourses like JDBC Providers, JMS providers.
* Performance Tune WAS by configuring caching, queuing, pooling, JVM parameters
* Setting up Virtual Hosts, configuring aliases and creating re-write rules on the Web server.
* Provided support in a demanding 24/7 Production Environment.
* Excellent problem resolution and communication skills with ability to work under pressure to deliver.

**Education**

* Bachelor of technology (B.E) from Amity University in 2009

**Technical Skills**

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| Languages | Shell scripting, Perl Scripting |
| Application Servers | IBM WebSphere Application Server V6.0 &V6.1/7.0, IBM WebSphere MQ server 7.0 |
| Web Servers | IBM HTTP Server, Apache Web Server |
| RDBMS/DBMS | DB2 V9.5 |
| Operating Systems | LINUX 4.0/5.0, Windows NT/XP, Windows 2003. |
| Protocols | TCP/IP, HTTP/HTTPS, SOAP. |

**PROFESSIONAL EXPERIENCE**

**Accenture Services – Ohio, USA 12/2014 – till date**

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| --- | --- |
| Client | Cardinal Health, USA |
| Role | Lead - Senior WebSphere Administrator |
| Team Size | 8 |
| Environment/ Software | Tools: Wily, Service Now, Splunk  Portal server: WPS 7 Application Server: WAS 7  AEM: AEM 6  Xtreme Scale: 8.5  SOLR: O/s: RHEL 5.6 |
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**Project Description:**

Cardinal Health Ecommerce works with manufacturers and suppliers to deliver pharmaceuticals and related products and services to hospitals, retail pharmacies, mail-order facilities and alternate care sites.

**Roles and Responsibility**

Currently leading managed service team consisting of 7 members. Below are my roles and responsibilities:

* Assisting/Guiding other team members with daily activities/issues in Websphere domain
* Build process in the team for smooth transition between Build and Run team.
* Managing and reporting SLA & OLA as per the contract with the client.
* Documenting Daily Tasks and issues faced so, if faced a similar issue next time we have a proper work around of the same and there is no downtime of the application.
* Support and maintain infrastructure in the Production, Disaster Recovery, Performance, Staging and Development environments for the eCommerce applications.
* Provide application administration and support for Disaster Recovery procedures for the web infrastructure
* Installed Xtreme scale servers and its clients on the WAS servers.
* Supported AEM related issues in production and lower environment.
* Installed Solr servers in lower environments and supported its functionality in production.
* Installed Fix packs to overcome application server problems.
* Applied patching on WAS and Commerce servers.

**Accenture Services – NY, USA 06/2014 – 12/2014**

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| Client | Coach, USA |
| Role | Lead - Senior WebSphere Administrator |
| Team Size | 4 |
| Environment/ Softwares | Database: DB2 9.5 Tools: SVN Version 1.6.16, MQ Server 7.0, Winmerge, Quickbuild, Jira Application Server: WAS 6.1/7 O/s: RHEL 5.6 |
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**Project Description:**

The Coach-AO E-Commerce platform is an international application based on IBM- Websphere Commerce Server. It helps user to locate stores and purchase products online.

**Roles and Responsibility**

Currently leading managed service team consisting of 3 members. Below are my roles and responsibilities:

* Assisting/Guiding other team members with daily activities/issues in Websphere domain
* Documenting Daily Tasks and issues faced so, if faced a similar issue next time we have a proper work around of the same and there is no downtime of the application.
* Coordinate all changes to the web applications with the Manager, Infrastructure Projects, Infrastructure Operations and the Applications Development Business partner. This work includes proactive management through project and task planning as well as responsibility for all code migration to the production environment.
* Validates and certifies work developed by the application for implementation of new applications, major releases, hot fixes or enhancements.
* Support and maintain infrastructure in the Production, Disaster Recovery, Performance, Staging and Development environments for the eCommerce applications.
* Provide application administration and support for Disaster Recovery procedures for the web infrastructure
* Conducts Performance Benchmarks & Tune all web applications releases to effectively use the infrastructure based on observations
* Installed Fix packs to overcome application server problems.
* Applied patching on QS, WAS and Vertex Server.
* Experience in customer issues and sessions tracking in tea leaf for issue resolution.
* Site performance monitoring using performance management tool e.g Gomez

**Accenture Services – India 12/2009 – 05/2014**

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| --- | --- |
| Client | Coach, USA |
| Role | WebSphere Administrator |
| Team Size | 22 |
| Environment/ Softwares | Database: DB2 9.5 Tools: SVN Version 1.6.16, MQ Server 7.0, Winmerge, Quickbuild, Jira Application Server: WAS 6.1/7 O/s: RHEL 5.6 |
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**Roles and Responsibility**

Currently working as a WAS Admin in Managed Service team. I am involved in supporting below activities;

* Understanding the architecture of application.
* Installed, configured, administered and supported **WebSphere Application Servers 6.0/6.1 on Windows and Linux environment** using GUI as well as silent install.
* Installed and configured the **IBM HTTP Server 6.0/6.1** created Web Server definition and re-generated Web Server plug-in on Application Server to redirect request from Web Server to IBM WebSphere application server for **load balance** in clustered environment.
* Created and federated profiles to the Deployment manager using **Profile Management tool** and also automated the process using manage profiles and addnode command.
* Installed EARs, WARs and configured application specific **JVM settings, Web container parameters** using the Admin Console and WSCP/WSadmin scripts.
* Involved in **deploying** the applications both from the command line using **Wsadmin commands, admin console and BANND**.
* Created **python scripts** for deployment of **environment specific application files**.
* **Partial Application** Deployment through WAS admin console and **wsadmin scripting**.
* Worked closely with developers to define and configure **Application Servers, Virtual Hosts, Web Applications, Web resources, Servlets, JDBC drivers and Servlet Engines**.
* Configured AdminConsole security on websphere and creating users with various roles to access the websphere admin console – users and groups and added them in **LDAP console** groups using both admin consoles.
* Installed **Fix packs** to overcome application server problems.
* Configured WebSphere resources like **JVM heap settings, JDBC providers, JDBC data sources, connection pooling, Virtual Hosts, Global Security, LDAP and SSL**.
* Analyzing Activity log files and diagnosing Application Server problems.
* Used **automated scripts** to perform routine management tasks on WebSphere environments like monitoring Disk Space, CPU & Memory Utilization.
* Tuned database **connection pools, thread pools, JVM Heap size** to required sizes using admin console
* Involved with Migration of applications from WebSphere 6.x environment.
* Troubleshooting the problems related with webserver/appserver configuration issues and performance issues.
* Involved in issues like Application not responding. Application Deployment Errors, Wrong Database host name, Server Hung due to out of memory or thread hanging, Owner ship issue.
* Involved with the SSL Certificates missing issues and installed certificates from the backup.
* Installed and configured **Version control Subversion and Quickbuild tool** for managing batch jobs and build/deploy process.
* Experience in administrating Subversion Linux/windows environment. Perform day-to-day activities like labeling, branching, user permissions etc
* **Automated SVN merge** between various tags and trunk.
* Presented and implemented various improvement ideas to client like Production job priority fix, SVN-Jira integration, Auto Merge in SVN, StoreLocator auto update.
* Installed and configured **Jira** on windows platform. Hands on experience in JIRA administration.
* Implemented exception extracting tools in production logs as corrective step.
* Created **IBM Problem Management Records (PMR)** to report WebSphere Application Server problems. Analyzed log files to solve problems using debugging tools like Log Analyzer.
* Release documentation for the production release
* Coordination between Application Support Team(Team supporting the application), Testing team, Release Management (Team responsible for releasing application in Production Environment)
* Involved in **MQ** related configuration and issue.
* Mentoring junior staff and providing technical leadership to large-scale projects
* Supported applications 24X7 on-call on a rotational basis.
* Responsible to analyze the client’s request and resolving the issues by setting up Bridge calls for Production issues and Investigate in all aspects of the event until it get resolved or to escalate if necessary