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| SUMMARY |
| Shashank Jain is a Senior Associate L2 with Publicis Sapient’s India office having over 12 years of IT experience in administration, Build & Release, SCM, Devops, Application support on Sterling and release management. He has implemented solutions for various Fortune 500 companies in sectors like the general building materials industry, footwear manufacturers, global Japanese retailer, American multinational e-commerce corporation. German biggest electronics retailer. He possesses in depth knowledge of Build and Release, Infrastructure setup, Linux, Automation, GCP, Azure, GitHub, Gitops, Argo CD, Kubernetes. He is having an experience in middleware setup like - JBOSS, WAS, IBM MQ, Rabbit MQ, IBM Integration Bus, IBM Sterling Commerce. He also possesses strong leadership and Analytic skills with successful track records in Project Delivery, Consulting and People Management.  Recently, at ASDA, Shashank was an integral part of the platform team where he extensively utilized Terraform, Azure DevOps, and Azure Cloud. He led the provisioning of Salesforce environments, particularly Sales Cloud, using Terraform. He also managed the provisioning of ADB2C, PWA environments, and custom functional apps, demonstrating his proficiency in infrastructure automation and cloud services.  Before joining Publicis Sapient, Shashank mainly worked on projects in the Retail and E-commerce industries. He holds a bachelor's degree in Computer Science Engineering from Dr. A.P.J. Abdul Kalam Technical University. |
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| At Publicis Sapient from Sep 2017 to Feb 2020, served as a Senior Infrastructure Associate for Marcel, contributing to the Rapid Action Team and excelling in Azure cloud setup, NOC monitoring dashboards, ARM template-based alerting, and troubleshooting live site issues with app insights. Demonstrated proficiency in AKS, Adobe Experience Manager, GraphQL, and Orient DB. Also at Publicis Sapient during the same period, took on the role of Senior Infrastructure Associate for Sherwin Williams (USA). Led IBM WebSphere application support, implemented automation for QA test cases using Jenkins, gradle, and shell scripts, and played a crucial role in AWS POC setup, Docker implementation, and migration from IBM cloud to AWS. Successfully set up connectivity between AWS and IBM servers and explored High Availability setups for MQ. Prior to this, at Expicient Softwares Pvt. Ltd. from May 2014 to August 2017, worked as a Senior Consultant for Sherwin Williams (USA), contributing to MQ clustering, SSL implementation, disaster recovery, and various automation initiatives. Additionally, played a key role in build and release processes, infrastructure automation using Jenkins, Veracode integration, and maintaining OMS/WMS infrastructure. As an Infra Lead for New Balance, conducted a POC on Docker implementation, managed AWS cloud administration, and designed MQ architecture. Specialized in Nagios setup, automated build and release processes, and integrated IBM products. Served as a Consultant for various clients including Joann, Fanatics, and Vitamin Shoppe, contributing to diverse projects such as Sterling OMS deployment, Rabbit MQ server setup, and VDI setup for developers. Also, engaged in architecture design, automation using Chef, and configuring Mule servers. At HCL Technologies (2012-2014), worked as a Senior Analyst for GSI commerce (Ebay Inc), specializing in monitoring and troubleshooting web and application servers, OS issues, and open-source tools like Nagios. Managed various servers, disk space, user profiles, and participated in release management, script automation, and installation of RHEL in Data Centre Operations. Overall, demonstrated expertise in infrastructure, cloud services, automation, and support across a range of projects and clients, showcasing a strong foundation in IT operations and problem-solving. |

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| WORK EXPERIENCE: |
| **Publicis Sapient May 2014 To Present** |
| **ASDA, Senior Associate L2**  **February 2024 – July 2024**  As a part of the platform team at ASDA, Shashank extensively used Terraform, Azure DevOps, and Azure Cloud. He was also involved in the provisioning of Salesforce environments, majorly focusing on Sales Cloud using Terraform. Additionally, he managed the provisioning of ADB2C, PWA environments, and custom functional apps.  **Terraform:** Played a key role in automating the infrastructure setup and management using Terraform.  **Azure DevOps:** Managed CI/CD pipelines for automated build, test, and deployment processes**.**  **Azure Cloud:** Utilized Azure Cloud services for various deployment and automation tasks**.**  **Salesforce Provisioning:** Provisioned and managed Salesforce environments, focusing on Sales Cloud, using Terraform**.**  **ADB2C and PWA Environments:** Provisioned Azure Active Directory B2C and Progressive Web App environments.  **Custom Functional Apps:** Deployed and managed custom functional applications using Terraform and Azure services**.**  **Mediamarkt Saturn, Senior Associate L2** |
| **SDescription:**As a DevOps Engineer at MediamarktSaturn, Shashank has driven technological excellence by leveraging a dynamic tech stack and implementing innovative solutions. He has customized infrastructure on the Google Cloud Platform, led the implementation of Kubernetes, employed GitOps principles with ArgoCD, and managed source code using Git. Additionally, he has utilized expertise in IBM Sterling to optimize supply chain processes, maintained JBoss servers for optimal performance, and implemented Grafana for real-time monitoring and visualization. By thriving in a dynamic environment, he consistently deliver tailored solutions that align with MediamarktSaturn's objectives, and he is enthusiastic about continuing to contribute to the success of their innovative projects through cutting-edge DevOps practices. |
| **Roles and Responsibilities:**1) Integrated GitHub web hooks into Jenkins to automate the code check-out process. |
| 2) Integrated couple of tools with DevOps CI/CD approach and debugging the things if any issue arises. |
| 3) Creating production ready images for the Stage, Pre-Prod and Prod environments by using Jenkins and GitHub Actions. |
| 4) Automating the regular day-to-day tasks performed by the client or other teams, with the help of scripts, thus enhancing client value creation. |
| 5) Manage production deployment and release across fleet and Provided 24x7 on call support. |
| 6) Promote Development builds from lower environments to Test Environments via Jenkins. |
| 7) Helping developers in issues that they encounter with the builds, process flow and other functional issues. |
| 8) Supporting developers by running SQL scripts on PROD Environments (Insert, Update tables). |
| 9) Working on alerts received from ticketing tool on the Test, Maint and Prod hosts (CPU Usage, RAM Consumption, SWAP, Inodes and disk usage). |
| 10) Creating Requests for adding ssh-keys on hosts, requesting Upscaling of VM's, requested DB extensions for disk-space etc. |
| 11) Continuous Integration and Deployment (CI/CD): Set up, configure, and manage Azure DevOps pipelines for automating build, test, and deployment processes, ensuring rapid and reliable delivery of applications. |
| 12) Applying changes on TEST, Maint and PROD Environments received from the developers for functional and operational changes. |
| 13) Worked with GitOps and Argo CD as a part of CI/CD workflow. |
| **Skills/Domain:**DevOps, Middleware Administration, GCP, docker, kubernetes, JBOSS, Gitops, ArgoCD, Grafana |
| **Marcel, Senior Associate L2** |
| **Description:**Marcel is an ecosystem of tools and services that connects all 85,000 Publicis Groupe employees in innovative ways. Shashank was part of the L2 support team which was the Rapid Action Team which was working as first point of contact for production environment. |
| • Part of the Rapid Action Team for Marcel. |
| • Setting up the dashboards for NOC monitoring on Azure. |
| • Set up alerting using ARM templates and Kusto queries on Azure cloud. |
| • Troubleshooting live site issues through app insights. |
| • Setting up Azure services. |
| • Supported high traffic events and provided real time solutions. |
| • Hands on experience on AKS(Azure Kubernetes Service) |
| • Good experience on Adobe Experience Manager. |
| • Experience on graph ql and tools like postman and playground. |
| • Experience on Orient DB. |
| **Skills/Domain:**AKS(Azure Kubernetes Service), Adobe Experience Manager, graph ql, Orient DB, Azure |
| **Sherwin Williams(USA), Senior Associate L2** |
| **Description:** Responsibilities include implementing CI/CD pipelines, managing IaC with tools like Terraform, and deploying containerized applications using Docker and Kubernetes. The role involves proactive monitoring, effective communication, and ensuring security and compliance. The ideal candidate has a degree in Computer Science, extensive DevOps experience, proficiency in CI/CD tools, scripting skills, and familiarity with cloud platforms and infrastructure-as-code practices. |
| • Application support for IBM WebSphere, Application Server, IBM MQ, IBM Sterling, IBM Cognos. |
| • Automation of test cases for QA team in Jenkins using gradle, jmeter and shell scripts. |
| • Automation of start/stop scripts on shell and root level for all the applications. |
| • Lead the offshore Infra team of Sherwin Williams without escalations for almost 6 years. |
| • POC environment setup on AWS. |
| • Docker implementation. |
| • Supported the Migration of artifacts from IBM cloud to AWS. |
| • Setting up connectivity between AWS server and IBM cloud-based server for the purpose of build and deployment. |
| • POC of High Availability setup for MQ. |
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| **Skills/Domain:**IBM WebSphere, Application Server, IBM MQ, IBM Sterling, IBM Cognos, Jenkins, Ant, Shell Scripting |
| **Expicient Softwares Pvt. Ltd (Acquired by Publicis Sapient) May 2014 To August 2017** |
| **Sherwin Williams(USA), Senior Consultant** |
| **Description:**As an IBM MQ consultant at Sherwin Williams USA, Shashank Jain successfully led the implementation and optimization of IBM MQ infrastructure. He demonstrated expertise in designing, configuring, and maintaining MQ environments, ensuring seamless communication between distributed systems. Shashank collaborated with cross-functional teams to troubleshoot and resolve messaging-related issues, contributing to enhanced system reliability. His role involved providing technical guidance, implementing best practices, and ensuring compliance with security standards, showcasing his proficiency in IBM MQ technologies and commitment to delivering robust solutions. |
| **Roles and Responsibilities:**• Implemented MQ clustering over SSL for various environments including DEV, QA, Staging and Production. |
| • Implemented and tested High availability and Disaster recovery using Multi-Instance Queue Managers. |
| • Configured one way and two way SSL with both self-signed certificates and CA signed certificates. |
| • Configured authorizations based on CHLAUTH rules using user based, address based maps. |
| • Configured MQ plugin in dynatrace. |
| • POCs on using more secure TLS ciphers over SSLV3 cipher as most of the SSLV3 ciphers have been deprecated by IBM. |
| • Implemented SSL with a cluster. |
| • Webserver to Application Server mapping in WebSphere Application Server. |
| • Helped build and release team in application deployment related issues. |
| • Application Support. |
| • Automated complete Infra using ant, shell scripts and Jenkins, |
| • Configured LDAP, user based security in Jenkins. |
| • Automated Post Build validation steps. |
| • Setting up and monitoring OMS/WMS infrastructure for all non-prod & prod environments. |
| • Develop generic scripts using different scripting languages for OMS Build & Deployment |
| • Was responsible for setting continuous integration system using Jenkins for automated builds & deployments. |
| • Was responsible for maintaining and troubleshooting any infrastructure related issues. |
| • Setup Veracode for code security & integrate it with Jenkins. |
| • Was responsible for performing build and release activities on Non-prod and Prod environments. |
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| **Skills/Domain:**IBM MQ, IBM Sterling, IBM WAS, IBM HTTP Server, Veracode, Jenkins, |
| **New Balance, Infra Lead** |
| **Description:**As an Infrastructure Lead for IBM Sterling on the shared cloud of AWS for the New Balance project, I oversaw the design, implementation, and maintenance of the cloud-based infrastructure. My responsibilities included orchestrating the deployment of IBM Sterling solutions, optimizing performance, and ensuring the scalability of the infrastructure to meet project requirements. I collaborated with cross-functional teams to address technical challenges, conducted regular system audits, and implemented security measures to uphold data integrity and compliance. Through effective leadership, I contributed to the successful execution of the New Balance project, showcasing my proficiency in AWS and IBM Sterling technologies. |
| • POC on Docker based implementation using Urban Code. |
| • AWS cloud administration. |
| • Nagios setup. |
| • Automated Build and Release process. |
| • Installed and Configured Application IBM MQ 8.0.0.3, IBM WAS 8.5.5.9, IBM Sterling 9.5, IBM HTTP SERVER |
| • Integration with IBM API connect. |
| • Implemented SSL using CA wild card certificates on IHS |
| • Application support post go live. |
| • Designed MQ architecture. |
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| **Skills/Domain:**AWS, Docker, Urban Code, AWS, Nagios, IBM MQ 8.0.0.3, IBM WAS 8.5.5.9, IBM Sterling 9.5, IBM HTTP SERVER |
| **Fanatics(USA), Consultant** |
| **Description:**Shashank Jain led end-to-end implementation and optimization of IBM MQ, RabbitMQ, IBM Sterling, and Mule solutions at Fanatics. Utilized Chef for efficient configuration management. Demonstrated expertise in orchestrating seamless integration and ensuring system reliability. |
| • Architecture diagram for MQ infrastructure. |
| • Automation of installing and configuring applications using chef. |
| • Installed and configured Rabbit MQ servers. |
| • Configured Mule servers and configured direct integration |
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| **Skills/Domain:**IBM MQ, Rabbit MQ, Mulesoft, Chef |
| **Joann(USA), Consultant** |
| **Description:**Managed build and release processes for IBM Sterling at Joann. Streamlined workflows, ensured version control, and facilitated timely releases, showcasing expertise in build and release management for IBM Sterling solutions. |
| • Build and release of sterling OMS 9.5 using Urban Code deployer |
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| **Skills/Domain:**Shell Scripting, IBM Urban Code Deploy, IBM Sterling |
| **Vitamin Shoppe(USA), Consultant** |
| **Description:**Managed IBM Sterling on JBoss infrastructure for Vitamin Shoppe USA, ensuring robust performance and seamless operations. Collaborated with teams to optimize system efficiency, troubleshoot issues, and contribute to the success of the project. |
| • Setting up individual VDI’s for the developers which includes a running Sterling setup on top of JBOSS app server. |
| **Skills/Domain:**JBOSS, IBM Sterling |
| **Fast Retailing (Japan), Consultant** |
| **Description:**EAI infrastructure Architecture, Implementation and Middleware Engineering (Application server, Messaging & Middleware monitoring). Setting up the practice for IIB 9.0 at Expicient for clients - Fast Retailing. |
| • Implemented IIB infrastructure setup and network architecture on NTT cloud environment. |
| • Implemented and tested High availability and Disaster recovery using Multi-Instance Brokers and Qmgrs for IIB |
| 9.0 infrastructure |
| • Capacity planning and sizing the infrastructure for different locales. |
| • Spearheaded implementation of IIB interfaces based on quality of services in UAT and Prod (Real Time, Near |
| Real Time and Batch). |
| • Interacted directly with IBM labs for critical bug fixes and environment stability issues. |
| • Setting up the build and deployment processes using jenkins and ant. |
| • Used google scripts for creating BR forms. |
| • Written Shell scripts for deployments, health status, swap usage, disk free, logrotations, monitoring etc. |
| Application Support in Production environment |
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| **Skills/Domain:**IIB(IBM Integration Bus), Websphere MQ, Retail domain, IBM Websphere, Shell Scripting, Ant |
| **HCL TECHNOLOGIES LTD , NCR June 2012 To May 2014** |
| **GSI commerce(Ebay Inc), Senior Analyst** |
| **Description:**[1:46 PM] Shashank Jain Oversaw release management at GSI Commerce (eBay Inc) USA, coordinating seamless software releases and ensuring effective deployment processes. Contributed to the efficient delivery of projects through meticulous planning and collaboration with cross-functional teams. |
| **Roles and Responsibilities:** |
| • Monitoring and Troubleshooting web and application servers. |
| • Troubleshooting OS issues related to disk, memory and load. |
| • Monitoring using open source tools like Nagios. |
| • Maintaining cronjobs. |
| • Configuration, implementation and troubleshooting of various servers like NFS, FTP, Apache, Samba. |
| • Managing disk space, user profile creation and user privileges management. |
| • Resolving access management issues raised by end users. |
| • Maintaining Shell Scripts for Backup and other daily basis tasks. |
| • Maintaining DEV/TST/UAT Linux environments for GSI online stores. |
| • Maintaining Configuring web-server (apache) and providing Weblogic, Tomcat(application servers) Support as per application requirement. |
| • Managing Disks through LVM. |
| • Patch and File Management. |
| • Coordinating application releases right from development to Production phase. |
| • Responsible for the management of the release pipeline, scheduling and prioritizing release. |
| • Design, develop and implement detailed release plans. |
| • Writing scripts to automate repetitive tasks. |
| • Responsibilities also include installation, deployment and test of the releases. |
| • Coordinated project teams and communicate with the facilitate team. |
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| **Skills/Domain:**Release Management, Production Deployment, Linux, weblogic, tomcat, shell scripting, nagios |
| **HCL Data Centre Operations, Linux Administrator** |
| **Description:**Data center operations for HCL internal team. |
| • Installation of RHEL using Network and KickStart/PXE |
| • POC for new projects |
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| **Skills/Domain:**Linux |

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| EDUCATION: |
| Bachelor of Technology: Computer Science Engineering, Computer Science: Uttar Pradesh Technical University, 2012 |
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| **SKILLS:** | |
| **Additional Skill(s):** | Ad Services,Adobe AEM |
| **Other Skills:** |  |
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| ADDITIONAL DETAILS: |
| **Certification/Trainings** |
| Certified Kubernetes Application Developer (CKAD) -- 2023 |
| GCP training -- 2022 |
| Azure Fundamentals Training -- 2020 |
| Dynatrace training -- 2017 |
| IBM Websphere Commerce Server training -- 2017 |
| IBM WebSphere MQ V7.0, System Administration -- 2017 |
| ITIL training -- 2017 |
| Leadership development training -- 2017 |
| IBM WAS 8.5 certification -- 2016 |
| IIB 9 administration certification -- 2015 |
| RHCE(Redhat Certified Engineer) -- 2014 |
| RHCSA(Redhat Certified System Administrator -- 2014 |
| **Awards** |
| • Awarded with care award under category Above & Beyond by Expicient -- 2015 |
| **Links** |
| LinkedIn | [https://in.linkedin.com/in/shashank-jain-6950bb13](https://in.linkedin.com/in/shashank-jain-6950bb13#https://in.linkedin.com/in/shashank-jain-6950bb13) |