

Naveen SM **Devops Engineer**

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Change Management

Investigation / Troubleshooting

Problem / Escalation Management

Incident Management

Requirement Gathering

Client Relationship Management

Reporting & Documentation



Profile Summary

Working with HCL Technologies as a Senior Software Engineer and Holding 8+Years of experience in Devops, Operations, Implementations, Deployment, **Release Management** and supporting the application product.

- > Strongly skilled and dedicated ITIL Expert with a superior work ethic and client satisfaction record. Widely and deeply knowledgeable in all aspects of ITIL management and coordination.
- > An effective communicator with excellent team building and relationship management skills with the capability to relate to people at any level of business and management.
- > Promote and support the deployment of Service Management processes to all groups interacting with Problem Management, Change Management and Incident Management

TEducation

>B.Tech[Information Technology] from Francis Xavier Engineering (Affiliated College to ANNA University) Year: May 2005 - May 2009, FIRST CLASS

∼Technical Skills





Employer #1: Hcl Technologies [Oct'2014 - Till date]

Designation: Senior Software Engineer

Client: CitiBank Apac

Project: Release UAT and Production Management

Technologies: Unix/Shell Scripting, Git/GiitHub, Autosys, MySql, Oracle11G, Udeploy, ITRS

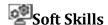
Employer #2: Onmobile Global Limited [Nov' 2010 - Oct' 2014]

Designation: Senior Operations Engineer

Client: Airtel Africe/Tata Docomo

Project: Caller Ring back Tune, Voice Portal

Technologies: Unix /Shell Scripting, Mysql, Apache Tomcat, SS7, Jenkins, Maven, Git/GitHub





Responsibilities #1 [Hcl Technologies]:

- ➤ Gathering the requirements by interacting with the clients
- ➤ SPOC for the Project implementation and planning
- ➤ Improves operational quality results by studying, evaluating, and recommending process re-design
- ➤ determining impact on total system
- Leading and guiding a team of more than 12 in the capacity of a Reporting manager
- ➤ Strong expertise in delivering managed service
- ➤ Automating the regular repeating jobs
- ➤ Involving in deployment and release for all equities trading application
- ➤ Equities application monitoring and enhancing the performance
- ➤ Regular interaction with the business manager
- ➤ Performing release on weekly basis
- ➤ Solving daily intraday trading issues from equities floor
- Fixing deployment issues and coordination with the developer
- ➤ Sharing System and method of operating Procedure to the respective team.
- ➤ Providing the weekly Team status report to the client and HclManagements
- ➤ Responsible to take complete ownership of Incident Records in order to track root cause & ensure preventive measures are in place in order to avoid repetitive Sev-1's.

Responsibilities #2 [Onmobile Global ltd]:

- > Identifies operational priorities by assessing operational objectives
- ➤ Managing VAS/CRBT/IVR applications, servers, storage systems & Network.
- > Handling & troubleshooting CRBT/Foot Ball SMS product for 12 countries in Africa
- ➤ Service pack creation related to Different Billing Scheme for both CRBT and IVR using MySQL and Web servers.
- ➤ Performing MySQL Optimization
- ➤ Installing and Migrating DB from MySQL to Maria DB.
- ➤ Applying release to the product platform as per new changes.
- ➤ Configuring clustering and voice portal application servers.
- ➤ Automation of daily tasks using bash shell scripts.
- Troubleshooting and technical support with network connectivity, security and database applications.
- Configuring E1 connectivity from client end to onmobile application server and making them live by doing configurations along with multiple testing.
- ➤ Supporting day to day client issues over Jira and documenting the test cases.

Personal Details

Marital Status : Married

Languages known : English, Hindi, Urdu, Tamil

Permanent Address : JP Nagar 7th phase, Bangalore 560078

Linkedin : https://www.linkedin.com/in/naveen-shaik-mohammed-752670158/

Passport : Z3113429

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.