MANDEEP SINGH

SITE RELIABILITY / DEVOPS ENGINEER

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Work Experience

System Operations Engineer 2   Jan 2020 to Present
Media.net Software Services

- Established, upheld, and advanced an elaborate continuous build/integration infrastructure, culminating in a 50% reduction in build times and increased efficiency in the development process
- Managed an inventory of over 500 physical and virtual servers utilizing RackMonkey and Device42, expertly commissioning and decommissioning servers
- Provisioned new servers on an on-demand basis with precision, resulting in a noteworthy 20% reduction in infrastructure costs
- Optimized hardware utilization through strategic collaboration with cross-functional teams, achieving an impressive 30% reduction in infrastructure costs compared to cloud costs for specific applications
- Configured and vigilantly monitored OS services on 300+ servers using Puppet and Ansible playbooks, ensuring seamless operations and sustaining high application availability
- Maintained and escalated the configuration management system with Puppet, leveraging Terraform to provision and govern AWS infrastructure, leading to streamlined infrastructure management and improved resource utilization
- Automated operational tasks and authored system/application checks using Python/Bash, drastically reducing manual effort by 60%
- Implemented monitoring, alerting, trend analysis, and self-healing systems using Nagios and Prometheus, resulting in a striking 50% reduction in downtime and improved application performance
- Coordinated with Dev teams to formulate CI/CD pipelines for dependent platforms and applications in production and staging environments, culminating in a significant 30% reduction in time-to-market
- Collaborated with the data center operations team to troubleshoot hardware-level issues related to physical servers, resulting in a substantial 40% reduction in hardware failure incidents
- Onboarded and trained new hires on the tech stack used by the team, achieving a 30% reduction in time-to-productivity and superior team performance
- Devised a training program to accustom freshers with the tools before granting access to the production environment, resulting in a remarkable 40% reduction in infrastructure incidents and downtime caused by human errors
- Regularly administered assessments to measure the effectiveness of the training program and identify areas for improvement, resulting in a notable 15% increase in knowledge retention and skill proficiency among freshers
- Built a comprehensive DevOps Lab from scratch using Vagrant and VirtualBox for new joiners. Formulated training materials and conducted weekly training sessions, delivering a 20% reduction in training costs and optimal utilization of resources
- Collaborated with cross-functional teams to ensure that the training program aligned with the organization's goals and objectives, resulting in a substantial 25% improvement in cross-functional collaboration and communication

Associate Systems Administrator   Jul 2018 to Jan 2020
QAD India

- Developed and deployed an advanced access control and management system for the organization, resulting in a 35% decrease in security incidents and elevated the compliance with industry regulations
- Administered an impressive fleet of 500+ Windows and Linux servers, encompassing intricate configurations and rigorous monitoring mechanisms. This comprehensive strategy culminated in a 25% decrease in system downtime and improvised reliability
- Formulated Powershell scripts, expertly programmed to automate Active Directory management tasks, inducing a commendable 30% reduction in the time required to manage user activities within the domain
- Identified and preempted potential system slow-downs, outages, and downtime by utilizing a suite of advanced monitoring tools including Galileo, Zabbix, and Icinga which led to a 40% decrease in system downtime
- Mentored and trained 5 interns on cloud infrastructure, source control, and system operations. This initiative resulted in a significant increase in interns' knowledge base, skills and improvised the productivity of the team

Skills

- Linux and Windows Administration
- Shell Scripting
- Active Directory - Management & Automation using Powershell
- Git
- Jenkins
- Vagrant & VirtualBox
- VMware
- Data Center Operations - Dell PowerEdge Servers

- Puppet
- Ansible
- Docker
- Prometheus
- Nagios
- Icinga
- AWS
- Terraform

Education

B.E. Computer Engineering
Rajiv Gandhi Institute of Technology Mumbai University

12th HSC Science
Kendriya Vidhyalaya INS Hamla

Certifications

- **Red Hat** Certified **System Administrator**
- **Red Hat** Certified **Engineer**
- **AWS** Certified **Solutions Architect – Associate**
- **Hashicorp** Certified **Terraform Associate**