**Manoj Kumar**

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**CARRIER OBJECTIVE:-**

Seeking a dynamic role as a OPS Support in IT, where I can leverage my expertise in Unix , Shell Scripting,SQl, and Python to automate processes, enhance operational efficiency, and optimize infrastructure performance. Passionate about implementing scalable solutions to streamline workflows and improve system reliability

**QUALIFICATION:-**

* Master’s in information technologies (MSc-IT, 2011-2014) from PTU University Punjab.
* Bachelor of Computer Application (BCA, 2008 - 2011) From M.J.P.R. University Bareilly.

**CORE COMPETENCIES:-**

* **Programming language**: Python, Shell scripting, C
* **Operating System:** UNIX, AIX, LINUX, SUN Solaris
* **Database** : MySql, Db2, Oracle and PostgreSQL
* **Tools/Technologies** : WinScp,Cyber-ark,Docker,Git,GitHub,Stash,Jenkins,Kubernetes, Bitbucket
* **Scheduling**: Crontab and Autosys

**ROLE AND RESPONSIBILITY**:-

* **Infrastructure Automation**: Writing scripts (**Shell/Python**) to automate system configurations, deployments, and monitoring.(automate script through **crontab** or **Autosys**)
* **CI/CD Management**: Using **Git**, **Stash**, and **Jenkins** to streamline software delivery pipelines.(handle build failed issue Jenkins pipeline issue)
* **Containerization & Orchestration**: Managing **Docker** containers and **Kubernetes** clusters for scalable deployments.(created docker images and deployment manage by kubernates deploy and rollback/scaling and monitoring pods etc)
* **OPS/Application Support**: Handling Unix-based environments, troubleshooting issues, and optimizing performance.(logs analysis for RCA and Autosys batch monitoring)
* **Monitoring & Logging**: Setting up monitoring tools to track system health and performance.( monitoring tools using like as **Splunk**, **Appd** and **kibana**)
* **Security & Compliance**: Implementing best practices for secure deployments and access control.(manage all hygiene related task like as python/perl version and libraries update and msjava/ossjava version update)
* **Database** : configure alert on table space/deadlock and partition add/detach task.(hands on practice on DB2/MYSQl and oracle DB)

**WORK HISTORY:-**

**1).MSPA-reporting. ( Duration: 14th Feb 2022 to till date)**

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| **Duration** | **Organization** | **Designation** |
| 14th Feb 2022 to till date | **Morgan Stanley** | Tech lead on payroll of Genpact |

**Description: MSPA- REPORTING** provide GUI base application for client for generate report , part time payment, plan changes etc.

**Contribution:**

**System Automation-**

Manage Unix/Linux environments, ensuring stability and performance.

Develop Shell scripts and Python automation for system monitoring, log analysis, and process optimization.

Utilize Autosys for job scheduling and workflow automation.

**CI/CD & Deployment-**

Design and maintain Jenkins pipelines for continuous integration and deployment.

Use Git & Stash for version control, ensuring efficient collaboration and tracking of code Changes.

Deploy applications using Docker and orchestrate containers with Kubernetes for scalability.

**Infrastructure & Monitoring-**

Implement Splunk for log analysis and proactive system monitoring.

Manage Webfarm configurations to ensure high availability and load balancing.

Optimize SQL databases for efficient data handling and reporting.

**2).PCI-Tool Support. (**Duration: 9th Aug 2021 to 11th Feb 2022)

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| Duration | Organization | Designation |
| 9th Aug 2021 to 11th Feb 2022 | **Wipro** | Senior Software Engineer |

**Description:** Work on telecom project (Shaw Communications)- billing system support.

**Contribution:**

**Billing System Management**-

Maintain and support Business Support Systems (BSS) for telecom billing.

Ensure accurate rating, charging, and invoicing for telecom services.

Work with SQL databases to manage customer billing data.

**Troubleshooting & Issue Resolution**-

Investigate and resolve billing discrepancies and errors.

Debug Unix/Linux-based billing applications using Shell Scripting.

Collaborate with teams to fix payment processing issues.

**Automation & Optimization**-

Develop Shell scripts and Python automation to streamline billing processes.

Optimize database queries for efficient billing operations.

Implement Docker & Kubernetes for scalable billing applications.

**3).Airtel online payment system-PCIDSS Support. (**Duration: 13th Jan 2016 to 6th Aug 2021)

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| Duration | Organization | Designation |
| 30th Aug 2018 to 6th Aug 2021 | **Amdocs INDIA PVT. LTD.** | Senior Software Engineer |
| 14th Aug 2017 to 30th-Aug-2018 | Senior software Engineer at Amdocs | ON PAYROLL of Collabera |
| 13th Jan 2016 to 30th July 2017 | **Ops Support Engineer at IBM** INDIA PVT. LTD | ON PAYROLL of NETCONNECT |

**Description:** All payment related application(Airtel money,airtel payment bank,airtel website/App) handle under in PCIDSS support. it’s a platform for postpaid/prepaid/telemedia/broadband customer’s for carrying out many operations such as - Registered users can View their account summary (Unbilled amount and unbilled usage), add number for auto pay, View/download Bills (Summary and Itemized bills) for last 10 months, make online payments through credit cards, debit card, net-banking, View payment history, change bill preference (Ebill/Paper), View Bill plan, log complaint of raise new request etc.The portal is running on Web sphere Portal with Service layer (WAS) which is integrated with other applications such as CRM, Billing System (FX), Biff Tool, Payment Gateways etc.

**Contribution:** Configured new card/bank and payment gateway for online payment. Perform PG traffic routing in case failure observed from PG.Handled auto pay related issue like as –user facing issue during registration for auto pay, amount not deducted on billing date etc.handled payment related issue like as –user unable to make payment through card/netbanking/UPI etc.monitring payment gateway wise transaction if facing any issue related to any gateway then raised concern to gateway support team with proper analysis.

**4). Project of a Bank using Shell Scripting, Oracle Database on UNIX Platform:-**

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| Duration | Organization | Designation |
| 06-May, 2013 to 12-jan 2016 | **Fiserv India Pvt. Ltd.** | Senior associate- business process |

**Description:** Creating several accounts of customers using Shell Scripting for making entries in Oracle database and seeking records from the data for transaction purpose. Allowing the customers to see their Bank statements.

**Contribution:** Creating audit reports for internal checking. By the at and crontab utility scheduling the job. On client demand creating the report using sed and awk utility. In user creation assign the password of user by expect scripting. Creating Incremental and full backup script. Apart of this if any backup fail then check the auditing report and send the report of senior developer. Using SQL\*loader load the flat comma separate file in the database. Creating table label logical backup by emp/imp utility. Manage different type of INDEX like b\*tree index, bitmap index .

**PERSONAL INFORMATION:-**

Name : Manoj Kumar

Date of Birth : 03-May-1992

Current role : Tech Lead (OPS Support)

Total Experience : 11+years

Passport : Yes

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