Mayank Arora
Senior Site Reliability Engineer

Spent 5 years developing the skills to increase reliability and quality for on-premise and cloud-based architecture(AWS) applications with a high focus on security. Experienced in the implementation and automation of monitoring stack along with automation via Ansible and Terraform.

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SKILLS

Site Reliability

Ansible

Linux

AWS

Docker

AppDynamics

Terraform

Python

Puppet

Splunk

Nagios

Nagios Xi

Apache Web Server

Nginx

DETAILED SKILLSET

Ansible : Expertise in automating manual tasks and environment orchestration.
- Installing, configuring, and managing the Ansible Centralised Server and creating the playbooks to support various middleware application servers, also configuring the Ansible tower as a configuration management tool to automate repetitive tasks.
- Designing highly available and fault tolerant architecture using ansible playbook for application and web tier using jinja2 templates and creating modules to interact with load balancer.
- Creating dynamic inventory for on-prem infrastructure using Puppetdb for storing nodes and facts information and pulling it via python script and using ec2.py for getting dynamic inventory from AWS cloud.
- Comfortable with using features like ansible Vault, Roles, Handlers, Tags etc.

AWS :
- VPC, EC2, Autoscaling, ELB, EBS, Security, RDS, S3, Route53, CloudWatch, CloudTrail, IAM

Terraform :
- Basic experience in automation and management of docker containers and AWS components.

Extensive implementation and technical knowledge of
- Web Servers: Apache, Nginx.
- Application Servers: Apache Tomcat.

Linux :
- Comfortable with Bash Scripting required for Monitoring, Automation or Debugging.
- Expertise in commands to debug issues on Linux os, web tier and middleware application servers in a distributed environment.

AppDynamics :
- Controller and environment upgrades via Enterprise Console.
- Automated deployment of Java, Machine, and Database agents.
- Correlation analysis/trend dash-boarding of transaction performance and monitoring metrics

CERTIFICATES

Google SRE Certified from Coursera.

ITIL Foundation

Certificate from Zycus infotech for Automating and Managing Appdynamics.

WORK EXPERIENCE

Application Engineer
Wirecard acceptance technologies gmbh

05/2020 – Present　　　　　　　　　　　　　　　*Munich, Germany*
(Working remotely from Mumbai owing to covid pandemic)
Achievements/Tasks
- Production support for cloud based and on-prem systems.
- Implementation of monitoring via cloudwatch agents on Ec2 instances.
- Creation of ansible scripts for synchronous start/stop applications in a distributed environment with dependencies checks in place.
- Creating launch templates and using prebaked AMI's along with bootstrap for implementation of auto-scaling of Ec2 instances with ELB in place.

SKILLS

Tomcat Application
Container

WORK EXPERIENCE

Senior Associate : Site Reliability Engineer
Institutional Shareholder Services

11/2017 – 03/2020   *Mumbai, Maharashtra,India*

Achievements/Tasks

- Implementation and Automation of Monitoring Stack and Level 3 Application Level Support for middleware and web layer.
- Capacity Management and ansible dynamic inventory management by fetching the server performance metrics via ansible crawler or PuppetDB.
- Creation of a self-sustained monitoring model with auto-discovery and automated configuration for Splunk, Nagios, and Appdynamics on different layers.
- Implementing correlation analysis/trend dashboarding with the scope of improving by application tuning and proactive monitoring.
- Ansible based automation for environment start/stop with dependencies and successful startup checks.
- Implementation of SLOs, SLAs and error budget policies.
- Actively worked in an agile software development environment to automate standard operating procedures around common failure scenarios.
- Implemented a continuous development pipeline via ansible.
- Consult and contribute to system architecture.

Site Reliability Engineer
ZYCUS INFOTECH

06/2015 – 11/2017   *SEEPZE –MUMBAI*

Achievements/Tasks

- Administering, Monitoring and troubleshooting the issues in the Products for Global Clients by configuring tools and understanding the full application flow.
- Performance Tuning of Applications and making the architecture robust and highly available. Techniques include Thread Analysis, JVM Tuning, JMX, and JDBC Tuning, Apache Tuning, Solving Slowness Issues.
- Working on POCs for Automations to reduce Process Time Cycles, Monitoring Tools, Health Dashboards, and Reactive to Proactive conversion of Monitors.
- Event management for monitoring alerts via tools like Pager-duty. Streamlining and automating the alerting mechanism with proper assigning to concerned teams.
- Managing Incident lifecycle and Bug management via Remedy tool.
- Implementation of AppDynamics on 1000+ nodes that include Controller, java agents, EVM, Machine agents, database agents, and synthetic monitoring.

EDUCATION

Bachelor of Engineering, COMPUTER ENGINEERING
K.C.COLLEGE OF ENGINEERING.

2011 – 2015   *Mumbai, Maharastra*

12TH
K.V.IIT POWAI

2010 – 2011   *Mumbai, Maharastra*

10TH
K.V.IIT POWAI

2008 – 2009   *Mumbai, Maharastra*