

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



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.

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

LANGUAGES

ENGLISH

Full Professional Proficiency

HINDI

Full Professional Proficiency

HOBBIES

wildlife and nature
photography

EDUCATION

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

2011 – 2015

Mumbai, Maharashtra

12TH

K.V.IIT POWAI

2010 – 2011

Mumbai, Maharashtra

10TH

K.V.IIT POWAI

2008 – 2009

Mumbai, Maharashtra

DETAILED SKILLSET

Ansible : Expertise in automating manual tasks and environment orchestration.

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 app tier 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

CERTIFICATIONS

Google SRE Certified from Coursera.

ITIL Level 1.

Certificate from Zycus infotech for Automating and Managing Appdynamics.