***Mukesh Kumar Roy***

***Professional Summary***

* 13+ Years of experience in Jr Software Engineer, System Engineer, Production Support and Devops Engineer.
* **Areas of expertise skills in** 
  + **Database - oracle, Sybase, MySQL.**
  + **Operating Systems - Unix, Windows.**
  + **Version Control tools GitHub, GitLab.**
  + **Incident management tools – ServiceNow, Jira, keystone, Change management.**
  + **Application Servers – WebLogic, Tomcat**
  + **Monitoring Tools – Splunk, Procmon, apphero, OEM**
  + **Programming Language’s – Java, Python**
  + **Scripting – Shell Script, Perl Script, Python**
* **Extensive experience in Installation, Configuration and Migration**
* **Extensive experience of troubleshooting and maintenance of Apache webserver on different Unix Operating System like Linux**
* **Extensive experience in Incident, Problem, and IT Change Management.**
* **9+ years of experience in Unix, Shell Scripting, MySQL, Python and Java**
* **Have good experience in L 2 and L 3 production support Engineer to support 50+ financial applications in GS.**
* **Proactively monitored Application processes, identified enhancements, root cause analysis for a bug and development requirements.**
* **An Excellent Team Player with good problem-solving approach, having strong communication, leadership skills and ability to work in a time-constrained and team-oriented environment.**
* **Proficient in data loading/extraction using SQL \*Loader and utilities and tools. Extensive involved in SQL tuning, debugging, and fixing the codes/scripts.**
* **Documentation of solution knowledge and process monitoring techniques for re-use by support teams, strong analytical and problem-solving abilities.**
* **Provided 24/7 on-call support for production, strong team player, good analytical skills.**

Skills Profile

Technical

|  |  |
| --- | --- |
| **Operating System** | **Operating Systems worked on (Windows, Linux).** |
| **Environment** | **Environments worked on (Tomcat, WebLogic).** |
| **Database** | **Database Systems worked on (MySQL, Oracle, Sybase etc.)** |
| **Internet Tools** | **Internet Tools worked with (HTML, Perl, Python, Java Beans etc.)** |
| **Languages** | **Programming Languages worked with (Java, Perl, Python).** |
| **Other** | **Other Technical Skills (Shell Scripting, Spring Framework).** |

Functional

|  |  |
| --- | --- |
| **Management and Leadership Skills** | **- Ability to resolve the reported issues within or without Team.**  **- Ability to automate the repeated work to reduce the manual afford using Shell scripting** |
| **Training & Development** | * **Ability to train new joiners in minimal time.** * **Ability to enhance the application.** |

Professional Experience (In Reverse Chronological Sequence)

|  |  |
| --- | --- |
| **Organization Name** | **Capgemini Technology India Pvt Ltd** |
| **Client Name** | **Goldman Sachs** |
| **Project Name** | **Asset Management- RADAR** |
| **Project Duration (From & To in Month/Year Format)** | **From: Aug 2022 to: Dec 2024** |
| **Role/Title** | **Senior Consultant** |
| **Work Location** | **Bangalore** |
| **Project Description** | ***RADAR is one of very critical projects of Asset Management divisions. RADAR projects is centralized repositories where multiple sources are connecting based on needs.*** |
| **Responsibilities** | * ***L3 Support with deployment and development.*** * ***Ability to write complex SQL Queries to fetch the reports.*** * ***Taking care of deployment of new releases*** * **Troubleshooting the reported issues** * **Enhancing the code changes** * **Proven ability to identify problem, analyse possible solutions and determine best course of action to meet objectives.** |
| **Operating Systems** | **Windows, Linux** |
| **Hardware** | **Red-hat6-7, Windows-10** |
| **Software / Special Tools** | **IntelliJ, Aqua Studio** |
| **Languages** | **Java, Sybase DB, Shell script, Autosys** |

|  |  |
| --- | --- |
| **Organization Name** | **Oracle Solutions Service Ltd** |
| **Client Name** | **Globally** |
| **Project Name** | **Taleo - SAAS** |
| **Project Duration (From & To in Month/Year Format)** | **Feb 2019 – Jun 2022** |
| **Role/Title** | **Service Reliability Operator** |
| **Work Location** | **Bangalore** |
| **Project Description** | **Oracle Taleo Recruiting is a solution that helps enterprises source, assess, and hire the best talent.** |
| **Responsibilities** | * **Worked to reduce the manual afford into automation in Shell and Python Script** * **Taken care the deployment of new release on Productions.** * **Handled the Clients reported issues and provide best way of solutions** * **Played the major role to handle the MI with multiple teams for an outage.** |
| **Operating Systems** | **Linux, Windows** |
| **Hardware** | **Red-hat6-7, windows10** |
| **Software / Special Tools** | **SQL Server, RCC, Splunk, Grafana etc.** |
| **Languages** | **Java, Python, Shell Script, MySQL, SQL** |

|  |  |
| --- | --- |
| **Organization Name** | **Dimension Data** |
| **Client Name** | **Globally** |
| **Project Name** | **MANAGED CLOUD PLATFORM (MCP)** |
| **Project Duration (From & To in Month/Year Format)** | **Mar 2018 – Feb 2019** |
| **Role/Title** | **Cloud Control Resolver (L3 Support)** |
| **Work Location** | **Bangalore** |
| **Project Description** | **MCP is the delivery tools for the Cloud Services which offers Infrastructure as a Service (IaaS).** |
| **Responsibilities** | * **Main escalations point for L1/L2 Support for application/technical support issues.** * **Expertise in analysed the logs to isolate problems.** * **Expertise in querying DB and analysed the data returned as part of troubleshooting the issues.** * **Managing the infrastructure of application and Database on Cloud** * **Being part of patching application on Prod/Non-Prod Environment.** |
| **Operating Systems** | **Windows, Linux** |
| **Hardware** | **Red-hat6-7, Windows10** |
| **Software / Special Tools** | **Bitbucket, postman, MySQL, Splunk etc** |
| **Languages** | **Python, Shell, Java, MySQL** |

|  |  |
| --- | --- |
| **Organization Name** | **Infosys Ltd** |
| **Client Name** | **Fidelity** |
| **Project Name** | **Order Management Tool (OMT)** |
| **Project Duration (From & To in Month/Year Format)** | **April 2015 – Feb 2018** |
| **Role/Title** | **Devops Engineer** |
| **Work Location** | **Bangalore** |
| **Project Description** | **OMT is a tool used by the trader to display orders and place and execute trades.** |
| **Responsibilities** | * **Build the application into package in Jenkins and deploying it using heirloom tool or Udeploy on Linux Machine**  Automating the daily task through Python or Shell ScriptWriting and installing the Autosys job for scheduling to start and stop the application.Adding the application on Procmon to check the health of application.Responsibility of adding the application in Udeploy tools for deployment application on serverResponsibility of trouble shooting Timesten database issues, Rebuilding Timesten database |
| **Operating Systems** | **Windows, Linux** |
| **Hardware** | **Red-hat6-7, Windows10** |
| **Software / Special Tools** | **Bitbucket, postman, SQL, Timesten, Splunk etc.** |
| **Languages** | **Python, Shell, Java, MySQL** |

|  |  |
| --- | --- |
| **Organization Name** | **OnMobile Global Ltd** |
| **Client Name** | **All India Telecom Company** |
| **Project Name** | **Nova Reporting** |
| **Project Duration (From & To in Month/Year Format)** | **Aug 2013 – Feb 2015** |
| **Role/Title** | **Engineer, Operations/ Product Support** |
| **Work Location** | **Bangalore** |
| **Project Description** | **Nova is a web interface tool which enables users to view reports of all major products (RBT and IVR).** |
| **Responsibilities** | * **Issue resolution – Product related, Data related. Determine best way to organize and store data and integrate data from multiple sources.** * **Automated data validations and manual tasks by Python and Shell programming.** * **Developed Python and shell scripts for business requirements for loading and processing the data in DB from files** * **Created& deployed shell scripts and Python scripts to automate our day-day activities in production servers.** * **Having experienced in troubleshooting Data and Network or Server related issues.** |
| **Operating Systems** | **Windows, Linux** |
| **Hardware** | **Red-hat6-7, Windows10** |
| **Software / Special Tools** | **Python Scripting, MySQL, Shell Scripting, Apache & tomcat webserver** |
| **Languages** | **Python, Shell, Java, MySQL** |

|  |  |
| --- | --- |
| **Organization Name** | **WIFI Networks India Pvt Ltd** |
| **Client Name** | **Hutch Telecom Sri Lanka** |
| **Project Name** | **CRBT** |
| **Project Duration (From & To in Month/Year Format)** | **April 2012 to August 2013** |
| **Role/Title** | **Jr. Software Engineer** |
| **Work Location** | **Bangalore** |
| **Project Description** | **A Caller Ring-back Tone (CRBT) or Audible Ringing Tone is the song or sound that is heard on the telephone line by the calling party after dialling and prior to the call being answered at the receiving end.** |
| **Responsibilities** | * **Requirement Analysis, Design/Perl Scripting, Implementation, Testing.** * **Involvement in coding and implementations of Module** * **Involvement in MySQL DB Querying, Generating Reports as per Client requirements through Automation Scripts.** * **Involvement of troubleshooting the productions Issues.** |
| **Operating Systems** | **Windows, Linux** |
| **Hardware** | **Red-hat6-7, Windows10** |
| **Software / Special Tools** | **Perl AGI Flow, MySQL, Splunk, postman etc** |
| **Languages** | **Perl Programmer, Shell Scripting, MySQL, Perl-AGI Flow** |

Training and Seminars

* **Trained on DevOps in OCI with Dockers and Kubernetes**
* **Trained on Oracle Cloud infrastructure Foundation Associates**

Certifications

* **Oracle cloud Infrastructure Foundation Associates**

Education

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Educational Record (In Reverse Chorological Order Starting Highest Degree)*** | | | | |
| ***Course of Study*** | ***Specialization*** | ***Name of University*** | ***Address of University*** | ***Year of Completion*** |
| **MCA** | **Computer** | **RGPV** | **Bhopal, Madhya Pradesh** | **2011** |
| **BCA** | **Computer** | **BIT Mesra** | **Ranchi, Jharkhand** | **2008** |
| **12th** | **Science** | **SL Arya College** | **Tupkadih, Bokaro, Jharkhand** | **2005** |
| **10th** | **Math’s** | **DAV Public School** | **Giridh, Jharkhand** | **2002** |

Professional Organizations

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Prior Work Experience Details*** | | | | | |
| ***Organization’s Name*** | ***Designation*** | ***Dates of Employment*** | | ***Location (City & State)*** | ***Explanation for Interruption / gap***  ***(If Any)*** |
| ***From***  ***(DD-MON-YYYY)*** | ***To***  ***(DD-MON-YYYY)*** |
| **Oracle Solutions Service India Pvt Ltd** | **SRO** | **18-01-2019** | **13-06-2022** | **Bangalore, Karnataka** | **NA** |
| **Dimension Data Cloud solution India Pvt Ltd** | **Systems Engineer** | **27-02-2018** | **13-02-2019** | **Bangalore, Karnataka** | **NA** |
| **Infosys Ltd** | **Technology Analyst** | **06-04-2015** | **23-02-2018** | **Bangalore, Karnataka** | **NA** |
| **OnMobile Global Ltd** | **Operations Engineer** | **26-08-2013** | **06-02-2015** | **Bangalore, Karnataka** | **NA** |
| **WiFi Networks India Pvt ltd** | **Jr. Software Engineer** | **19-04-2012** | **23-08-2013** | **Bangalore, Karnataka** | **NA** |

**Personal Profile**

|  |  |
| --- | --- |
| **Name** | **Mukesh Kumar Roy** |
| **Father’s name** | **Late Sri Satyadev Roy** |
| **DOB** | **5th Mar 1987** |
| **Country Of Birth** | **India** |
| **State Of Birth** | **Jharkhand** |
| **Phone** | **9686503679** |
| **Email** | **mukesh.kumar-roy@capgemini.com** |