Mukesh Kumar Roy

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# Professional Profile

Versatile and results-driven DevOps & Production Support Engineer with 13+ years of experience in financial services, cloud infrastructure, system engineering, and automation. Proven success supporting critical enterprise platforms, driving system stability, and optimizing deployments using Shell, Python, and modern DevOps tools.

# Core Competencies

• DevOps Engineering | CI/CD Pipelines | Jenkins | Autosys | Docker  
• Cloud Infrastructure (OCI, IaaS) | Server Management | Deployment Automation  
• Linux/Unix System Administration | Shell/Python Scripting | SQL & Databases  
• Monitoring (Splunk, Grafana) | Incident/Problem Management | Agile Practices

# Technical Skills

• Programming/Scripting: Java, Python, Shell, Perl  
• Databases: MySQL, Oracle, Sybase  
• Tools: GitHub, GitLab, Jenkins, Udeploy, Bitbucket  
• Monitoring: Splunk, Grafana, Procmon  
• OS/Servers: Unix/Linux, Tomcat, WebLogic, Apache

# Professional Experience

**Senior Consultant | Capgemini***Aug 2022 – Present*

* Leading L3 support and deployment for high-value financial applications. Enhancing existing code, troubleshooting production issues, and ensuring system stability. Upgrading tomcat & Java, Deployment new release etc...

Technologies/Tools: Java, Sybase, Shell Script, Autosys, Linux, GIT, Jenkins, Jenkins Pipeline, key tool, SAML, Splunk.

**Service Reliability Operator | Oracle Solutions Service Ltd (Taleo – SAAS)***Feb 2019 – Jun 2022*

* Automated manual tasks with Shell/Python scripting, led deployment cycles, and addressed critical incidents impacting global operations.

Technologies/Tools: Python, MySQL, Shell Script, Splunk, Grafana

**Cloud Control Resolver (L3) | Dimension Data (MCP – Cloud Infra)***Mar 2018 – Feb 2019*

* Handled escalations, performed DB analysis, log troubleshooting, and production patching.

Technologies/Tools: Python, MySQL, Shell, Bitbucket, Postman

**DevOps Engineer | Infosys (Fidelity)***Apr 2015 – Feb 2018*

* Managed CI/CD workflows, automated deployments, wrote monitoring scripts, and handled database rebuilds.

Technologies/Tools: Jenkins, Autosys, Shell, Python, TimesTen, Splunk

**Operations Engineer | OnMobile Global Ltd (Telecom)***Aug 2013 – Feb 2015*

* Resolved data/network issues, built reporting tools, and automated production tasks.

Technologies/Tools: Python, Shell, MySQL, Apache, Tomcat

**Jr. Software Engineer | WiFi Networks India Pvt Ltd (Hutch Telecom Sri Lanka)***Apr 2012 – Aug 2013*

* Performed Perl scripting, report generation, and system support for telecom services.

Technologies/Tools: Perl, MySQL, Shell, Splunk

# Education

• MCA, Computer Applications – RGPV, Bhopal – 2011

• BCA, Computer Applications – BIT Mesra, Ranchi – 2008

• 12th – SL Arya College, Bokaro – 2005

• 10th – DAV Public School, Giridih – 2002

# Certifications & Training

• Oracle Cloud Infrastructure Foundation Associate

• Training in DevOps using Docker and Kubernetes on OCI

• Completed MERN Full Stack training from Guvi Academy