**NANDHU M**

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# PROFILE

* Support Analyst with 4 years of experience at Wipro Technologies.
* Expertise in cloud platforms including **AWS**, **OpenShift**, and **Azure**.
* Proficient in monitoring and alerting tools like **Dynatrace**, **Grafana**, and **ServiceNow**.
* Skilled in CI/CD pipelines with **Jenkins** and version control using **GitHub**.
* Hands-on experience managing message queues with **RabbitMQ**.
* Known for resolving complex technical issues and driving system optimization.
* Strong collaboration and communication skills, ensuring seamless operations across teams.
* Proven ability to handle high-pressure environments with a focus on improving efficiency and performance.

# SKILLS

* **Cloud Platforms**: OpenShift, Azure, AWS
* **CI/CD Tools**: Jenkins, GitHub
* **Containerization**: Docker, Kubernetes
* **Monitoring Tools**: Grafana, Dynatrace, ServiceNow
* **Automation & Configuration Management**: Ansible, Terraform
* **Programming Languages**: Python, React JS
* **Databases**: SQL
* **Other Technologies**: RabbitMQ, Linux, Salesforce Commerce Cloud, Magento, Power BI

# PROFESSIONAL EXPERIENCE

**Support Analyst**  
*Wipro Technologies*

*September 2020 – Present*

* Provided comprehensive support for cloud platforms, including **OpenShift, Azure, and AWS**, ensuring smooth operations and minimal downtime.
* Managed CI/CD pipelines using **Jenkins** and implemented containerization strategies with **Docker** and **Kubernetes**.
* Monitored application performance and system health using **Grafana**, **Dynatrace**, and **ServiceNow**, leading to a 20% reduction in incidents.
* Collaborated with cross-functional teams to implement **Ansible** for configuration management and automation, enhancing system reliability.
* Developed and maintained SQL scripts for database management, optimizing data retrieval processes by 15%.
* Implemented version control and collaboration strategies using **Github**, ensuring efficient code management across teams.
* Configured and managed messaging queues using **RabbitMQ**, optimizing data flow and communication between services.

# PROFESSIONAL EXPERIENCE

**Project: OpenShift Monitoring Dashboard**

* Developed and implemented a Dynatrace dashboard to monitor OpenShift environments.
* Integrated Dynatrace and webhooks to automate the creation of real-time alerts for critical services, ensuring proactive monitoring and quick response to incidents.

# EDUCATION

* B. Sc Physics & Computer Application,

Sree Narayana College, 2017-2020

Kerala University

* Higher Secondary Education

T.K.M.H.S.S, 2015-2017

Kerala State Board,  
 Major Subjects: [Mathematics, Physics, Chemistry, Botany, Zoology]

* High Schol Education

T.K.M.H.S.S, 2015-2017

Kerala State Board

# CERTIFICATIONS

* AWS Certified Cloud Practitioner | Amazon Web Services | 2024
* RabbitMQ Training Course-by CloudAMQP | CloudAMQP | 2024
* GitHub Copilot | Wipro | 2024
* Postman API Fundamentals Student Expert | Postman | 2023
* Git Training | Simplilearn | 2023

# SOFT SKILLS

* Excellent communication and interpersonal skills
* Strong problem-solving abilities
* Confidence in handling complex technical challenges
* Team collaboration and leadership