

Nitish Kumar

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SUMMARY

- + 5+ years experienced & result-oriented DevOps Engineer with a track record of spearheading technical teams to champion DevOps, Automation, Build Engineering and Configuration Management. Proficient in design & implementation of complex and fully automated Continuous Integration, Continuous Delivery, Continuous Deployment pipelines and DevOps processes for Agile projects across Financial, Insurance and Banking Sectors. Adept at liaising with key stakeholders to initiate automation in SDLC, effectively execute mission-critical projects and deliver compelling business value to clients.

EXPERIENCE

DevOps Engineer, Travelers Corp.

DEC 2017 - Present | Bangalore

Travelers is an American insurance company. It is the second-largest writer of U.S. commercial property casualty insurance, and the third-largest writer of U.S. personal insurance through independent agents.

- + Empowering a team of 8 DevOps Engineers to initiate & implement automation for executing complex pipelines
- + Ensuring timely project delivery by syncing with key stakeholder developers, testers.
- + Assisting the release manager and Development teams to deploy software releases
- + Rendering support to engineering teams to conceptualize and deliver client-centric solutions
- + Handling & prioritizing workflow based on departmental and organizational priorities
- + Developing & enhancing tools for continuous integration, automated testing and release management
- + Assisting the development teams for executing various automation and configuration tasks
- + Providing continuous assistance in database management, configuration management
- + Rendering expertise in developing code to implement Jenkins Pipeline
- + Creating, developing and managing the deployment architecture for various applications

DevOps Engineer, Telenor Corp.

JAN 2017 – NOV 2017 | Bangalore

Telenor ASA is a Norwegian multinational telecommunications company headquartered at Fornebu in Bærum, close to Oslo. It is one of the world's largest mobile telecommunications companies with operations worldwide, focus in Scandinavia, Eastern Europe and Asia.

- + Involved in Release management like planning, scheduling, and deploying Releases.
- + As a daily activity using the version control system Git to access the repositories and Continuous Integration Tool like Jenkins for deployment in different environment (Dev/Test/Prod).
- + Collaborate with different teams to deploy application code into Dev, Test and Production environments.
- + Troubleshooting Build failure or deployment issues in the Dev, Test and UAT environments and coordinating with concern team to fix it.
- + Created release branch and maintain them according the structure required with branches and tags.
- + Worked on Jenkins File, Pipeline Jobs and maintained them.

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- + Involved with team & clients in multiple meetings like release status calls, meeting, Release meetings etc.
- + Drafted multiple process documents in the DevOps/ release domain to streamline the project's processes & spread awareness within the team.
- + Maintaining multiple documentation like Release Notes, Release Scope preparation & status tracking.

Incident & Change Management Analyst, NBN

APR 2015 – DEC 2016 | Bangalore

The national broadband network (NBN) will give all Australians access to very fast broadband over fixed lines, wireless or via satellite.

- + Managing all aspects of root cause of applications failures in Log Management tool SPLUNK.
- + Implemented proactive measures to reduce incident volumes down by 30% from 70% to improve service delivery KPIs.
- + Collaborated with service management teams and third-party vendors for issues and resolutions to meet SLAs.
- + Was the primary on-call support for managing critical/high incidents to resolution.
- + Automating the key incident triggering events as proactive measure and analyzing the data on monthly & Weekly basis to avoid problems before they occur/reported.
- + Handle Escalations (with the escalations procedure)
- + Develop, Implement & Review Improvement Plans.
- + To organize regular conference calls and interaction over emails with the clients to understand their requirements, expectations and Centre's Deliverables. Develop a good working relationship.
- + Assist and train the team with the excellent handling of ticket records by the team, including ticket to call, dispatch tickets, documentation standards.
- + Doing Root Cause Analysis and find out the top defect areas, rolling out action plans accordingly.
- + As part of Change Management Creating, Reviewing, approving changes and coordinating with team.
- + Coordinate and conduct meetings with Change advisory board (CAB) to discuss higher risk changes.
- + Maintain different types of report like Weekly Report, Monthly Report, SLA Report, Escalation Report, Incident Audit Report, Issue Tracker etc.
- + Coordinated with multiple project teams on the build and release management requirements.

SKILLS

- + SDLC Methodologies : Agile, Scrum, Waterfall
- + DevOps Tools : GIT, SVN, Jenkins, IBM UCD, Maven, Datical
- + App & Web Servers : Tomcat
- + Automation/Build Tools : Jenkins, Nexus, Sonar
- + System Engineering : Issue Tracking, Test automation
- + Languages : Core Java, Groovy, Shell Scripting, Python
- + Operating Systems : Windows, Linux, Mac
- + Databases : Oracle

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- + Service Management Tool : BMC Remedy, Service Now, JIRA, Splunk, BPPM, MS Excel
- + Cloud Services : Pivotal Cloud Foundry (PCF), AWS

Recognitions & Awards

EDUCATION

- + **Graduation:** B.Tech (Computer Science & Engineering) **2014**
From Uttar Pradesh Technical University, India

DECLARATION

I hereby declare that the above-mentioned information and enclosures are genuine and correct as per my knowledge and belief.

Nitish Kumar