**Krishna Prabhu Pothuri**

**Email**: krishnaprabhupothuri@gmail.com **Contact No**: 9632219567

**Consultant**

**ITIL v3 Foundation Certified Certified Agile Scrum Master Prince2 Practitioner Certified**

***Dedicated & resourceful professional with 12+ years of work experience in Product Support, Applications Maintanence & Monitoring,Service Management,Infra Management,Production Coverage, Customer Service,Data Center availability.***

**Professional Synopsis**

* Seasoned professional, with proficiency in Project & Product Management plus Implementation of Support Operational activities for various Web & Mobile Services
* Industry expert having keen understanding and hands-on exposure to all phases of Project / Program Life Cycle
* Efficient Team Leader & Player, combining communication, interpersonal & problem solving skills with analytical, decision making and leadership capabilities to enhance organizational objectives
* Deploy/Configuration Review, Troubleshooting & Issue Resolution, Client Relationship Management, Cross Functional Team Coordination

**Technology Competence**

* Deployment Methodology : Agile, Scrum
* Software : Java, Servlets/JSP, Weblogic/Jboss, Apache HTTP/Nginx, Tomcat
* IDE : Eclipse
* Platform/OS : Red Hat
* Scripting & Automation : Python,Bash
* Bug Tools : Bugzilla
* Messaging :activemq
* Monitor : Nagios, keynote
* Ticket Tool : servicenow, Remedy, HP OVSD
* Database : sql, mysql, cassandra
* Bigdata : Hadoop
* Devops : AWS, Ansible, Git,Kubernetes, Docker,Jenkins ,ELK Stack, Maven, Splunk

**Education**

* **Master of Computer Applications,** Andhra University

**Professional Development - Certifications**

* ITIL V3 Foundation Certified
* Agile Scrum Master Certified
* Agile Product Owner Certified
* Prince2 Practitioner Certified

**Professional Development – Technical Courses**

* Red Hat Linux Administration
* AWS Fundamentals
* Hadoop Administration
* Docker & Kubernetes Fundamentals
* Devops Fundamentals

**Professional Experience**

**HCL TECHNOLOGIES, Bangalore [Client: Cisco Systems, Inc]**

Consultant, Nov 2013 till date

**Accountabilities:**

* Working in Cisco TAC group in a Technical Spealist Role
* Manging Application/Services which provide service offering for Cisco Customers

**As Network Engineer for Cisco Smart Services**

* Work on technologies involving Oracle, Tomcat, Linux, Hadoop, Apache Jboss,Web server, Vmware,Puppet,Nagios
* Also Worked on technologies on kubernetes, aws, docker
* Worked on POC Puppet automation scripts for nagios setup and basic linux tasks
* Exposure towards cloud automated deployment using puppet/chef
* Exposure towards amazon web services
* Created Ganglia,Nagios server, configure linux hosts [nrpe], windows hosts [NSClient++] under nagios
* Also Worked on technologies: Java, JSP, Servlets, Apache, Jboss,MySQL, Tomcat, Rsync, nagios, Puppet
* Installing and Administration of various hadoop distributions like Cloudera, Hortonworks[POC]
* Plan, develop & implement technical training program for relevant technologies for the entire team
* Involved in incident management & resolution of critical service outages in compliance to OLAs
* End-to-End Case management SR->CDET and drive Customer Escalations , engaging Development & Product Managers
* Experience on setting up Hadoop Single node and Multi node cluster.
* Knowledge of Oozie and HBASE
* Knowledge in UDF in Hive and PIG Latin,Tez
* Able to export/import Oracle Data to HDFS via SQOOP
* Knowledge of Flume

**NOKIA INDIA PVT LTD, Bangalore**

SME – Location & SMS Platforms, Dec 2008 – Nov 2013

**Accountabilities:**

* Function as Deployment & Operations Engineer for the Software & Services Business Unit
* Work on projects like Traffic, Public Transport and Journeys as Technical (MAPS SME)

**As Subject Matter Expert for Nokia Maps & Nokia Life SMS Platform**

* Involved in incident management & resolution of critical service outages in compliance to OLAs
* Planning of Shift rotation for a set of 6 member team.
* Setup Triage meeting and drive the call and prepare the minutes of meetings
* Incident tracking and follow-up incident missed MTTR
* Documenting the MOG [maintanence and operations guide] and Escalation matrix.
* As Also a Escalation Lead in case of Top Priority Issue and Critical Outages
* Work on technologies involving Nagios, Shell Scripting, RHEV-M, RHN, RHEL, Apache HTTP server, MySQL, Rsync, NFS, Windows, Hyper-V, Data center consolidation, mcollective, Puppet including SCM & release tools like ANT, Subversion/ TurtoiseSVN – Configuration Management
* Perform deployment (emergency & planned) with approval of change advisory board
* Work on technologies like Nokia Maps are Java, JSP, Servlets, Spring, Hibernate Apache, MySQL, Postgresql, Tomcat, Rsync, nagios, Puppet, SVN
* Plan, develop & implement technical training program for relevant technologies for the entire team
* Implement incident management process for Bangalore Service Operations
* Update critical incidents to stakeholders as back-up lead
* Acquire technical/ business knowledge of applications supported by the Bangalore team

**HEWLETT-PACKARD INDIA PVT LTD, Bangalore**

Software Engineer, Jun 2006 – Dec 2008

**Accountabilities:**

* Functioned as Enterprise Applications Support Specialist for HPIT
* Worked on technicalities related to Payment Gateway, ePrime & B2B Portal SME, Java, J2EE, Oracle, UNIX, Web logic, INTERSHOP, Enfinity Suite 6, Akamai
* Rendered Subject Matter Expertise for HP Business Applications, Keynote & HP SiteScope tools for monitoring Direct Services
* Managed critical outages of application & assisted in making outage tools
* Conducted knowledge sharing sessions for team members
* Involved in deployment, release management, DB replication, upstream & downstream data flow
* Implement incident management process
* Monitored performance of team members and rendered productivity enhacement feedback
* Participated in CAB meetings & testing [Sandbox]
* Maintained updated knowledge of Tax Engine, Global Pricing & Legal aspects in resolution of critical business escalations

**Personal Details**

* Date of Birth: 25th May 1981
* Languages Known: English, Hindi
* Passport: G0989303
* Address Flat # 314, Radiant Katriel, Basavanna Nagar, Hoodi, Bangalore - 500048