**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 13 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 chef HPOO haproxy apache tomcat varnish memcache

• logging : Logstash Redis kibana Splunk

• IDE : Eclipse

• Platform/OS : aws, centos, vmware esxi

• Scripting & Automation : Python,Bash,php

• Messaging : kafka, activemq

• Monitor : zabbix pingdom Prometheus

• Ticket Tool : servicenow

• Database : Cassandra oracle shareplex

• Bigdata : Hadoop [POC]

• Devops : Jenkins Maven Gitlab docker Mesos

• CDN : akamai imperva

• Other : rundeck, control m, confluence, Dynatrace

**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 Project Management Role
* Manging Applications/Services for Cisco Customers [**https://services.cisco.com]**

**As Technical Consultant [L3] for Cisco Smart Services**

* Developed custom bash & python scripts for zabbix monitoring,
* Developed custom actions like create incidents, restart service, notify teams for Zabbix alerts
* Coordinated with L4,DBA,platform,customer success teams to resolve servicenow incidents and tasks
* Performed validations post release & hotfixes
* Mentoring L1,L2 on various technical issues.
* Ensure knowledge sharing and document them time to time.
* Building of source using Maven and Troubleshooting build/compile/configuration
* Ensuring appropriate project documentation is available for each new build or release
* Experienced in trouble shooting, Configuring and Deploying Enterprise Applications.
* Hands on experience in creating custom DockerImages using Dockerfile
* Hands on experience in creation of Virtual Environments using HPOO
* Hands on experience in creation of CNAME A RECORD WIP VIP using HPOO
* Hands on writing the cookbooks for infrastructure automation and configuration management.
* Good knowledge in checking the code quality using the SONARQUBE.
* Exposed to bug tracking tool JIRA in the work environment.
* Performed regular patching activities in aws environment
* Interacting with the clients to understand their business requirements.

**NOKIA INDIA PVT LTD, Bangalore**

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

**Accountabilities:**

* Worked as Deployment & Operations Engineer for the Software & Services Business Unit
* Work on projects like Maps, Traffic, Public Transport and Journeys as Technical (**https://wego.here.com/)**

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

* Involved in incident management & resolution of critical service outages in compliance to OLAs
* 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
* Plan, develop & implement technical training program for relevant technologies for the entire team
* Work on technologies like Nokia Maps are Java, JSP, Servlets, Spring, Hibernate Apache, MySQL, Postgresql, Tomcat, Rsync, nagios, Puppet, SVN

**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
* Passport: Z4111699