

## Pradeep Mathew

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### PROFESSIONAL SUMMARY

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- **Over 15 years of global IT experience across logistics, retail, banking, insurance, consulting and entertainment industries in DevOps and platform engineering.**
  - **My skills include implementing and maintaining cloud infrastructure, continuous integration and delivery (CI/CD), containerization, automation, monitoring, and troubleshooting.**
  - **More than 3 years of hands-on experience in AWS Services-CLI, CloudFormation, Terraform, Lambda, IAM, EKS, ECR, S3, CloudWatch, CodePipeline, VPC, KMS & EC2.**
  - **Solution Design and Build Architecting on AWS/Azure services over 3 years.**
  - **Worked in core Networking, Information security, application support, payments, data warehousing, environment/release management, SRE and DevOps/Platforms.**
  - **Robotic Process Automation Design and Development support using UiPath RPA.**

### WORK EXPERIENCE

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**Dec 2021 – Current: DevOps Automation Engineer** (Permanent Full Time)

Tabcorp- Melbourne, Victoria

#### Technologies working on

- Cloud Computing: AWS, Azure
- Infrastructure as Code: Terraform, AWS CloudFormation
- Scripting: Bash, PowerShell
- CI/CD: Buildkite, AWS Codepipeline, Jenkins, ArgoCD, GitHubActions
- Containerization: Docker, Kubernetes, ECS
- Monitoring: NewRelic, Splunk, Cloudwatch, Prometheus, Grafana
- Operating Systems: Linux, Windows
- Apps Programming – Go, Python, Java

#### Key Responsibilities:

- Reporting to the Automation Engineering Lead, part of a close-knit and cohesive engineering team, responsible for infrastructure design and development using infrastructure-as-code mainly on AWS workloads.
- Act as a Senior member of the team and mentor and coach a small team of DevOps engineers.
- Drive continuous delivery and DevOps best practice and tooling across Services and Engineering Technology Department.
- Leverage existing, or integrate and maintain new tools for deployment, monitoring and operations and troubleshoot and resolve issues in development, test, and production environments.
- Develop and maintain cloud infrastructure as code using tools such as AWS CloudFormation and Terraform for API gateway (Kong/Kafka) microservices based architecture projects.
- Led deployment and management of Java/Go-based Docker image application on AWS Elastic Kubernetes Service (EKS).
- Build and maintain CI/CD pipelines for application deployment using GitOps strategy using tools such as GitHub, SonarQube, Jfrog Artifactory, Buildkite/AWS CodePipeline/ArgoCD.
- Manage and monitor cloud infrastructure and apps using tools such as AWS CloudWatch, Splunk and New Relic during Spring carnival race days.
- Recent development and support experience with Robotic process automation using UiPath RPA.

**June 2018 – Nov 2021: Release Environment Analyst** (Permanent Full Time)

Coles IT Support Centre- Hawthorn East, Victoria

**Key Responsibilities:**

- Built and maintained cloud infrastructure using Azure and AWS
- Developed automation scripts using Bash, Python, and PowerShell
- Implemented CI/CD pipelines using Jenkins & Azure DevOps
- Containerized applications using Docker and Kubernetes
- Monitored and troubleshooted production issues.
- Collaborated with development teams to improve application performance and scalability.
- Working with the various delivery teams of Insights Data platforms to define release code promotion schedule.
- Own and manage Insights Data teams Release Management lifecycle.
- Administering change/release records within the IT Service Management tool (ServiceNow)
- Work closely with members of the different program teams, including program managers, architects, developers and testers to ensure cross-project dependencies are clearly mapped and managed.
- Hosting release scope meeting, participate in change control meetings, source code management, dress rehearsal deployments, manage release acceptance -UAT/QA signoffs/support handovers, production implementation coordination (run sheets) with inhouse and multi-vendor teams.
- Coordinate release package design, scripting, build and configuration with deployment engineers (inhouse and vendors)
- Test Environment Management, Change Management, Access Management, Patching coordination, Environment bookings, Failover and failback (DR), application and DB upgrade coordination.
- Track post implementation issues with impact analysis and remediation follow-up for continuous improvement of releases.
- Maintain documentation related to procedures on build and release, various notifications lists and dependencies.
- Advocate for implementing shorter and faster releases and melding to DevOps ways of working using Cloud based tools and practices.
- Leading cloud migrations and enhancing release process to run on-prem and cloud-based application changes and to go hand in hand.

**Feb 2014 – May 2018: Environment Analyst** (Permanent Full Time)

Insurance Australia Group (IAG)- Melbourne, Victoria

**Key Responsibilities - BAU:**

- Environment Management and code release deployments using build and automation tools.
- Supporting application developers, testers, business and production stakeholders
- Doing on call support for weekend releases and various project test runs
- Setting up lab environments for various projects including -estimate, system design, development, implementation and support with agile practice.
- Infrastructure and Application upgrade projects and vendor coordination.
- Assisting in the daily monitoring of environment availability via dashboard setup
- Maintenance of Non-production server environments- patching and monitoring
- Working on cloud-based pipelines and setting up inception designs for document management solutions for IAG.

**Key Responsibilities - Projects:**

- Westfarmers – IAG Systems integration (WAS 8, AIX 7.1, DB2)
- Coles – IAG systems integration (Middleware MQ, Linux, Splunk, Octopus Deploy)
- OpenText Capture systems upgrade project (Win 2012,SQL 2008,Storage solutions)
- Adlib Application Upgrade Program (Win 2012,SQL 2008, IIS7.5)
- Proof of concept system build and application relocation onto Cloud AWS

**September 2012 – Jan 2014: Senior Consultant (FTC)**

Capgemini- Melbourne, Victoria (Client-ANZ Bank)

**Key Responsibilities - BAU:**

- Manage and resolve environmental support issues effectively and work to derive root cause and resolve environmental defects.
- Participating in regular, fast track and emergency releases, QA testing with QA lab team, business continuity testing and vendor patch management.
- Worked closely with a variety of teams including testing, infrastructure, development and release management teams.
- Act as a point of contact for all technical support issues (which could be across server, database, de-bug, configuration issues etc) relating to environments and their availability and performance within Global Payments Applications team.
- Provide reports on usage/utilization, availability, forward planning and schedules.
- Proactively support, monitor and maintain the development and testing applications so that issues are corrected before they impact users.
- On call Production support on Global payments applications and release management.

**Key Responsibilities - Projects:**

- IBM Master Data Management implementation and support (WAS 8, AIX 7.1, DB2)
- Windows 2003/SQL20005/Windows XP upgrade of Institutional customers systems to Windows 2008 R2/SQL 2008 /Windows 7
- Voucher Image 'Storage' System Infrastructure Hardware Refresh Project (Migration from physical to virtualized-vsphere technology)

**May 2006 – August 2012: Environment Analyst (Permanent Full Time)**

ANZ Bank Information Technology- Melbourne /Bengaluru

**Key Responsibilities (BAU & Projects):**

Worked as Test Environment management analyst across the major ANZ projects.

- Global Information Security team offshore setup and coordination
- PeopleSoft application setup and upgrade
- Global payments systems integration with PRIME regulatory systems
- Australia Post Forward Clearing Project
- Microsoft Reporting Services Application Upgrade Program
- CA Clarity v8 Application Upgrade Program
- PAYPLUS-FX online integration Program.
- Data Integrator Program (Royal Bank of Singapore IT merging with ANZ)
- PRIME Hardware/Application Refresh Program
- SUNCORP Bank Agency Clearing Project

**Dec 2004 – April 2006: Server and Desktop support Engineer** (Permanent Full Time)

Tecpool Solutions Private Ltd

**Key Responsibilities:**

- Planning, Designing and Implementing Network and IT Infrastructure.
- Design of LAN for our clients and provide hardware, software and network support • Troubleshoot network, Internet and email problems for users.
- Configuration of DNS and DHCP services on Windows 2003 server.
- Managed and maintain User and Group Accounts on Windows 2003 Active Directory.
- Manage all access to users account, file, print, email servers, and Network applications.
- Remote Administration using RDP, PC Anywhere, Net Meeting.
- Handling ITS Hotline Calls from throughout SAP India Offices.
- LAN Administration which involves Switching and Routing.
- Supporting Test Machines which involves Win2K/2K3 Server.

**CERTIFICATIONS**

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- AWS Certified Cloud Practitioner ~Dec 2021
- AWS Certified Solutions Architect – Associate ~July 2022
- GitOps Fundamentals ~July 2023
- HashiCorp Certified: Terraform Associate ~Aug 2022
- Azure DevOps Engineer Expert ~Aug 2020
- Azure Administrator ~Jan 2020
- Azure Fundamentals ~May 2020
- Diploma of Project Management (Aus Qualifications Framework- MCI0006726) ~Jun 2014
- ITIL 3&4 Foundation (9980015774285990) ~Apr 2022

**SCHOLASTICS**

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Bachelors of Engineering - Major-Computer Science - 2000-2004

**PERSONAL DETAILS**

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Work permit: Australian Citizen

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**MULTIPLE REFERENCES**

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Will furnish upon request