Sumit Agarwal

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Cloud Strategic Accounts, Engineer

[Parametric Technology Corporation - Gurgaon]

Accomplished DevOps Engineer of 3**+ years** managing IT Cloud applications, infrastructure and operations. Proven ability to create and deliver solutions tied to business growth through various tools for organizational development. Provided cloud expertise to various customers and partners by providing configurations, troubleshooting and best practices to customers and support customers in day to day issues on the cloud. Ensured that all cloud infrastructure components meet proper performance and capacity standards and working for long term plans for customer success.

PROFESSIONAL SUMMARY

- Understanding of DevOps Methodology and it's tools like Git, Jenkins, Docker,Ansible,Kubernetes
- 3+ years of Cloud experience providing Production/Application support to Enterprise networks.
- Understanding of Source Code Management (Version Control System) tools like Git
- Understanding of Infrastructure as Code (Programmable Infrastructure)
- Ideally strong Linux background to help with deep dive into server logs - strongly desired
- Experience working with monitoring tools in production environment.
- Experience handling the incidents and debugging the issue to find out the root cause.

Certifications

Microsoft Certified Azure Administrator – Associate

Issue Date	:	Jan, 2021
Expiration Date	:	Jan, 2023
Certification Number	:	H634-7940

Trainings Within Organization

- AWS: Monitoring and Reporting
- AWS: Storage and Data Management
- ThingWorx Docker Containerization
- AWS for Architects Essential Training
- Azure Fundamentals – Cloud Concepts

TOTAL EXPERIENCE (3+ Years)

Parametric Technology Corporation (PTC) — *Gurgaon*　　　*January 2021 to present*

Cloud Strategic Account, Engineer
Project: Vodafone UK　　　　　　　　　　　　*January 2021 to Present*

Working here in PTC in cloud dedicated team for complete support of IOT application(Incidents, DB, DevOps, Application) for Linux and windows servers based on different locations globally to assisting multiple clients on various issues related to Linux server, DB, network, infra and many other they are facing on day to day basis.

☐ *Roles and Responsibilities as a Cloud Strategic Engineer:*

- Analyzing and monitoring server performance by different monitoring tools like AWS Cloud watch, Grafana, Zabbix.
- Working on multiple issues on server side like disk space, lack of memory, CPU load balancing to provide solutions to customers.
- Involved in OS deployment, License update, Macros update, SSL Certificate update for AWS hosts.
- Ability to provision new instances as per hardening requirement for services on production servers.
- Experienced in creating, configuring and maintaining Infrastructure on AWS
- Writing Ansible playbooks to configure the server via automation.
- Understanding of containerization using Docker and orchestration by using Kubernetes
- Work with leadership on process improvement or strategic initiatives to maintain and develop client relationship by giving continuous improvement.

　　Technical Skills:
➢ **Operating systems:** Linux
➢ **Database**: PostgreSQL
➢ **Ticketing Tool**: SalesForce, ServiceNow
➢ **Monitoring Tool:** Zabbix, Prometheus, Grafana, Sumologic, Icinga, CatchPoint
➢ **Configuration Tool:** Ansible
➢ **Build Tool:** Maven
➢ **Cloud Technology:** AWS, Azure
➢ **Other Skills and Tools:** Git and GitHub, Docker, Kubernetes, Terraform, Chef, IOT

Tech Mahindra Ltd. —*Noida*　　　　　　　*April 2018 to December 2020*

Software Engineer
Project: AT&T Services Cascade　　　　　　*June 2018 to December 2020*

Hired as an Associate Software Engineer through Campus recruitment and worked here as a full-time Production/Application support Engineer. Provided support for AT&T applications which include Proactive monitoring, daily health check, troubleshooting, bug fixes, patching and microservices deployment.

➢ *Client: AT&T Inc.*　　　　　　　　　*From: June. 2018 – March 2020*
➢ *Role: Production Support Engineer*　　　　*Location: USA*

➢ *Key Contribution as Production Support Engineer:*

- Provided 24*7 production support to various applications of AT&T.
- Managed and deployed multiple Microservices on different clusters to support application smoothly.
- Better understanding in Kubernetes architecture and it's all components.
- Developed standards and methods for server deployment, management, and monitoring to include written documentation, software tools, processes and procedures.
- Used Microsoft Azure IaaS Monitoring and Management to manage & monitor IaaS deployments

- Performed daily health check of applications and servers, troubleshooting, providing fix to user issue and deployments.
- Worked on Microsoft Azure to configure virtual machines, storage accounts, resource groups.
- Attended client meetings and discussed about each release status.

Technical Skills:
- **Operating systems:** Windows server, Linux
- **Database**: Oracle
- **Ticketing Tool**: BMC Remedy, Mylogins
- **Monitoring Tool:** Grafana, Kibana, Strace, TAPM
- **Other Skills and Tools:** Microservices, Kubernetes, Jenkins, Azure, Putty, Postman

EDUCATION SUMMARY

Academics	University/ Board	Year of Passing	Percentage Obtained
B.Tech (C.S.)	GLA University, Mathura	2017	7.8 CPA
Intermediate	State Board	2013	82.2%
High School	State Board	2011	75.4%

ACHEIVEMENTS

- Promoted from **Associate Software Engineer** to **Software Engineer** working with **Tech Mahindra Ltd.**
- Received several feedbacks from various customers and among **Top performers** in the team.
- Got Josh rising star award from Tech Mahindra Noida team**.**
- Got standing ovation award for extra ordinary performance in team
- Recognized with Bravo award for top performance in a quarter.
- Recognized with Pat on the back award for top performance in a quarter.
- Got appreciation from Director to showcase skills in Linux scripting which helped to reduce manual task and for improving internal monitoring.

DECLARATION

I hereby declare that the information given above is true to the best of my knowledge and belief and I bear the responsibility for the correctness of the above-mentioned particulars.

Date:
Place: (*Sumit Agarwal)*