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Syed Faraz Umar

#### Profile – Senior DevOps Engineer (Product Engineering)

Versatile and tenacious problem solver with broad, holistic experience in creating build and deployment automation suite using bash scripts, Jenkins and Ansible playbooks. Experienced in planning, creating, implementing, and maintaining deployment solutions using scripts, docker and Kubernetes. Proficient in creating offline solutions for telecom operators on ubuntu and CentOS/RedHat Linux operating systems. Successfully led the Devops team technically, while simultaneously optimizing and refining operational processes to cut costs and drive revenue.

#### Achievements

* I have spearheaded the creation of a new Devops process from scratch for Sterlite’s product development team. Amongst other tasks, I have created a new build process using GITLAB, bash, Jenkins, Ansible, python, maven, docker, Make and deployment process using bash, ansible, Kubernetes, docker, python.
* Innovated several one touch application, environment deployments using automation scripts.
* Made the complete product build process offline by creating our internal servers for software installation, application builds and Kubernetes docker images.
* Successfully delivered numerous crucial demos regarding Sterlite’s new product line to the company’s leadership team.
* Led several trainings for Devops process and implementation for Sterlite’s product development teams.
* Handled several high-profile escalation cases for Cisco’s UCS servers and VMware’s Esxi platform for fortune 500 companies as an escalation engineer at CISCO TAC.
* Designed several deployments and performed numerous deployments/upgrade processes for Converged and Hyper-converged servers at EMC.
* Mentored and trained several batches of engineers in server virtualization technologies at Aricent.

#### Skills

* Expert-level knowledge of Devops Tools like Ansible, Jenkins, Docker, Kubernetes, Bash scripts.
* Creating build and deployment automation scripts for dev/test teams and external customers.
* Creating build and deployment pipelines for continuous integration and continuous deployment.
* Troubleshooting container orchestrator platforms like Kubernetes and automation scripts using various methods, including but not limited to log analysis, packet captures, debugging etc.
* Managing customer expectations, handling support escalations and leading resolution.
* Dividing major feature releases into specific modules and creating elaborate task plans for assigning jobs to the team members for efficient time management.
* Analysing and correcting operational challenges in a live environment.
* Designing and creating Kubernetes clusters and application deployment files to suit customer requirements.
* Analysing procedural challenges, mitigating them and increasing overall efficiency.

#### Employment History

##### ASSOCIATE MANAGER (Senior Devops Engineer) | STERLITE | 16-07-2018 to present

###### Key Responsibility Areas

* Creating shell/Ansible automation scripts for software installation, configuration and application deployments for single node and multimode environments.
* Using Ansible/bash/Python scripts to create one touch demo environments.
* Creating Jenkins pipeline jobs and multiJob pipeline for continuous integration, continuous deployment and continuous delivery.
* Creating Jenkinsfiles with declarative approach for parameterized build steps.
* Working with Paramiko python library for access automation.
* Creating new Docker files for container-based applications. Containerizing existing applications to work in sync with the existing Container environment. Working closely with the developer team to make changes to the Docker files in case there is a change in the existing application.
* Automating the complete Kubernetes cluster creation and application deployment with bash scripts and ansible playbooks.
* Implementing and troubleshooting Kubernetes Pods, Services, Daemon Sets, Deployments in production environments.
* Creating new strategies for the improving the existing solutions, example: using init containers to wait for its dependent container before starting the application.
* Working with helm charts to install open-source applications and create working setups.
* Working with Make scripts to download the open-source code from the internet, modify it based on your proprietary code and containerize it.
* Creating a mirror image of a Linux repos for offline software installations in a developer environment.
* Obfuscating our proprietary code before sending it to our customers. Creating obfuscation scripts for one click obfuscation.
* Creating patches for developer code changes. Automating the patch apply/remove procedure.
* Setting up and managing a Central GITLAB server for the development team.
* Creating a design document for implementing a new Devops process from scratch.
* Managing the Devops process and implementing new strategies to improve the work performance. Providing Automation process trainings.
* Deploying Servers with Linux OS, Esxi Hypervisor and KVM for virtualization.
* Creating a Virtual environment with multiple VMs based on Esxi/KVM for the development team.

##### CISCO ESCALATION ENGINEER | COLLABERA | 07-08-2017 to 15-06-2018

###### Key Responsibility Areas

* Handling escalation calls from all the L1 teams for production loss, performance issues, Operating systems.
* Collaborating with other teams to isolate an issue within a datacenter from a Virtualization perspective.
* Creating internal documents of various virtualization technologies for Cisco engineers.
* Providing technical presentations to CISCO’s clients and customers regarding the new improvements in the upcoming server hardware and firmware, assessing their feedbacks and providing my analysis to the engineering teams for further improvements.
* Testing the servers and providing technical inputs regarding the product improvement to the engineering team for current and next generation server hardware, firmware and OS.
* Troubleshooting issues with Hyperflex server deployment.
* Perform Hyperflex server firmware upgrade.
* Testing the UCS system for configuration bugs and resolve them.
* Filing bugs for firmware code errors and get them fixed by collaborating with the engineering team.
* Troubleshoot Global Policy deployment issues with UCS central.

##### DELIVERY SPECIALIST | EMC | 13-04-2016 to 28-07-2017

###### Key Responsibility Areas

* Worked on VCE Converged Infrastructure solutions, providing Designing and Implementation services for UCS Servers, VMware Esxi and vCenter. UCS implementation comprised of Service Profile/Template creation, VNIC template creation, VCON policy creation, Boot Policy creation etc. Disjoint L2 configuration. Deletion/Addition of Vlans, Changing vPC configuration on a Nexus Switch.
* Creating an environment for SAP-HANA Implementation.
* Health analysis of UCS and VMware components.
* Deploying Nexus 1000V in an environment, integrating it with vCenter. Converting 1000V from L2 to L3 mode. Upgrading Nexus 1000V. Increasing compute resources for Nexus 1000V while in production.
* Applying configuration changes while the UCS/VMware systems are in production.
* Providing seamless Upgrade of UCS B/C Series Servers, VMware Esxi Hosts and Nexus 3/5/7/9K /Catalyst switches.

##### CISCO SUPPORT ENGINEER | ARICENT (Now Altran) | 16-08-2012 to 11-04-2016

###### Key Responsibility Areas

* Provide Cisco’s customers and partner’s technical assistance with installation, configuration, management and troubleshooting of Cisco UCS systems including but not limited to firmware upgrades, maintenance, hardware replacements, driver management, new server installation, network configuration and troubleshooting, Hypervisor/OS installation, configuring DAS, SAN etc.
* Assisting customers with UCS system monitoring, configuring Smart Call Home and providing support for UCS generated alerts.
* Troubleshooting PSOD, system crashes/freezes on Linux and ESXi boxes, performance issues, providing root cause analysis, storage configuration and troubleshooting.
* Deployment of virtual appliances especially Cisco appliances, from both OVA and OVF templates as sources.
* Driver installation and troubleshooting on ESXi, RHEL and Windows Servers.
* Additional activities included mentoring new hires on floor, assisting them with active cases and providing trainings.
* I also handle escalation calls especially in network down situations that require precise issue isolation and fast resolution.

#### Education and Certifications

Cisco Certified Network Associate (CCNA) (Expired)

VMware Certified Advanced Professional 5.5 and 6 (Expired)

Redhat Certified Engineer (RHCE 6) (Expired)

VCE Certified Converged Infrastructure Associate (VCE-CIA)

Bachelor of Technology, Computer Science, Uttar Pradesh Technical University (UPTU), 2008 - 2012

Activities and Societies:

* Game Tester: Have tested games Like Battlefield 1/2042, For Honor, Ghost Recon.
* Cosplaying: Cosplayed at multiple conventions.
* Landscape Photography.
* Sports: Table Tennis: Played competitive Table Tennis at college level, Football: Played at school level.