# Tilottam Wagh

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# Profile:

* Having around 8.5 Years of progressive experience in Application Support, Unix Infrastructure Support, Incident Management, Problem Management, and Service Request and change management in production support with Strong knowledge of Deployment, Launching new sites into production after testing in staging environment.
* Currently working with **Wipro India Pvt. Ltd. Pune** as a DevOps Engineer.
* Highly self-motivated and able to set effective priorities to achieve immediate & long term goals and meet project & operational deadlines.

**Career Summary:**

* Having progressive experience Production Support including technologies Apache Tomcat, Active MQ, Jenkins, Docker, Kubernates,AWS, Google Cloud Platform, Ansible Tower, Web liberty server, Service Now, Remedy, Nexus, Jenkins, Groovy, Juniper.
* Good Experience with Working on ways to automate and improve development and release processes.
* Hands on experience in deployment of J2EE applications on Tomcat Servers 9.0.46, Tomcat 9.0.22, Web Liberty application server on different environments.
* Hands on Experience on Unix/Linux platform with strong experience in UNIX shell scripting.
* Hands on Experience on working with DevOps tools for CICD using Ansible Tower, Jenkins, GitHub, YML files writing.
* Good understanding of Google cloud and Amazon Web services platform and Migration experience of projects from on premise infrastructure to Cloud infrastructure.
* Exposure to well-known web server\applications hosted on UNIX - Apache Tomcat or similar.
* Strong Experience in Build and Release Management.
* Create Jenkins Pipeline using Groovy and schedule to deploy various application version on UAT, DEV, Pre-Prod and Production environments.
* Strong Knowledge of various components involved in hosting enterprise web applications: Web Servers, and Clustering.
* Perform root cause analysis for production errors.
* Configuring, monitoring and administration of Web Servers & Application Server.
* Understanding the needs of stakeholders and conveying this to developers
* Interact with various other teams like Dev, QA, PM (Project Management), DBA, UNIX in order to cater to day-to-day operations.

**Education:**

M.Tech (Computer Science) in 2012 from RGPV University (Bhopal)

B.E (Information Technology) in 2010 from NMU University (Maharashtra)

HSC from Nasik Board (Maharashtra)

SSC from Nasik Board (Maharashtra)

**Company: Wipro India Pvt. Ltd. Duration: 13 Aug 2018 to till date**

Project : Beneficiary self-Management

Client : TFL (Transport for London),Marks and Spencer, University of South wales,Cazoo,Wessex Water, Live Nation,Radison Hospitality,Bayer,

Operating System : Red Hat Linux, Window server 2012.

Role : DevOps Engineer.

Duration : 13th Aug 2018 to till date

Tools used : Tomcat Apache, Java, J2EE, Jenkins, Ansible Tower, Google Cloud Platform, Juniper, GitHub, Putty, Oracle, postman, PostgreSQL.

Domain : Banking Domain.

**Description:** Beneficiary self-Management application is developed using Java technology. It is designed to provide the solution to the UK clients for their safe and satisfied journey with Clients.

Beneficiary self-management is used by the people who wants to refund their amount used in the payer product application portal. This application provides the solution to the many customer all over the world for their refund at anywhere and in any currency.

**Responsibilities:**

* Create Jenkins Pipelines for various deployment on DEV, UAT, Pre-Prod and Production environment.
* Create GitHub repositories and maintain the code with various versions with release specification.
* Create Ansible template and write the YML files with various modules to set deployment on each environment.
* Create a docker image and maintain the release versions for each services for BSM.
* Create automatic backup scripts for sending to End of Day reports to customers via batch script.
* Create pipeline in Jenkins via groovy and Write modules in YML files to automate the process for the Application service restart during environment upgrade.
* Integration and work with various teams to configure Jenkins, Nexus, Ansible and GitHub profiles.
* Understanding the needs of Clients and conveying this to our developers.
* Testing and examining code written by developers and analyzing results with respective their requirement fulfilment.
* Monitor the services and ingress on GCP, verify the logs on daily basis, and check the incoming and outgoing flow for payment files and EOD reports on GCP bucket as well as on Juniper directory.
* Run the SQL queries via postman API platform to get result which help us to resolve day to day queries from beneficiaries.
* Work with partner systems like Juniper team, GCP team, Network team, CAP team on any Production issues which is impacting BSM Production.
* Expertise on web server like Apache Tomcat and WAS Liberty.
* Perform root cause analysis for BSM Production Issues and maintain the RCA book to remove future occurrence of these issues.
* Responsible for 24\*7 on call Production support.

**Company: Fiserv India Pvt. Ltd. Duration: 30 July 2016 to 8 Jan 2018**

Project : Velocity Migration Support

Client : US Credit Unions: CNB, SC State, Vermont State, HAPO, Metro and Texas Bay.

Operating System : Red Hat Linux, Window server 2012.

Role : [System Implementation](https://www.linkedin.com/title/lead-support-%26-implementation?trk=mprofile_title) Engineer Technical Analyst.

Duration : 30th July 2016 to 8 Jan 2018

Tools used : Atlassian Jira, SVN, Java, J2ee, TFS, Putty, GitHub, Jenkins, Ansible.

Domain : Banking Domain.

**Description:** Velocity product is developed using Microsoft technologies such as .NET Framework 4.5, ASP.NET, VB.NET and SQL Server 2008 R2.

Velocity is Fiserv product. The Velocity Loan Origination System from Fiserv provides financial institutions with a powerful set of tools for processing loan applications, managing related forms and documents and generating a comprehensive set of reports.

Velocity Migration includes activities to migrate Clients using older version of Velocity to new 3x version.

The scope of project is migrating existing Velocity Clients from old 2x version to new 3x velocity version that includes mapping activities for interfaces used by client, Installation of latest version of velocity, SIT, UAT and providing Post Go Live support for limited duration.

**Responsibilities:**

* Should have expertise on various technologies like RedHat Linux server, Windows Server 2012, Firewall, Load Balancing, DNS, 3 tier architecture understanding etc.
* Understanding on .Net framework.
* Hands on experience on Sql 2012, SQL 2014.
* Perform deployment using Jenkins pipeline on each environment.
* Responsible for end to end deployment/implementation for UAT & PROD environments.
* Setting up the UAT / PROD environment using client infrastructure.
* Implementation includes different stages like DB upgrade, Presentation server setup, Engine server setup, DMZ server setup.
* Implementation of Peripherals, utilities and Implementation of third party interfaces and integrate with Velocity.
* SIE plays an important role in Velocity Migration Project.
* SIE are the first point of contact throughout the cycle.
* During Go Live: if the activity is scheduled for 12 hours than 10 hours activity is performed by SIE. SIE are responsible.
* As we are using client infrastructure so there is lot of client dependency and we have to co-ordinate with them in order to unblock.
* Challenges are especially during Firewalls, security, SSL, connectivity from DMZ to third party & velocity as DMZ is the most secure servers used by the client.
* Challenges related to product are DB upgrade failures, connectivity issues with in the product.

**Company: Extrapreneursindia Pvt. Ltd. Duration: 10 Feb 2015 to 28 July 2016**

Project : CENVEO.COM

Client : New York, Minneapolis, Seattle.

Operating System : Red Hat Linux, Fedora, CentOS, Windows.

Role : [Support & Implementation](https://www.linkedin.com/title/lead-support-%26-implementation?trk=mprofile_title)

Tools used : Jenkins, GitHub, Atlassian Jira, Java,J2ee, Service Now, Apache Tomcat 7.0 Server, SVN,MySQL,MSSQL Server 2012.

**Description:**

Working in CENVEO SUPPORT Team for CENVEO. Cenveo is a world leader in the management and distribution of print and related offerings. We’re a $2-billion company with a long history of delivering top value for our customers. Headquartered in Stamford, Connecticut, our company encompasses more than two dozen entities in over 100 facilities across the U.S., as well as manufacturing operations in Asia, South America and Central America.

**Responsibilities:**

* Provide L1 and L2 support for development, system test, performance test and pre-production environments for the ongoing application development.
* Deployed application on Serverand troubleshoot various configuration and application issues.
* Installed and configured theDevelopment application for remote web servers.
* Solving Tickets and generating reports as per Client request.
* Provide L2 Support with proper escalation from client to development team.
* Deploying hot fix and Production Release.
* Testing whole functionality with smoke and sanity Testing.
* Deployed and Maintaining Change request as per the communication with client.
* Generating SSRS reports.
* Worked on Windows Task scheduler to create and deployed various application batches and monitor them.
* Worked on Shell scripting provide solution using self-created programs to monitor server utilization.
* Taking Call with Client and solve issues with proper communication.
* Configuration of Storefront with Tecra Team.

**Company: GlobalTech Solutions Pvt. Ltd. Duration: Feb 2012 to Nov 2014**

Project : Axis Mutual Funds.

Client : FFreedom

Operating System : RedHat Linux, Windows Server 2008 R2.

Role : Production Support Engineer.

**Tools used :** Apache Tomcat Server, putty, Java, Linux, SVN, MSSQL.

**Description:**

Worked as Production Support Engineer. Axis is a leading financial banking domain. Axis is the largest bank in India.

**Responsibilities:**

* Implementation, Installation, Lab Integration and testing of applications software. Investigate user problems and needs, identify their source, and determine possible solutions and Provide software support.
* Application Support for Complete System.
* Understanding design documentation, seek appropriate clarification on design details from clients, design, write and execute test cases, report defects and coordinate with clients to get these defects resolved.
* Prepare changes and Enhancement Report as per new requirement.