

# Pratheesh Satheesh Kumar

## DevOps/Cloud Engineer at BSNL

Permanent Resident

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## Certifications

- AWS Certified Solutions Architect – Associate
- HashiCorp Certified: Terraform Associate
- Red Hat Certified System Administrator (RHCSA)
- Axelos Certified ITIL 4 Foundation in ITSM
- Cisco Certified Network Associate (CCNA) 200-301
- Fortinet NSE 2 Network Security Associate
- Pearson Test of English (PTE Academic-Superior)

## Education

### Master of Science (Telecom technology)

from Sikkim Manipal University DDE, India

Graduated in 2013

### Bachelor of Technology, B. Tech. (Electronics & Communication) from Mahatma Gandhi University, India

Graduated with distinction in 2007.

## Summary

### Experienced DevOps Engineer and AWS Certified Solution

**Architect** with over 3.5 years of hands-on industry experience, I am committed to optimizing cloud IT infrastructure. My expertise spans IT Support & Administration, IT Configuration Management, AWS cloud services, GitOps, IP networking, Security, automation, containerization, and Infrastructure as Code (IaC). Proficient in tools like Git, Python, Shell scripting, Terraform, Ansible, Docker, Docker Swarm, ECS, and EKS. I bring valuable insights to the application of lean agile principles and the CI/CD DevOps mindset.

As a Permanent Resident, I am dedicated to contribute long-term values to organizations and I am flexible to relocate to other states if the job demands.

## Work Experience

### Bharat Sanchar Nigam Ltd - BSNL

(National telecom operator owned by the Government of India.)

### DevOps/Cloud Engineer

OCTOBER 2020- PRESENT

- Designed and implemented various CI/CD pipelines tailored for Docker, Terraform, Ansible and different AWS services that resulted in streamlining the software delivery lifecycle.
- Optimized BSNL's AWS cloud infrastructure utilization by leveraging services like EC2, S3, RDS, ELB and ASGs. This provided Scaling and HA/DR for the infrastructure.
- Effectively monitored the deployed infrastructure using various tools, automated all the DevOps tasks using shell and python scripts.
- Implemented version controlled IaC practices with Terraform and Ansible. This provided consistent configurations across various environments.
- Demonstrated rapid learning by successfully deploying an in-house application on Amazon EKS, despite limited prior hands-on experience with Kubernetes.
- Automated DevOps tasks through shell scripting and Python. Team avoided manual configuration errors, efficiency rose 40%, routine workflows optimized.

## Skills

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- Cloud Platforms: Amazon Web Services (AWS)
- Operating Systems: RHEL, Amazon Linux, Ubuntu, Windows
- Containerization: Docker
- Container Orchestration: Docker Swarm, ECS, EKS, Kubernetes
- CI/CD: Jenkins, Github Actions
- Infrastructure as Code (IaC): Ansible, Terraform
- Version Control Systems (VCS): Git
- Monitoring and Logging: Prometheus, Grafana, Amazon CloudWatch
- Scripting Languages: Shell Scripting, Python
- Project Management : Atlassian Jira
- Knowledge Management: Atlassian Confluence
- Databases: MySQL
- AWS Services: EC2,AMI, EBS, EFS, S3, ECS, EKS, RDS, SNS, SQS, CLB, ALB, NLB, ASG, CDN ,IAM, Route 53, ACM, Secrets Manager, Elasticache, CloudFront, KMS, ECR etc.

## Interests

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- Networking with people.
- Reading and writing technical articles.
- Continuous learning.
- Motivation and mentorship

### Bharat Sanchar Nigam Ltd – BSNL

(National telecom operator owned by the Government of India.)

#### Network and Infrastructure Engineer

APRIL 2018 - SEPTEMBER 2020

- Managed installation, configuration and routine maintenance of web servers such as Apache and Nginx on Linux machines along with implementing load balancers using Nginx to achieve high availability.
- Automated repetitive tasks like routine server backups using Bash scripting and Ansible playbooks.
- I engineered an IaC solution to mitigate the impact and restore operations swiftly by automating the re-configuration of thousands of ADSL modems affected in a botnet attack on the BSNL network.
- I built a health monitoring system for BSNL using Arduino, which is capable of issuing power failure alerts using the MQTT protocol. I also designed a web application to collect metrics and monitor the health of distributed power plant infrastructures, which reduced infrastructure failures by 20% and improved efficiency.
- Worked closely with vendors, contractors, and service providers to secure and maintain network and system equipment and services.

### Bharat Sanchar Nigam Ltd – BSNL

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#### Telecommunications Engineer

JANUARY 2011 - MARCH 2018

- Provided network, server, and web-related L1 support to the end customers and L2 support to the tier 1 support team, resolving 30% more complex issues efficiently, thus reducing the overall workload of the tier 1 support team.
- Conducted bi-weekly training sessions for tier 1 support staff, covering advanced troubleshooting techniques and product knowledge, leading to an increase of 25% in troubleshooting skills and faster resolution of customer issues.
- Developed SNR over WLAN tester (SNoW Tester) for field technicians to Monitor and Alert the performance of ADSL lines without physical access, resulting in increased operational efficiency and reduced service disruptions.

## Reference

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Available upon request.