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I am clever and sharp that sometimes I don't understand a single word of what I am saying.

AREAS OF EXPERTISE

AWS Kubernetes Openshift Docker Orchestration Terraform IaC DevOps GCP REST APIs Shell Scripting

Googling Git / GitHub Log Analysis Windows Linux Servers SQL Power BI Elasticsearch Avaya Contact Centers

Vectors VDN Core JAVA Prototyping & Design Supervision & Leadership Technical content writing Communication Skills

PROFESSIONAL EXPERIENCE

Senior Technical Analyst CLEARTRAIL TECHNOLOGIES

08/2020 - Present

Projects Undertaken: Kroger, 8x8, Amex, Broadcom, Daimler, Shutterstock, Wipro, GlobalLogic

Profile and Roles

- A key player in **SaaS-based solutions** to deliver applications over the Internet—as a service. Instead of installing and maintaining software, you simply access it via the Internet, freeing yourself from complex software and hardware management. Users can launch a free trial/(buy) application from the website. Underneath the request go to Terraform to provision the infrastructure on AWS with a custom AMI. Traffic is routed with Application Load Balancer, and a custom domain managed on GoDaddy.
- Cyber-Attack on Elasticsearch, as a cluster to be left unsecured on the internet, causing anyone can connect without needing a username or password and access the data. Hacker connected to the databases attempts to wipe the content of 3 customers, and then creates a new index 'read-me-hacked-by-nightlion-security'. Worked and lead a team of 7 Engineers to get the production up on blocker priority, and fixed the application architect on AWS.
- Executed Blue/Green deployment on AWS and provided a solution to run Docker application OS/platform independent. Architect a solution for AWS cost explorer by reducing the bill from \$400 to \$5 using S3 and Athena. Implemented Amazon OpenSearch Service to take a daily backup of indexes in S3, and connect on-premise infrastructure with AWS Transfer Family SFTP. Leverage CloudTrail management events and AWS SNS to be notified on new EC2 instances launch.
- Implemented backup of docker containers that contain data that must be backed up, and committed those containers to an image. Producing a tarred repository to the standard output stream containing all parent layers. Also allowing to restore previously saved images. Quickly enabling the soft link/symlink support to mount the Docker volumes on a custom path. Certified Kubernetes and OpenShift specialist.
- Application debugging to identify the root cause and appropriate solutions. Strong analytical skills to perform Log analysis, operation history/timelines, thread and memory dump, CPU profiling; often the conclusion reached is the same as the development team, allowing them to conclude issues/tickets quickly. Thus, almost zero escalation from clients and partners.
- Collaborating the data across various tools like JIRA, GitHub, Google Sheets, etc; with REST APIs connector to create workflows and data analytics(Power BI) solving business use cases. Also, functional knowledge on video (unstructured) analytics leveraging machine learning models to get speech transcriptions, identifying objects, faces, sentiments, classify, forecast to perform data/video-driven decision making.
- Provided on-call support to customers and enabled them. Lead the stand-up meeting twice a week with DEV & QA team to discuss customers' ongoing issues, ways to empower them, and pain points. Develop expertise in the applications for multiple lines of business while taking ownership and pioneer to implement **community** to address frequent customer queries. Also, connected and seek thoughts one-on-one with teammates who waver to speak up in sessions.

PROFESSIONAL EXPERIENCE

Software Engineer

NETRIX, LLC

04/2019 - 08/2020

Projects Undertaken: FANUC Robotics, Carousel Industries, Essent, LeasePlan, Bristol City Council, UTI Mutual Funds

Profile and Roles

- Deploy, roll out testing, design technical flow diagrams and verification systems to ensure standards for an enterprise-level contactcenter (product iCX and nVX). Provided multichannel issues, deployments and analytics to track the performance of contact centers across channels of communication i.e. Voice, Email and Chat for its queues, agents and outcomes in CRM and Salesforce system.
- Understand the use cases of the application defects. Took live screen share session and trail logs on going calls in order to provide solutions in P1 outages. Work effectively with team of strong developers and partner teams located across multiple locations. Solved almost all high and low priority tickets with zero escalations.
- Done major upgrades of products. Hands-on experience and knowledge of web servers and application deployment on Linux and Windows servers. Actively monitored all the Splunk, Nagios and AWS alerts, took actions. Trailed logs end-to-end to check for anomaly. Provided codebreaks in application modules to DEV team.
- Strong skills in Voice / Collaboration solutions in Avaya. POC for EMEA customers; LeasePlan Netherlands and Greece to set up Avaya CM AES telephone instance to integrate both Voice and Callback service. Troubleshooted Avaya CM issues with respect to VDN and Vectors.
- Provided on-site support for UTI and Reliance capital during the incident of major outages. This also includes user acceptance testing and sanity of the application post deployment of fixes, and necessary percolating change requests.
- Prepare and maintain all technical and business documents. Collaborate with clients and internal L1 L2 teams, train them on all hardware/software issues and identify the processes to provide solutions for same.

Software Engineer (and Associate Engineer)

ACCENTURE

12/2016 - 10/2018

Projects Undertaken: AT & T Telecom.

Profile and Roles

- Checking the server health, monitoring GC Heap memory, thread count, CPU busy time. Worked on production, non-production and training environment with utmost priority. Handle major release, deployments, efficiently coordinating with all Back-end team associated to the Application. Single-handedly, I have done on-calls on weekend. Also, worked in shifts as well.
- Provided weekly reports to clients about the user count, Region-wise data, Interface downtime report, number of success/fail jobs, RCA of Outages, Timeline reports of the deployment activity. Gave KT i.e. Knowledge transfer to the new resources who joined the project. Also, guided Tier-2 team during the perplexed situations.
- Solved, almost all the tickets with zero escalations with utmost accuracy, maintaining all the necessary SLAs asked by the client. Also, I found root cause of issue over approximately 4,000 agents were affected due to defect.
- Worked as change request manager, provided timeline and steps which are needed to be taken during the deployment. Co-ordinated with client for UCT testing; SQM, ST team on every weekly call organized before the release. Also, shadow the work of seniors in their absence.
- Automation: Logs Dashboard, I and my senior worked together on this Application which reduced the manual work. Took part in Innovation contest over the topic which I put forward i.e. Decision tree using ID3 algorithm

TECHNICAL SKILLS

AWS Services

- Analytics: Amazon Athena, Amazon Elasticsearch Service (Amazon ES), AWS Glue
- AWS Billing and Cost Management: Cost Explorer, AWS Budgets, AWS calculator
- Application Integration: Amazon SNS, Amazon SQS
- Compute: Amazon EC2 (and associated features), Elastic Load Balancing, AWS Elastic Beanstalk, Amazon Elastic Container Service, AWS Lambda.
- Database: Amazon DynamoDB, Amazon RDS
- Management and Governance: AWS CloudFormation, AWS CloudTrail, AWS Auto Scaling, Amazon CloudWatch, Amazon EventBridge, AWS Resource Access Manager, AWS Systems Manager.
- Migration and Transfer: AWS Transfer Family. Also, Developer Tools: AWS CodeBuild, CodeCommit, CodeDeploy, CodePipeline
- Networking and Content Delivery: Amazon API Gateway, Amazon CloudFront, AWS Global Accelerator, Amazon VPC (and associated features)
- Security, Identity, and Compliance: AWS Certificate Manager (ACM), AWS Identity and Access Management (IAM), AWS Secrets Manager, AWS X-Ray (Basics)
- Storage: Amazon EBS, Amazon EFS, Amazon FSx, Amazon S3, Amazon S3 Glacier, AWS Storage Gateway

Kubernetes

- Application Deployment: Use Kubernetes primitives to implement common deployment strategies. Understand Deployments and how to perform rolling updates. Know how to scale applications
- Application observability and maintenance: Implement probes and health checks, Use provided tools to monitor Kubernetes applications, Utilize container logs.
- Services & Networking: Understanding of NetworkPolicies, Provide and troubleshoot access to applications via services, Use Ingress rules to expose applications. Understand connectivity between Pod, ClusterIP, NodePort. Install calico, flannel container network interface plugin
- Application Environment, Configuration and Security: Understand authentication, authorization and admission control, Understand and defining resource requirements, limits and quotas. Understand ConfigMaps, Create & consume Secrets. Understand ServiceAccounts and SecurityContexts.
- Application Design and Build: Understand Jobs and CronJobs, Understand multi-container Pod design, patterns (e.g. sidecar, init and others), Utilize persistent and ephemeral volumes
- Storage: Understand storage classes, persistent volumes, access modes and reclaim policies for volumes. Understand persistent volume claims primitive. Know how to configure applications with persistent storage
- Cluster Architecture, Installation & Configuration: Use Kubeadm to install a basic cluster, Perform a version upgrade on a Kubernetes cluster using Kubeadm. Implement etcd backup and restore

TECHNICAL SKILLS

Red Hat OpenShift

-
- Manage OpenShift Container Platform, Create and delete projects, View logs, Monitor cluster events and alerts, Use product documentation. Deploying Openshift using code ready containers
- Configure the HTTPAuth identity provider for authentication, Create, Delete users and groups. Modify users and groups permissions
- Control access to resources: Define role-based access controls, Create and apply secrets to manage sensitive information, Create service accounts and apply permissions using security context constraints
- Configure networking components: Troubleshoot software defined networking, Create and edit external routes, Control cluster network ingress, Create a self signed certificate, Secure routes using TLS certificates
- Edge Route, Passthrough Route and working with OPENSSL X509. Knowledge of Source-2-image
- Configure pod scheduling: Limit resource usage, Scale applications to meet increased demand, Control pod placement across cluster nodes

Docker

-
- Docker installation. Mount docker installation on different path using Symlink
- Back and restore mechanism by commit and saving into TAR files. Docker image creation. Analyze Docker daemon logs.
- Docker volumes, docker commands. Installing applications Report Portal, JFROG X-Ray using docker compose.
- Basics of CRI-O.

REST APIs

-
- Tools integrations/plugins using REST APIs, HTTP status codes, Authentication type, Pagination, JSON Path. Creating Datasources.
- Methods: GET, POST, PUT, OAuth 2.0 integration: Google Sheets and One Drive.

SQL

-
- MySQL, MSSQL, PostgreSQL, HSQL (Embedded Database)

Elasticsearch

-
- Installing Elasticsearch on Windows and Linux on different ports too. Knowledge and function on elasticsearch.yml files.
- Modifying the content of elastic (keys).

Dumps

-
- JAVA heap and thread dumps analysis

Tools Proficiency

-
- PuTTY, RDP, DBaver, Eclipse, Memory Analyzer (MAT), Workbench
- Browser's developer console, Microsoft Office.

Operation System

-
- Windows, Linux with flavors RHEL, OEL, Ubuntu, CentOS, JBoss

TerraForm IaC

-
- Installation, Terraform CLI, HCL, Providers, Aliases, Version constraints
- Variables, Output variables, Resource attributes and dependency, Data sources
- Terraform state, Terraform remote state, Terraform commands
- Taints, Lifecycle rules, Logging, Terraform import, Workspaces
- Count and For Each, Provisioners, Conditional expressions, Dynamic Blocks, Terraform Modules, Terraform Cloud Basics

Google Cloud Platform

-
- Launching Compute Engine and Working with Disk, Snapshots
- Working with VPC. External IP-Static address.
- Enabling nested virtualization by using the special license key
- OAuth 2.0 to integrate with Google Sheets

Shell Scripting

-
- Expertise is equivalent to this problem statement mentioned at <https://github.com/princesarvaiya/learning-ecommerce-app>
- Automate the above ecommerce website with shell script

Programming Language

-
- Core JAVA

Power BI

-
- KLER: Workflow Apps, Process Automation, 360 Visibility Across the Enterprise

Version Control

-
- Git, GitHub

Ticketing Tools

-
- JIRA, ServiceNow, Zendesk, BMC Remedy.

Virtualization

-
- Nested (level-2) on GCP servers , Oracle Virtual Box, Hypervisor, KVM

CERTIFICATES

CKAD: Certified Kubernetes Application Developer (02/2021 - 02/2021)

Earners of this designation demonstrated the skills, knowledge and competencies to perform the responsibilities of a Kubernetes Application Developer. Earners are able to define application resources and use core primitives to build, monitor, and troubleshoot scalable applications and tools in Kubernetes. The skills and knowledge demonstrated by earners include Core Concepts, Configuration, Multi-Container Pods, Observability, Pod Design, Services & Networking, State Persistence.

HashiCorp Certified: Terraform Associate (05/2021 - 01/2024)

Earners of the HashiCorp Certified: Terraform Associate certification know the basic concepts, skills, and use cases associated with open source HashiCorp Terraform. They understand and can utilize Terraform according to the certification objectives. Additionally, they understand why enterprises choose to extend Terraform Open Source with Terraform Enterprise to solve business critical objectives.

CKA: Certified Kubernetes Administrator (04/2021 - 04/2020)

Earners of this designation demonstrated the skills, knowledge and competencies to perform the responsibilities of a Kubernetes Administrator. Earners demonstrated proficiency in Application Lifecycle Management, Installation, Configuration & Validation, Core Concepts, Networking, Scheduling, Security, Cluster Maintenance, Logging / Monitoring, Storage, and Troubleshooting.

AWS Certified Developer – Associate (09/2021 - 09/2024)

Earners of this certification have a comprehensive understanding of application life-cycle management. They demonstrated proficiency in writing applications with AWS service APIs, AWS CLI, and SDKs; using containers; and deploying with a CI/CD pipeline. Badge owners are able to develop, deploy, and debug cloud-based applications that follow AWS best practices.

CERTIFICATES

AWS Certified Solutions Architect – Associate (12/2021 - 12/2024)

Earners of this certification have a comprehensive understanding of AWS services and technologies. They demonstrated the ability to build secure and robust solutions using architectural design principles based on customer requirements. Badge owners are able to strategically design well-architected distributed systems that are scalable, resilient, efficient, and fault-tolerant.

Red Hat Certified Specialist in OpenShift Administration (03/2022 - 03/2025)

Earners of this designation demonstrated the skills, knowledge and ability to create, configure, and manage a cloud application platform using OpenShift Container Platform. Manage OpenShift Container Platform. Manage users and policies. Control access to resources. Configure networking components. Configure pod scheduling.

ACHIEVEMENTS AND RECOGNITION

<https://github.com/princesarvaiya/appreciation>

Please check the above Repository.

Shortlisted aspirant for IIM Rohtak

Good knowledge on Verbal Ability, Reading Comprehension, Data Interpretation, Logical Reasoning and Quantitative Ability.

EDUCATION

Bachelors in Computer Engineering University of Mumbai

05/2012 - 05/2016

[- Thakur College of Engineering and Technology, Mumbai]

8.06 CGPA

PUBLICATIONS

Final Year BE Project

A cluster based approach for delineation in management zone Precision Agriculture

Author(s)


Prince A. Sarvaiya, Vaibhav Somani, Sagar Sangelkar

April 7, 2016

ISBN 978-0-9972393-0-0

A cluster based approach is used for this purpose. Creation of unique management areas has focused mainly on soil type surveys, yield mapping, and soil fertility management created on grid soil sampling. The data which is collected makes it appealing to easily identify and delineate discrete management zones in simple manner that can be variably and more precisely managed.

SUPPORTED CAUSES

 Girls Inspired For Tomorrow,
NGO

LANGUAGES

English ● ● ● ● ●

Gujarati ● ● ● ● ●

Hindi ● ● ● ● ●

Marathi ● ● ● ● ●