

# Purushotham Madugonde

Redhat Linux | DevOps/SRE Engineer | Production Support

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## Skills

- **Operating System:** Redhat/CentOS Linux, Windows.
- **OS Applications:** ServiceNow, Jenkins, Cloudera, Splunk, Grafana, BMC RLM, Arcadia, Tableau, Autosys, JIRA, MongoDB Compass, Active Directory, MS Office Suite, Apache, Syslog, Tectia (Linux), GitHub, Bitbucket, ELK.
- **Languages:** Linux Shell Scripting, SQL, NOSQL, Python, HTML, CSS, JSON.
- **Networking:** NIC, DNS, FTP, SFTP, SCP, NTP, NFS, TCP/IP.
- **Cloud:** AWS(EC2, S3, RDS, VPC), GCP.
- **Containers:** Docker, Kubernetes, Terraform.
- **Database:** MongoDB, HDFS, MSSQL, DB2.

## Work Experience

INFOSYS | DevOps, RLM, RedHat Linux, Jenkins, Shell Scripting, Production Support  
Senior Systems Engineer | Mar 2021 – Present.

### CI/CD:

- Handled Bitbucket branches, merging, and code structure maintenance.
- Created and configured Jenkins Pipelines for source code management and deployment.
- Prepared builds for deployment across testing, development, and production environments.
- Deployed, configured, and managed AWS services including EC2, S3, RDS, and Lambda to ensure system reliability and performance optimization.
- Leveraged SNOW ticketing system (INC/CHG/REQ) and JIRA for streamlined communication and effective solution delivery to stakeholders.
- Conducted smoke tests and post-deployment validations to troubleshoot software application issues effectively.

### L3 Support:

- Ensured host health and service uptime across application and web servers.
- Handled cloud VMs and performed maintenance duties.
- Deployed jars, maintained scripts, and established SSH connections.
- Implemented security patches and integrated database and deployment scripts.
- Managed Mongo nodes and various agents, monitored production load.
- Resolved production bugs with assistance and implemented change requests.
- Identified and remediated vulnerabilities across all SDLC using a vulnerability management system.

### Application Support:

- Analysed and resolved Autosys-driven data extraction failures, ensuring uninterrupted operations. Collaborated with development teams to ensure timely resolution of persistent issues.
- Developed shell scripts to automate routine tasks, including clean-up operations and alert notifications, streamlining processes for enhanced efficiency.
- Drafted comprehensive release notes and maintenance notifications, ensuring clear communication.
- Swiftly addressed production bugs by meticulously analysing logs (Splunk) and collaborating closely with respective module developers.
- Documented solutions and procedures for recurring issues and actively contributed to knowledge base articles.
- As the manager of the ServiceNow group, accountable for promptly addressing P1, P2, and P3 tickets to uphold service excellence and prevent SLA breaches.

## Highlights

- Successfully led and executed COB (Continuity of Business) activities on **4** occasions, minimized downtime to ensure safeguard business continuity.
- Handled emergency change tickets, got senior approval, and swiftly released bug fixes, reducing release time by **65%**.
- Effectively led a team of four members for two years, maintaining a proactive approach that resulted in a **60%** increase in positive feedback and a **70%** reduction in complaints, showcasing strong leadership and strategic management skills.

## Training/Courses:

- Linux System Administrator ([udemy.com](#))
- Devops ([Naresh i Technologies](#))
- SQL and Relational Database 101 ([IBM](#)).
- MongoDB ([lex.infosysapps.com](#))
- AWS Certified Cloud Practitioner ([udemy.com](#))
- Hadoop Administrator ([lex.infosysapps.com](#))

## Interests

### Technical

- Leading a team
- Collab with teams to explore
- Knowledge sharing with team to fix issue
- Enthusiastic about delivering offshore support for critical issues

### Personal:

- Volleyball, Badminton, Table Tennis, Carrom in my free times.
- Enjoying quality time with valued individuals.

## Education:

• **Sri Vidyanikethan Engineering College**

B.Tech in EEE - 2020

• **Govt Polytechnic Anantapur**  
Diploma in EEE - 2017