***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, Basic Java.
* **Networking:** NIC, DNS, FTP, SFTP, SCP, NTP, NFS, TCP/IP, VPC.
* **Cloud:** AWS(EC2, S3, RDS), 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