

RAJADURAI ANNADURAI

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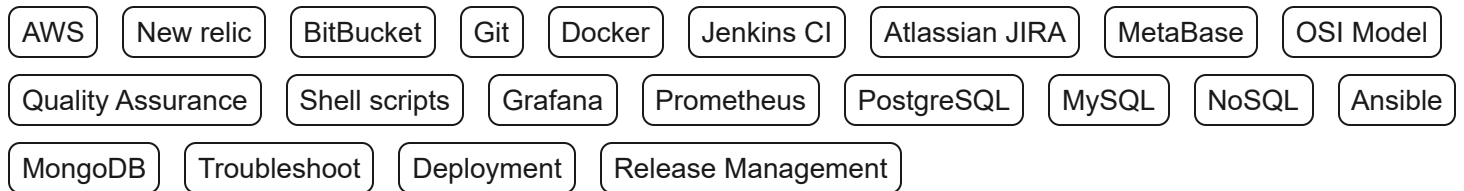
7204124879

613A, Palani, Tamil Nadu, 624601

Senior Application Support Engineer (SRE 3)

Site Reliability Engineer with a strong focus on security and reliability in production environments. Skilled in diagnosing and resolving critical technical issues while ensuring seamless system performance and end-user satisfaction. Passionate about leveraging deep technical knowledge to deliver robust solutions and improve support processes.

Skills



Education

Hindustan College Of Engineering, Anna University

BE - ECE, CGPA: 60

Apr 2011 Chennai, Tamil Nadu

Experience

Krishiacharya Technologies Private Limited - Bijak

Senior Application Support Engineer (SRE 3)

Nov 2020 - Nov 2024 New Delhi, New Delhi

- Working as a Senior Application Support Engineer(SRE3) in a product-based company, managing the whole infra for both B2B and B2C mobile applications.
- Proficient experience in major AWS services such as EC2, ECS, RDS, VPC, Redshift, DMS, S3, CloudFormation, CloudWatch, Route53, Amplify, DynamoDB, Glue, Secret Manager, WAF, IAM, Networking concepts, SSO, CloudTrail, Security Hub, Config, Guard Duty.
- Continuous build and deployment to various environments such as Development (Dev), Staging,
- Performance Testing and User Acceptance Testing (UAT) and Production Env.
- Proficient in deploying, managing, and scaling containerized applications using Kubernetes, with expertise in managing Pods, Services, Deployments, and Ingress resources.
- Experienced in creating multi-stage docker files and build/run them as docker containers and push those into AWS ECR.
- Implemented and managed AWS infrastructure using Terraform, including EC2 instances, VPC's, S3, RDS, System Managers, Secrets, SQS.
- Experienced in maintaining and administering GitHub and Bitbucket, Jenkins.
- Implemented Python scripts to automate Stop & Start of Dev and Stage environments during non-working hours to optimize costs.
- Developed and deployed Python script on Lambda functions to manage code storage by deleting older versions, thus optimizing storage resources.
- Good understanding of networking concepts, including TCP/IP, DNS, load balancing and VPN.
- Built python scripts and managed the automation by using CRON jobs.
- Skilled in troubleshooting issues, liaising with the development team, and ensuring timely resolution.
- Ensure user access levels are managed effectively within IAM by defining tailored IAM policies and assigning them to users based on their specific permissions requirements.
- Engaging with Project Managers and Stakeholders to facilitate new infrastructure setups or upgrades

- to existing setups in response to new features or significant changes in application requirements, focusing on load management.
- Implemented WAF security rules, such as protection against SQL-Injection and DDoS attacks, to fortify websites/dashboards against malware threats.
- Implemented CloudWatch alarms for production environments to receive alerts for critical events.
- Implemented AWS and Bitbucket behind VPN to enhance security and restrict external access.
- Managed Domain certifications in AWS ACM, GoDaddy, and Google DNS, ensuring no certificates expire without intimations.
- Perform system upgrades, patching, and Regular monitoring of health dashboards in AWS, taking proactive measures such as database engine updates and Lambda runtime upgrades as needed and vulnerability management so on.
- Migrated Dev & Stage env from one AWS account to another AWS account to keep production env safe and secure and additionally developers can make the changes at any time without any interruption with production servers.
- Monitoring Server Health & Applications in cloud environment with help of CloudWatch alarms and integrated slack notifications.
- Implemented and integrated Prowler tool across the entire cloud infrastructure to conduct comprehensive security assessments. Analyzed the results to identify vulnerabilities and security risks and resolved the security findings.
- Proficient in PostgreSQL, MySQL databases overseeing user access management.

Treebo Hotels

Associate SRE

Jul 2017 - Sep 2020 Bangalore, Karnataka

- Ensure service reliability and uptime for Treebo cloud services
- Worked to check, monitor, debug, modify and support various python and web based applications closely
- Good hands-on knowledge of Source Code Management – Version Control System tools like Git and Bitbucket
- Collaborate with internal groups to identify, develop, and deploy manageable, scalable and robust services
- Hands-on experience of software containerization platforms like Docker
- Efficient with the Command Line Interface commands in Linux and AWS based servers
- Ensure consistent application of operational standards across cloud services
- Experience in standard tools like Ansible for configuration management and deployment
- Monitoring system health and performance over Newrelic
- Sensu
- Experience implementing service monitoring and alerting using tools such as Understanding of network OSI model
- Creating and maintaining a run book for new issues which has been encountered in production
- Good Knowledge of Infrastructure as Code – (Programmable Infrastructure), and how you can achieve that by using Ansible
- Hands on experience container orchestration tools like Kubernetes
- Communicate closely with the end user and team and have efficiently met their expectations building a good rapport for smooth professional workflow

Concentrix Technologies Pvt Ltd

Quality Assurance

Dec 2014 - Jul 2017 Bangalore, Karnataka

- Involved in preparing Requirement Traceability Matrix for Automation Test Scripts
- Professionally worked on writing and reviewing Functional
- Participated in executing the checklists for Usability Testing, Accessibility Testing
- Successfully identified the Defects, tracked and reported on Defect Tracking Reports
- Conducted Smoke Testing for each cycle
- Identified the Defects and prepared Defect Tracking Reports
- Involved in Compatibility Testing on different Browsers like Internet Explorer, Mozilla etc

One Point One Solutions

Customer Support Executive

Dec 2013 - Dec 2014 Bangalore, Karnataka

- Assisting the all type of booking queries over a call and mails

- Maintained team daily and monthly reports
- Quickly responded to each stakeholder to ensure a smooth relationship
- Positive can do attitude, self-motivated, self-directed, and eager to make improvements in a controlled manner
- Solved Business and Customer queries within SLA
- Complete all assigned tasks with utmost dedication