Abhishek Rana

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PROFESSIONAL SUMMARY

7+ years IT experience, possessing in-dept experience of managing cloud-based technology & effectively handling configuration & deployment of infrastructure & services. Gained hands-on experience in implementing core DevOps concepts such as cloud computing, load balancing, containerization, version control etc. & optimizing mission critical deployments over large infrastructure. Proficient with Configuration Management tool, and in developing CI/CD pipelines. Adept at learning and implementing new technologies very swiftly.

PROJECTS

- Deployed and hosted a highly available WordPress application using EC2, RDS, Route53, ASG and VPC
- Deployed a Dynamic website using Terraform Modules, AWS ECR and AWS ECS.
- Created CICD to Deploy a Dynamic Website.
- Create Serverless Web Application on AWS

TECHNICAL SKILLS

- AWS Cloud Services: EC2, Lambda, IAM, S3, CloudFront, ASG, Load Balancers, CloudFormation, Security Group, VPC
- Automation Tools: Terraform, Ansible
- CI/CD Tools: Jenkins
- Languages: Python, Bash, Yaml, JSON
- Ticketing System: Footprints, Admin3, HappyFox, Jira
- Version Control: GitHub, Bitbucket
- Container Technology: Docker, Kubernetes
- Monitoring Tools: Nagios, Spectrum, CloudWatch, Zabbix
- Operating Systems: Windows, Linux, MacOS
- Networking Protocols: TCP/IP, DNS, OSPF, BGP, STP, VLAN

PROFESSIONAL EXPERIENCE

Cloud Engineer   **Jan '20 - Present**
Distributel   **Toronto, ON**

- Design, develop, integrate, and implement partial and /or complete cloud and CI/CD solutions using modern configuration management tools and practices (e. g., Ansible, Terraform, Jenkins and GitHub)
- Maintained Git workflows for version control (Source Code Management)
- Developed and maintained automated CI/CD pipelines for code deployment using Jenkins
- Provisioned Servers and deployed features using Terraform/Ansible
- Built and deployed Docker containers for implementing Microservice Architecture from Monolithic Architecture
- Worked on different services which include AWS Lambda, EC2, Dynamo DB, ECS, EKS, S3, VPN, Cloud Watch and so on.
- Infrastructure Provisioning within secure VPC (Virtual Private Cloud) within AWS. Creating and maintaining EC2 to spin up and spin down instances required for application on demand (ASG).
- Created snapshots and Amazon machine images (AMIs) of the instances for backup and also created clone instances.
- Developing build and deployment pipelines using Jenkins, Maven and Dockers for Java base applications
- Monitored resources and applications using AWS Cloud Watch, including creating alarms to monitor metrics such as EBS, EC2, RDS, and configured notifications for the alarms generated based on events defined

VOIP Platform Engineer   **Oct '18 – Jan '20**
Innovatia   **Halifax, NS**

- Configuring, upgrading, maintaining and troubleshooting Avaya Aura Experience Portal 6.x to 7.x, POM, and Gateways. Administering Session Manager/ System Manager (ASM/SMGR), Avaya Survivability options (ESS, LSP, SLS).
- Extensive understanding of capturing and analyzing higher level debugging logs, MST (Message Sequence Trace) traces, ECS logs, wire shark traces, list traces, TCP dumps etc.
- Implementing Cloud-Based Telecommunications Solutions, provide technical support to customers, distributors, field sales and internal personnel regarding product specifications, techniques and available solutions pertaining to Avaya Cloud products.
- Configuring, upgrading and troubleshooting Avaya SIP/ H.323 endpoints (digital and analog), 96xx series, Avaya Softphones, Polycom, Desk phones, IP Conferencing phones etc.
- Troubleshooting Avaya PBX and IVR servers (using command line interface (CLI) as well as Web GUI), resolving data backup (by following procedures) and voice quality (by verifying the call flow and call control, testing packet loss, jitter) issues, WebLM and licensing issues etc.
- Provide root cause analysis (RCA) to customers by replicating moderate to complex issues in Lab Environment, liaising with product development and corruption for enhancements and bug tracking of new product.

Systems Engineer   **July '14 – Dec '16**
Tech Mahindra   **Chandigarh, India**

- Manage and monitor all installed systems and infrastructure
- Install, configure, test and maintain operating systems, application software and system management tools
- Proactively ensure the highest levels of systems and infrastructure availability
- Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- Maintain security, backup, and redundancy strategies
- Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
- Participate in the design of information and operational support systems
- Provide 2nd and 3rd level support
- Liaise with vendors and other IT personnel for problem resolution