



# RANJITH KUMAR V

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## SUMMARY

Having 11+ Years of Experience as Application Support Engineer with strong background assessing issues to restore applications and related technical issues. Demonstrated success in determining root causes of problems and writing or updating code to resolve. Accuracy-driven when testing solutions to check functionality.

## SKILLS

- Linux
- Kubernetes, Ansible, Git/GitHub
- Amazon Web Services (AWS)
- JBoss & Weblogic Administration
- HTML, CSS, Java Script, Maven
- Service Now, GE Digital Service Now
- New-relic, Grafana
- Problem Solving, Resolving Issues
- PI Sql, Mango DB, PostgreSQL

## EXPERIENCE

### REN APPLICATION SUPPORT ENGINEER, 02/2018 - Current

**Tech Mahindra**, Hyderabad, India

- Good experience on Production and NON –production Support in 24/7 environment.
- Good in communicating with the clients.
- Experience in troubleshoot issues such as Out of Memory, CPU Usage, Disk Space, hung Thread sessions, JVM Crashes etc
- Fixing the bugs that are found in the application, Post production support for production rollout & enhancements.
- Maintaining the SLA and direct contact with customer for their Assistance.
- Supporting the users in accessing the application
- Design and build Database management web application that enable users to connect and control data on different databases available in the network.
- Experience in working on Amazon web services like Kubernetes, S3 bucket, DynamoDB, EC2
- Worked on Database: MySQL, DynamoDB
- Managed Code review sessions to ensure best practices and procedures are implemented.

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### CLOUD MIGRATION ENGINEER, 05/2017 - 02/2018

**Tech Mahindra**, Hyderabad, India

- Worked in multiple GE projects using Agile methodology to handle customer

deliverables including CIO led engagement to handle AWS Cloud Operations. Upgraded the Web Applications and moved to robust OnDemand Cloud infrastructure (PaaS).

- AWS Cloud Operations Support for 6000+ EC2 instances
- Web Design / Migration of 50+ Applications to Cloud Architecture
- Cloud Assessment of Web Applications & Infrastructure design
- Design, Build, and Run process
- Effective use of AWS Systems Manager for Automation, Server Patching etc.
- Follow the Best Practices & ITIL Processes to promote reusability
- 24 X 7 AWS Cloud and Web Operations Support
- Project Tracking and Customer Communication

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**MIDDLEWARE ADMINISTRATOR, 08/2016 - 05/2017**

**Tech Mahindra**, Hyderabad, India

- Web Administrator experience in Weblogic, Jboss, Apache
- Performance monitoring, tuning and troubleshooting Weblogic server instances.
- Deployment and Monitoring of new applications on Dev, QA, Staging and Production servers.
- Expertise in applying patches for SOA.
- Performance Tuning of various Weblogic Application Server, SOA and related resources (Memory parameters, JDBC Connection Pools).
- Weblogic License Management and SSL certificate generation for RPs.
- Apache reverse proxy configuration, reverse proxy server Administration.
- Fault detection, analysis and repair of issues within the support web environment

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**MIDDLEWARE ADMINISTRATOR, 06/2011 - 08/2016**

**Voxel Info India Pvt Ltd**, Bangalore, India

- Good experience on Trouble shooting based on Service Change, Problem and Incident handling within Ticket management.
- Sending Daily report emails to clients.
- Perform root cause analysis for outages, issues and recommend/implement improvements to systems and processes.
- Monitoring the performance of the server and improve the performance by tuning.
- Monitoring and analyzing resources, Standard logs, application logs.
- Provide regular status updates to management on assigned tasks and projects.
- Attending meetings with clients, onshore and offshore team members.
- Monitoring the applications health and fix any outages
- Participate in a 24x7 on-call rotation in support of the software environments.
- Troubleshooting the daily application and network related problems reported by Clients.
- Proactively evaluate application health and performance, follow up on requests and resolve anomalies.
- Providing knowledge sharing session to the new team members.
- Preparing technical documents, issues faced in the past to make easy for the next time.

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**EDUCATION**

**SSJ Engineering College**, Hyderabad, 05/2010

**B.Tech: Information Technology**

ACCOMPLISHMENTS

Got ACE and Bravo awards at Tech Mahindra

CERTIFICATIONS

Certified AWS Solution Architect

WEBSITES, PORTFOLIOS, PROFILES

<https://www.linkedin.com/in/ranjith-kumar-238b24228/>

LANGUAGES

Telugu: First Language

English: C2

Proficient (C2)

Kannada: C1

Advanced (C1)

Hindi: B2

Upper Intermediate (B2)