

**SHIVANAND BIRADAR**  
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## SUMMARY

- Experienced DevOps Engineer with 4.6 years of expertise in application deployment, production support, automation, and end user training.
- Support ASC Recording deployment in Google cloud with Mitel for call recording.
- Experience of managing cloud-based technologies, effectively handling configuration and deployment of infrastructure and services.
- Hands-on experience in implementing core DevOps concepts such as containerization, virtualization, version control, cloud computing, database management and administration, load balancing, etc.
- Experience working with Cloud Server for building servers and deployment using CI/CD.
- Adept at learning and implementing new technologies swiftly.
- Focused to drive excellence in every project to deliver outstanding results.
- Configuration management on servers using tools such as Ansible.
- Cloud deployment using IAC tools such as Terraform, ARM.

## EDUCATION

- Masters in Telecommunication and Network Engineering, Southern Methodist University **May 2016**
- Bachelor of Engineering in Computer Science, Visvesvariya Technological University **Jan 2014**

## SKILLS

- **Cloud Computing:** Microsoft Azure (IAAS, PAAS, SAAS), AWS.
- **IaaS:** Compute, Storage, Networking, High Availability
- **Microsoft Azure:** Networking (VPN, Express route, UDR, NSG, Load Balancer, Firewalls), Compute, Storage, Azure Active Directory, OMS, Azure Site Recovery, Azure Backup, Azure API, Azure Services, SAN, NAS, SCOM, SCCM, Azure Security Center, Azure Monitoring and RBAC.
- **Identity and Authentication:** SSO/Federation, Azure AD, OAuth2
- **Operating System:** Windows, Linux (VMware and HyperV).
- **DevOps Tools:** Docker, Kubernetes, Azure Pipeline.
- **Automation Tools:** Ansible Playbooks, PowerShell Playbooks, Azure CLI, Terraform.
- **Azure Developing Tools:** PowerShell, Ansible, Azure CLI, Azure ARM Portal.
- **Databases:** MYSQL, MS SQL, PostgreSQL.
- **Version Controls:** Git Hub, SVN.
- **Programming Languages:** Python, Javascript.
- **Web Servers:** IIS, HTTP Web Server, Apache Tomcat, Glassfish.

## CERTIFICATIONS

- Microsoft certified: Azure Administrator Associate (AZ-104)
- Certified Kubernetes Administrator, issued by The Linux Foundation
- HashiCorp Certified: Terraform Associate

## **EXPERIENCE**

### **ASC Technologies AG System Engineer | Azure DevOps Engineer**

**Aug 2016 – Present**

- Handle escalated Support tickets till closure for MS Azure PaaS platform.
- Deploying and managing applications in Datacenter, Virtual environment and Azure platform.
- Troubleshoot Azure related issues and engage internal teams, vendor for issue resolution.
- Develop and implement new processes and document them.
- Develop and maintain knowledge base articles.
- Provide partner and customer support including deployment, production support, crisis management and documentation.
- Train supervisors and admin users to manage and use ASC application.
- Automate day-to-day task using Python and PowerShell.
- Develop scripts using web service API to manage users.
- Onboard customers to use Recording Insights application deployed in Azure cloud.
- Responsible for producing part or all the technical solution for the account/client, in accordance with an agreed technical design.
- Responsible to make sure that the project deliverable is completed accurately and on time.
- Responsible to define a root cause analysis of an issue and explain causals, contributors and resolutions to clients and other team members.
- Ability to interact with clients and co-suppliers in clear and concise language.
- Problem Resolution
- Ability to logically approach a problem from definition through resolution.
- Learnt new technologies on fly to support business.

### **Blackberry System Administrator Intern**

**Jan 2016 – May 2016**

- Provide technical support for both hardware and software issues end users encounter.
- Support with maintaining documentation for hardware/software applications, support logs and other related information.
- Configuration of Cisco phones on CUCM for the new hires and troubleshoot if end users are having issues.
- Implemented and maintained internal data communications network, including LAN/WAN.

### **Fiserv Monitoring Analyst Intern**

**June 2015 – Aug 2015**

- Cross-train on specified monitoring tools and be able to independently function in the central monitoring analyst role to provide coverage by end of June 2015.
- Develop automation skills and expertise with scripting and developing monitoring and alerting functions by end of August 2015.
- Evaluate current central monitoring “process and procedures” and applying appropriate updates by end of August 2015 that will ensure gaps are minimized or eliminated.