

SUBALAKSHMI M

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OBJECTIVE

Seeking a position to expend all my educational skills and professional knowledge that would enhance my passion to provide a path for my continued career growth and also to favor ample effectiveness of organization.

WORK EXPERIENCE

June 2018 – Till Date

Senior Operation Executive, Infosys Pvt Limited

Worked in platform administration and production support for both platform hosting and application support for multiple internet facing critical pharma, corporate and top consumer websites including GSK.com and US.GSK.com. The sites were hosted on a wide range of hosting platform with multiple technology stacks like Windows .Net / Linux Apache, JBoss, AEM 6.0, 6.2 and 6.5 based on the website's technology requirements.

Roles and Responsibilities:

AWS CLOUD ENGINEER

- ✓ Responsible for architecting, designing, implementing and supporting of cloud-based infrastructure and its solutions.
- ✓ Proficient in AWS services like VPC, EC2, S3, ELB, Autoscaling Groups, EBS, RDS, IAM, CloudFormation, Route 53, Cloudwatch, CloudFront and CloudTrail.
- ✓ Experienced with event-driven and scheduled AWS Lambda functions to trigger various AWS resources.
- ✓ Provisioning, managing SSL, Certificates using AWS Certificate Manager and attaching it with load balancers.
- ✓ Configuring sites and alarms related to it from AWS.
- ✓ Auditing the Cloud Trail reports for security analysis, resource change tracking and troubleshooting.
- ✓ Created S3 buckets in the AWS environment to store files, sometimes which are required to serve static content for a web applications.
- ✓ Used IAM for creating roles, users, groups and also implemented MFA to provide additional security to AWS account and its resources.
- ✓ Maintained edge location to cache data with CDN using Cloud Front to deliver data with less latency.

MIDDLEWARE ADMINISTRATOR

- ✓ Website setup, redirecting the sites, decommissioning the sites and its maintenance from Windows-based and Linux-based servers.
- ✓ Database setup in MySQL/MSSQL and its maintenance.
- ✓ Setting up NodeJS sites by deploying contents in GIT and its configuration in Jenkins.
- ✓ Handling go-live requests, content promotions, deploying patches and change requests.
- ✓ Users and permission management in various applications
- ✓ Checking and working on the server and site related alerts received from pingdom and AWS.

CONTENT AUTHOR (AEM)

- ✓ Creating new webpages as per the design shared by the clients in AEM.
- ✓ Managing and publishing content changes for the websites using CF (Zen garden) in AEM.
- ✓ Responsible for overall content structure hierarchy.
- ✓ Doing Quality Analysis for the content changes done by the team members.
- ✓ Resolving issues faced by content Authors and CUG issues related to AEM Out of Box functionality.
- ✓ Coordinating application bug fixes and enhancements

BACKUP ADMINISTRATOR

- ✓ Provide storage solutions for efficient and safe data backup using cohesity Tool
- ✓ Designing a data recovery and backup system to implement based on business requirement.
- ✓ Execute data backup policies, optimize data backup procedures, design business recovery protocols, offer solutions to technical challenges, train other employees and support them.
- ✓ Management of periodic snapshot and performing snapshot restoration.

OTHER RESPONSIBILITIES

- ✓ Users and permission management in AEM, Windows Server, Adobe Analytics and JIRA.
- ✓ Coordinating with client and internal team on scoping, issue resolution and status updates.
- ✓ Interacting with Client Weekly and Monthly to discuss about the tickets resolved, SLA tracking and other appreciations.
- ✓ Quality assurance by audits of tickets
- ✓ Preparing user guide documents and SOP documents.

PROFESSIONAL SKILLS

- ✓ Operating systems : Linux, Windows
- ✓ Servers : Apache, IHS, JBoss
- ✓ Database : MySQL, MSSQL, Oracle(Basic)
- ✓ Application : AEM(6.0,6.2,6.5), Adobeanalytics
- ✓ Cloud service : AWS
- ✓ Monitoring Tool : Pingdom
- ✓ Ticketing Tool : BMC Remedy, Jira
- ✓ Devops : GIT, Jenkins
- ✓ Packages : MS Office

EDUCATION

• Bachelor of Science, Information Systems

Coimbatore Institute of Technology
Anna University
Coimbatore

Graduated, May 2018
Marks 82%

• HSC

AVB Matric Higher Sec School
State Board of TamilNadu
Coimbatore

Graduated, March 2015
Marks 87%

• SSLC

Vidyaa Vikas Matric Higher Sec School
State Board of TamilNadu
Coimbatore

Graduated, March 2013
Marks 97%

CERTIFICATION & TRAININGS

- ✓ Windows Server Administration – L1 & L2 associate Level
- ✓ AWS Certified Cloud Practitioner
- ✓ AWS Migration
- ✓ Basics of ITIL
- ✓ Cohesity – Core/Advanced Operator

DECLARATION

I hereby declare that the foregoing information are true and correct to the best of my knowledge and belief and that I have not concealed any information, which might reasonably be expected to affect my suitability for this job.