

SUDHAKAR MUNUSWAMY

Senior DevOps Engineer

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EXPERIENCE

Senior DevOps Engineer I

o9 Solutions

📅 02/2022 - Till Date 📍 Bangalore

As a DevOps Engineer at o9 solutions, played a pivotal role in shaping, executing, and sustaining o9 Digital Brain Platform across Azure, AWS, and Google clouds. Primary responsibility was to identify improvement opportunities and build automation solutions to bring efficiencies and build resiliency in the deployment, scaling, monitoring, and maintenance of the o9 Digital Brain SaaS platform.

- Infrastructure creation along with software installation of in-house products within delivery timelines.
- Resolution of issues post delivery of the environment to the project teams with strict adherence to SLAs.
- Automation of infrastructure creation tasks for internal and on-prem environments, which also includes incorporating new features.
- Monitoring, proactively working on permanent fixes with the development team's involvement.

Associate Technology Specialist

Synechron

📅 05/2020 - 02/2022 📍 Pune

Legacy applications G mobile applications enabling the insurance and retirement schemes for customers in the US regions.

- Continuous deployments in AWS and on-prem legacy applications both manual and Jenkins based.
- Aligning with resources from multiple teams to ensure deployment till completion.
- Close interaction with developers, testers G production support team to identify and fix issues related to automation.
- Participating in CAB meetings, alignment of deployment dates, reviewing deployment runbooks, interaction with release managers and change management team.
- Automating deployments as and when applicable.

Deputy Manager

Vodafone

📅 01/2018 - 05/2020 📍 Pune

Legacy Application handles provisioning of offers, billing linked with Vodafone and charging backend for the European Region customers.

- Continuous deployments in AWS and in-house Legacy applications.
- Intensive automation of mundane tasks using bash scripting.
- Handling most crucial and priority issues/incidents and supporting on- call.
- Migration of legacy applications and enabling Continuous Deployment to CI environment using Jenkins, Ansible, SVN.

SUMMARY

I am a seasoned professional with over 14 years of experience in Production Support, Automation, and DevOps across diverse industries including BFSI, Supply Chain, and Telecom. My expertise lies in Ansible, Terraform, Jenkins, Kubernetes and cloud technologies like AWS, Azure, and GCP. I have a strong background in automation, deployments, and collaboration within Agile frameworks. I thrive in fast-paced environments and am committed to delivering high-quality solutions.

EDUCATION

MS in Software Engineering

BITS, Pilani

📅 01/2010 - 12/2014

B.Sc Computer Science

Bangalore University

📅 01/2006 - 06/2010

KEY ACHIEVEMENTS

A STAR AWARD

Successful migration of crucial applications to the new environments with zero or negligible downtime during my tenure in Vodafone.

B FEATHER IN MY CAP AWARD

Automating reports and highlighting the losses which clients were able to recover in billions during my tenure in Wipro.

C STAR PERFORMER OF THE Q4

Delivering the infrastructure to multiple customers way before delivery time and helping team members' deliverables at O9 Solutions.

- Training newbies on Nagios, CloudWatch and application deployments.
- Environment setup with applications installation in AWS single handed for Development Team.

Senior Software Engineer

CenturyLink Technologies

📅 11/2015 - 12/2017 📍 Bangalore

Legacy Application handles processes starting from Quoting, Ordering and Billing for US based enterprise customers.

- Leadership Oncall – 24/7 – Decision maker of outages as True or False.
- Active Member of Change Management and CAB approvals.
- Conducting Team meetings, reviewing, performing audits of incidents.
- Performing deployments in Weblogic console for in-house products.
- Coordinating work-load with the onshore and offshore teams.
- Monitoring, resolving incidents and mentoring the team technically.

SKILLS

Cloud: AWS | Azure | GCP

Containerisation: Kubernetes | Docker

Automation tools/technologies: Bash Scripting | Ansible | Terraform | Terragrunt | Powershell | Azure Devops | CICD | Git | Groovy | Bash Scripting |

Web Technologies: Apache | Tomcat | JBOSS

Database: MSSQL | Oracle SQL | Sybase.

Monitoring/Reporting: Control-M | ELK | Nagios

EXPERIENCE

Turning Point Software Solutions

📅 01/2015 - 10/2015 📍 Bangalore

Application deals with number porting facilitation for customers in the US, with large facilitation like wireless to wireline porting etc.

- Mainly into staging and deployment of new services/installation/upgrade in the existing system to enhance the performance or services provided.
- Gained Knowledge in the deployment process, staging and verification of components to be installed in the system such that issues are overcome during the maintenance window.
- Running sanity tests, pre and post deployments in staging and production environments.
- Resolving stuck orders in Oracle which was monitored and triggered via email.

Wipro Technologies

📅 10/2010 - 12/2014 📍 Bangalore

SuperB deals with Superannuation Products and Talisman deals with various funds for Pension Plans in the AU region.

- Writing G tuning SQL queries as per business requirement and generating reports.
- Access Management of applications and reviewing access control list monthly.
- Performing monthly upgrades of these two applications.
- Resolving customer incidents and providing perfect solutions.
- Automated reports using bash scripting and won 'Feather in my Cap' award.
- Handled both these crucial applications single handed for over 2 years.
- Handling on-calls, monitoring batches and resolving quickly within SLAs.