Sunil Sagar

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# Objective

Professional satisfaction lies in achieving the output expected from me, which would generate a feeling that I am part of the success story of the company.

Being aware of the same, I can achieve through knowledge & its enhancement, devotion, clear understanding of the work and its implications and honesty to self and work. I possess these qualities, which would serve my aim of Professional satisfaction and organizational goals. I am very ambitious to gain top status in my field.

# Technical Skills

* **Log Analysis:** Splunk
* **Automation Tools:** Puppet, Ansible, uDeploy, Autosys, Shell script
* **Software Tools**: Wily, Subversion, GIT, Jira, BMC Remedy, F5 BIG-IP
* **Security Tools:** IBM Tivoli Access Manager, CA SiteMinder
* **Cloud Hosting**: Amazon Web Services, Google Cloud Platform, Cloud Application Manager (CAM)
* **Document Management Software**: EMC Documentum
* **Web Technology:** IBM HTTP, WebSphere Application & Portal server, Oracle WebLogic Application server, Apache Tomcat and HTTP server
* **Operating System:** Windows Server, Linux (SuSE, RHEL), AIX

# Education & Certificates

# Bachelor of Engineering (Electronics Engineering), 2003 – Nagpur University, India

* **AWS Certification**:
  + AWS Certified Solution Architect – Professional
  + AWS Certified DevOps Engineer – Professional
  + AWS Certified SysOps Administrator – Associate
  + AWS Certified Developer – Associate
  + AWS Certified Solution Architect – Associate
* **Google Cloud Platform**: Google Cloud Certified – Professional Cloud Architect
* **Docker**: Docker Certified Associate
* **Jenkins Certification**: Jenkins Certified Engineer
* **ITIL v3 Certification:** Certified ITIL V3 Foundation
* **IBM Certified System Administrator**: WebSphere Application Server Network Deployment v8, v7 & v6
* **IBM Certified Deployment Administrator**: Tivoli Access Manager for e-business v6.1
* **Oracle Certified Associate**: Oracle WebLogic Server 11g System Administrator
* **EMC Certification**: Content Management System Administrator (Documentum Administrator)

# Experience

## CLOUD ENGINEER | JP MORGAN & CHASE | SINGAPORE | dec 2018 – Till Date

* **Role**:
  + Setup a model so that all activity and alerts can be monitored from one location
  + Streamline support model for DataBus
  + Centralize configuration management using puppet
* **Hands-On Automation:**
  + Centralized logs for all the job, scripts running in environment.
  + One Click interactive deployment for the environment.
  + Create ansible playbook for to perform package deployment

## CLOUD ENGINEER | CENTURYLINK (Hybrid Cloud) | SINGAPORE | dec 2012 – DEC 2018

* **Role**:
  + Migrate applications to AWS and Azure cloud using CAM (Cloud Application Manager) for new and existing customers.
  + Conduct vulnerability assessment as part of security audit on customer’s environment to make sure all security VTM are deployed for each tech stack.
  + Prepare recommendations and best practices to setup environment in AWS and Azure.
  + Mentor team with new technologies whenever they are added to environment.
  + Provide extensive technical support in order to ensure a high degree of Customer Satisfaction through SLA & Process Compliance; resolving customer escalations for all technical & non-technical issues; following cases to ensure that they are closed well in time with the right resolution and customer acceptance.
* **Hands-On Automation:**
  + Automate environment provisioning & patching using Ansible in AWS environments.
  + Create application deployment workflow for code promotion with CI / CD pipeline.
  + Create automated scripts to generate environment runtime report, software asset management, service startup in correct sequence etc., to reduces manual intervention and improve quality.
* **Cloud Migration Expert** 
  + Prepare (RACI) document of middleware services while onboarding new customer.
  + Design architecture to migrate application environment from on premise datacenter to AWS /Azure.
  + Configure stable & robust environment of AWS & Azure application environment
  + Ensure that the goals of the Incident Management process are achieved; restore normal service as soon as possible based on customer perspective and within defined SLA; detect, log, categorize and prioritize incidents; provide root case analysis report & preventive actions taken to avoid re-occurrence.
* **Cloud Reliability Engineer**
  + Establishing and running Data Centre infrastructure including sizing, configuration, bandwidth estimation, network management, load balancing, etc.
  + Provisioning, installation and maintenance of new servers; performing systems backups, restore procedures, file replications and script management for servers; monitoring servers on a proactive basis for service interruption, server performance and backup failures.
  + Analyze reports for continuous improvement in delivery, provide reliable service and improve customer satisfaction based on the data.
  + Create blueprint of environment for the changes made for future validation, upgrade and audit.
  + Combine patience, determination and persistence to troubleshoot client issues with strong problem-solving & analytical skills.

## senior consultant | CITIBANK NA (OPTIMUM PTE LTD.) | SINGAPORE | 2010 – 2012

* **Hands-On Automation**
  + Set-up subversion environment to provide the centralize location were scripts, documents and required important reports are placed.
  + Shell script to standardize and automate the middleware process start-up in proper sequence.
  + Shell script to identify the certificate expiry date and send alert.
  + Initiative on automation, this not only reduced the repetitive effort of troubleshooting, but also reduced the environment outage and number of cases. When I joined Citi, every Monday morning at least on issue was escalated, after automation number of escalation reduced significantly.
* **Hands-On Middleware Administration**
  + Establishing and running Data Centre middleware platform by setting up servers of required sizing, configuration, bandwidth estimation, network management, load balancing.
  + Set-up Mingle to track status of project. This helped to reduce the issues/pending tasks in set-up/configuration process for project environment
  + Installation of WAS 7.x & 6.x, WAS CE (Community Edition), IBM HTTP Server, IPlanet, Weblogic Application Server, Tomcat in DEV/UAT/Production environment.
  + Application deployment & troubleshooting for WebSphere Application & Portal server.
  + Delivery and implementation of the project as per scheduled milestones; ensuring compliance to quality standards.
* **Disaster recovery Management**
  + Design IT infrastructure requirements and upgrade/updates to ensure acceptable levels of Security, Disaster Management and Data Recovery plans.
  + Setup and tested DR (Disaster Recovery) environment for multiple projects and automated the process as much as possible to reduce the time and effort to bring DR environment without any issue.
  + Define service standards and guidelines that serve as benchmark for excellent service delivery as per Global standards and in adherence with Service Level Agreements.
  + Conduct quarterly annual Disaster Recovery exercise in Production environment to meet acceptable Recovery Time Objective (RTO).
* **Tech Stack Migration:**
  + Migration of Wealth Management products to SOA based architecture.
  + Setup training on for understanding of business application flow and new technology in order to understand if we can get benefit out of it.
  + Co-ordinate with Helpdesk, Network, Support and Development teams for all the upgrade and maintenance activity across the environment (e.g. Patch, server upgrade, h/w maintenance etc.)
  + Resolve problems & issues within set timeliness thereby developing the Knowledge Base; ensure that the issue do not re-occur
  + Provide root causes analysis for problems faced during migration for future implementation; manage the change log of all the activities in the environment.

## it analyst | tata consulting services ltd | Newyork & Mumbai | 2007 –2010

* **Datacenter Migration:**
  + Migration of ruby applications from Mongrel to Passenger.
  + Mingle upgrade from version v2 to v3 (this involved migration of data from MySQL to Oracle).
  + Database upgrade from Oracle 8i to 11g and reconfigure jdbc datasource for web applications.
  + Migrate Documentum content management environment & partner Tomcat applications.
  + WebSphere application server migration from 6.0 to 6.1 (using export and import method) with very small outage window.
* **Middleware Administration:**
  + Java middleware platform setup: Installation, configuration & maintenance of IBM WebSphere Application Server ND, IBM HTTP Server, WebLogic Application Server, Oracle HTTP Server & PHP.
  + SSL certificate setup to secure connection between third party organizations.
  + Administration (setup, upgrade, deployment) of Drupal and Ruby Projects
  + Create process for IIS applications for clustered environment.
  + Create scripts for Autosys jobs to automate backup & restore, alerts and monitoring.
  + Managing SSO junctions (Tivoli Access Manager) to setup authentication & authorization for web application access.
  + Optimize performance of websites by setting optimal parameters.
  + Team leader with a proven ability to train, supervise, motivate, and evaluate customer service representatives.
* **Deployment Automation:**
  + Setup environment for code promotion using Cruise Control for ruby applications where deployment in development environment is automated however other environments were controlled automated.
  + Setup Anthill pro-environment for auto deployment of java suite of applications in WebSphere environments.
  + As onsite team lead in NY (USA) have managed stakeholders and client requirements for timely & automated code rollout.
  + Delivery and implementation of the project as per scheduled milestones; ensure compliance to quality standards.
* **Client Recognition & Awards:** 
  + Recognized for “Outstanding contribution to Environment Management Team”.
  + “Technical Excellence” award.
  + Recognized for “FIRM Onsite EMT Support”.
  + “Technological Excellence” award.

## system administrator | CMC LTD | mumbai | sep 2005 – dec 2006

**Note**:From Jan 2006 – Dec 2006, I worked as consultant at TCS, with roles mentioned above, later I was absorbed by TCS.

* **Server Administration**
  + Administration of all the Sun Servers for Application and Database.
  + User creation and deletion, access permission.
  + Set-up / Troubleshooting Sun UltraSparc Server controlling the line printers and print Services.
  + Installation & Troubleshooting of fast running Line Printers.
  + Backup & Restoration of the Servers.
* **Network Administration**
  + Administration of Routers, hubs, modems, networking and other related tasks.
  + Setup and maintenance of the Firewall Server.
  + Maintaining of proper documentation of FMS site; Keep records of asset movements.

## system engineer | accel icim frontline | mumbai | nov 2004 – sep 2005

* **Banking Server & Application Support**
  + All critical Banking Application (FINACLE) process control and support.
  + EOD & BOD process control to various business logic servers and CEOD/CBOD process for main application Server Finacle.
  + Administration for Sun Servers and e-mail server on Redhat Linux
  + Manage inventory of the different devices like servers, Desktops, Printers, Switches, Hubs, Routers & other devices.
* **Backup Administration**
  + Solstice backup for Finacle server, cold backup of all the UNIX based system and NT servers
  + Taking backup of servers on SDLT, DLT, DAT & Restoration.
* **Datacenter Site Management:**
  + Emergency maintenance of all the servers was done during the Mumbai flood on 26-07-2005. All the activities of other branches and start-up were done.
  + Scheduled shut-down was planned for shifting to new generator; during this activity of three hours.