

Swathi M Hegde
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Career Objective

Aspiring to work with an organization that offers responsible position where I can utilize my skills and capabilities to carve a niche for myself and effectively deliver towards contributing to the organization's aspirations and also enhance my personal growth through continual upgrading of knowledge.

Professional Summary

- An outstanding, self - motivated professional with around 4.2 years of experience in IT industry with proven expertise in **development, Supporting, Automation, CI/CD, Automation of Configuration Management, Build/Release management, Cloud Resource Utilization, DevOps processes etc**
- Has hands on experience in working on **cloud Platforms (GCP/AWS/Azure).**
- Experience on DevOps tools such as **Ansible, Docker, Jenkins, Maven, Kubernetes.**
- Proficiency in using CI/CD tools like **Git, Jenkins, Maven, Jfrog, Sonarqube** and configuration management tools like **Ansible** Can setup environments for CI workflow.
- Hands on expertise with configuration tools like **Ansible** ,Created **Playbooks** to automate infrastructure maintenance & configuration & deployments.
- Create clusters in **Google Cloud** and manage the clusters using **Kubernetes(k8s)**. Using Jenkins to deploy code to Google Cloud, create new namespaces, creating docker images and pushing them to **container registry** of **Google Cloud**.
- Experience in deploying microservice based application to Google Kubernetes Engine.
- Experienced in Branching, Tagging and maintaining the versions across different SCM tools like **GitHub**.
- Setting up **Cloud monitoring Environment** in **Google cloud** for multiple VM's, Creating Dashboards ,Uptime checks ,Alerting policy and trigger pagerduty alert /email alert from the cloud monitors.
- Have experience with different bug tracking tools like **JIRA, Remedy**.
- Hands on experience in scripting languages **like Unix Shell Scripts, Perl scripts, Python**
- Hands on experience in developing **PL/SQL - Stored Procedures, Views, Cursors, functions, Triggers, Packages**.
- Experience in working on **DB2LUW, DB2/ZOS, Oracle 11G & IBM WTX based application.**
- Knowledge of the stages of development, right from requirement gathering to closure using various methodology like **Agile(SCRUM), Waterfall(traditional)** of the project as per quality and organization standards.
- Experience in **Incident Management, Problem management and Change management processes.**
- Extensive use of **ServiceNow, BMC Service desk tools** for Support processes and incident/problem/change tracking.

- Experience in working with US Clients, and providing support during onshore and offshore hours.

Career Contour

Currently working as Senior Software Engineer at **Mindtree Limited A Larsen & Turbo Group Company**, Bangalore Since May 2019 to till date.

Worked as Associate System Engineer at IBM India PVT LTD from Sep 2016 – April 2019

Technical Skills

Programming Language : PL/SQL, SQL
Versioning Tools: GIT
Configuration Tools: Ansible
CI/CD Tools Jenkins, GIT, JFrog, Sonarqube
SCM Github, Bitbucket
Cloud Platforms GCP, AWS
Containerization Tool: Docker, Kubernetes, Dockerhub, Google Container Registry
Web Languages : HTML, CSS, JavaScript, Bootstrap
Scripting Language : Unix Shell Scripting, Python, PERL
Operating Systems: Windows, Unix, AIX, Linux, MVS
Databases : DB2, IMS-DB, Oracle Database, MongoDB, Mysql
Requirement Mgmttool : ITWR
Ticketing tools : JIRA, ServiceNow, BMC Remedy Tool, Salesforce

Projects

Project#1

Client : Equifax
Employer: Mindtree Ltd.
Duration: May 2019 – Till Date
Technologies: DEVOPS, GCP, GKE, Ansible, GIT, Jenkins, Github, Dockerhub, Docker Container Registry, JFROG, Sonarqube, Unix Shell Scripting, Python
Role : Senior Software Engineer
Domain BFSI (Credit Report)
Applications Supported : Nexgen, AcroGateway, IPGateway

Responsibilities:

- Deploy java web application on tomcat server through Jenkins.
- Deploy application to Google Cloud
- CI CD using Jenkins pipeline script
- CI CD using Jenkins, git and maven, Jfrog sonarqube, Docker, Ansible

- Written Ansible Playbook for Weekly System Reboots and for preboot tasks(for upgrades)
- Setting up of master slave environment in Jenkins and setting up of upstream downstream job using Build pipeline plugin,intergrating it with sonarqube and create quality gate to pass to next environment(Slave).
- Configuring Jenkins,Sonarqube,Jfrog Setup.
- Used ansible for the deployments using ansistrano(deploy) and ansistrano(Roll Back)
- Use Kubernetes for creating services & orchestrating the same for Auto Healing & Auto Scaling
- POC on deploying the Microservice based application on Kubernetes.
- Publishing the code to sonarqube along with Installation and setting up of Sonarqube environment and integrating with Jenkins.
- Setup cloud Monitoring Environment in GCP ,Creating Uptime checks Alerting Policy,Dashboard in Google cloud for Multiple VMS .
- Creating the Docker Images of the application component and pushing the images to Docker hub/Google Container Registry thru Jenkin pipeline script.
- Worked on GCP services like Comput engine,cloud storage,stack driver monitoring and cloud deployment manager.
- Hands on experience on Azure app insights for monitoring purpose.
- Have written few unix shell scripts for the monitoring purpose of the application.
- Creating GIT Branches for the developers for every sprints.
- Hosting and Participating in weekly calls with client to discuss project updates.

Project#2

Client : American Telephone and Telegraph company(AT&T)
Employer: IBM India Pvt. Ltd.
Duration: Oct 2017 – Mar 2019
Technologies: PL/SQL,Shellscripting,SQL,Perlscripting,GIT,Github,Jenkins,Sonar,Jfrog,AWS
Role : Application Developer
Description : AmericanTelephone and Telegraph company isaleadingTelecommunications company in US that provides voice, video, data & Internet telecommunications and professional services to businesses, Consumers and government agencies. This project is to develop and maintain a telecom related equipment and services, which covers online sales, Ordering, Provisioning, Billing and Service Assurance of the customer.
Applications Supported : Bundle Billing Gateway(BBGW)
Responsibilities:

- Involved in development, enhancement and testing phase of different subsystems of the BBGW(Bundle Billing Gateway) application.
- Was responsible for handling the Billing application and related Change requests.

- Involved in deployment of code in production as part of scheduled as well as emergency releases.
- Implemented PL and SQL queries, triggers and Stored Procedures as per the design and development related requirements of the project.
- Involved in end to end testing of the applications and Root cause analysis.
- Experience with defect tracking tool TDP(QM,LM,RM).
- Involved in Creation of Change Management Tickets for Weekend Install and monthly Releases.
- Three weeks iteration (sprint) to complete design, development and testing.
- Code Review of other team member and developed Installation scripts for all the deliverables.
- Writing End to End scripts for processing of the files.
- Scheduling the cron jobs for all the processes
- Creating Unix scripts to send automatic email for any rejects occurred while loading into ware house tables, to set new alert and modify the alert notifications for failure of the incoming Input files in the application for different Source Billers.
- Coordinating with Testers For any Defect fixing.
- Worked on Agile as well as Waterfall Projects.
- Analyzing the tickets and perform root cause analysis and providing solutions for the smooth functioning of the application.
- Was Involved in migration from SVN to GIT.
- CI CD using Jenkins,git and maven,Jfrog sonarqube.
- Installation of Jenkins in the AWS Server and intergrating it with the Tomcat Server.
- Creating GIT Branches for the team and helping the team with any GIT related issues.
- Created the webhook configuration for GIT commit.
- Setting up of sonar qube environment
- Preparing documents for installation, modification, errors and other activities.

Project #3

Client :	Fireman's Fund Insurance Company
Employee:	IBM India Pvt. Ltd.
Duration:	Sept 2016 – Oct 2017
Technologies:	DB2,SQL,PL/SQL, Unix shell scripting, COBOL, JCL, IMS-DB
Role:	Application Developer
Description:	FFIC is a one of the famous Insurance Company in USA which is part of Allianz Group. It offers automobile insurance, property, marine, Liability and workers comp policies and claims. This project is taken by IBM for enhancement, development, maintenance,24 X 7 Production support. IBM has taken over almost 200 applications from FFIC.
Applications Supported:	CIS,PAI,EPIC,PMS,MCCEE,CPI,CWS,PMS

Responsibilities:

- Looked after the daily occurring incidents.
- Handled the failed jobs and re-execute them.
- Issue analysis, provide solutions and the workaround details with customers.
- Understanding & analysis of user requirement for minor enhancements.
- Permanent bug fixes by doing root cause analysis and code changes.
- Monitor the production jobs and processes, FTP jobs and fix it in a timely manner.
- 24 X 7 Oncall Production-Support.
- Participated in bridge calls and involving in RCA of P1 /P2 issues
- Followed Agile Methodology, in solving the Incidents.
- Resolved the incidents without SLA breach.
- Involved in Root cause analysis and prepared the RCA document for the same.
- Interaction with different team and has good co-ordination skills.

Education

- BE in Information Technology (BE-IT),2016 from SIES Graduate School of Technology, Nerul with 7.25 CGPA- Mumbai University.
- H.S.C(2012) with 76%-Maharashtra State Board.
- S.S.C(2010) with 88%-Maharashtra State Board.

Accomplishments

- Published paper on “**Smart Precision Based Agriculture using sensors** “In IJCA Journal in 2016.
- Certification In **Android Application Development**.
- Holds IBM Prime Certification in **DB2 10.1 Fundamentals**.
- Holds **IBM Agile Explorer** Badge.
- Holds IBM **Python for Data Science** Badge.
- Holds IBM **BIG Data Foundations Level1** Badge.
- Holds **IBM Docker Essentials: A Developer Introduction** Badge& GKE
- Coursera Associate Level Certification of **Google Cloud Platform,Terraform**
- Coursera Certification on Google Kubernetes Engine.
- Holds Simplilearn **Devops Practitioner Training** Certificate.
- Udemy **AWS Certified Cloud Practitioner** Online Course Certification
- Coursera Certifications on **Python,Unix**.
- Completed Trainings in **Ansible,Docker,CI/CD Fundamentals** from Mindree
- Have received Hatsoff,Accountability & Partnership Awards for Outstanding Performance.
- Had participated in Project Level Hackathon event

Extra-Curriculum Activities

- Active Participation in **Dance and other cultural Activities** in IBM.
- Participated in **Youtsav** event in IBM.
- Active Participation in Account level **sports and Arts& Crafts** activities.

PERSONAL INFORMATION

Father's name : Mr Mohandas Hegde
Date of Birth : May 3, 1994
Marital Status : Unmarried
Languages Known : English, Hindi, Kannada, Marathi, Tulu
Hobbies : Drawing, Arts & Crafts, Dance.

I hereby declare that above mentioned information is correct and best to my knowledge.

PLACE:Bangalore
SWATHI HEGDE