Manu Prabhakar

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**Experience Summary**

* As an IT professional, I am self-motivated individual with over 13 years of IT experience in **IBM Web Sphere Application Server**, **ORACLE** **WebLogic**, Administration/Deployment, **and Linux**. I helped clients to achieve process and operational efficiency by implementing leading business practices and strategic technology through distinct methodologies. I am looking for a position where I can make use of my ideas and acquired technical skills into executable business values for the improvement of my organization as well as for my continuous learning and improvement.
* Create Coordinate, facilitate, and manage implementation/Deployment/Release plans for code releases/bug-fixes/software updates (Oracle/WebSphere).
* Good knowledge of Linux **as platform for all projects are Linux.**
* **Installation and Maintenance of Continuous Integration tool Jenkins (earlier Hudson)**, creating/configuring jobs, and plug-in installation for code coverage and to publish the results and build failures.
* **Analysis java runtime servers using WebLogic server.**
* **Responsible for running queries, complying classes in TOAD, PL/SQL Developer.**
* Manage major change releases including release note review, code deployment on IT/ST/UAT/PROD to support AT&T mission critical OSD applications. Ensuring all deliveries in compliance with I.T. Unified Process (I.T.U.P).
* Troubleshot infrastructure issues like application server (Weblogic/WebSphere) start up failure, code deployment issues, JDBC and JMS configuration issues, JVM tuning by setting the proper memory arguments, heap size, garbage collection algorithm for better performance and throughput in highly available AT&T and mission-critical applications
* Experienced in complete SDLC of the project involving Design, Development, Testing and Implementation of the Project.
* Extensive experience in Software Configuration Management, Defect Management and tools such as Subversion, I-Track(JIRA), and HP Quality Center, Nexxus repository Manager, and responsible for various software version releases
* Responsible for installation and configuration of AT&T customized application deployment tool **TAIGA**, Hudson on **Apache Tomcat** webserver.
* Responsible for branch creation, merging using **SVN** tortoise client and manage hook scripts in Subversion.
* Experience in end to end code delivery into production and co-ordinating with various groups for application software upgrade and driving outage calls if any.
* Managing **HP Mercury Quality Center** and **I-Track JIRA** for Developer Bug/issues and Manual steps during an installation.
* Coordinating with CCB and Change management groups with change request approvals for application deployment into production environment.
* Handling Production deployments and various environment issues.
* Good experience in managing and monitoring IBM WebSphere Application Server performance by tuning JVM heap size & GC parameters
* Secure Socket Layer (SSL) setup at IBM WebSphere Application Server / Weblogic Servers
* Troubleshooting Production issues, Worked on resolving Application Server Hang issues and High memory and CPU issues
* Participated in **Six Sigma** **Project** for Build and Deployment improvement as a Project Lead for my sub Team.
* Provided 24x7 production support, best practice trouble shooting, monitoring, capacity planning, performance tuning, naming standards, security and maintenance for J2EE applications deployed Oracle Web logic application servers

**Academics**

* **Bachelors Degree in Computer Science and Engineering from** H.P University, Shimla, 2003.
* **Diploma in Computer & science** from PSBTE, Punjab, 2000

**Technical Summary**

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| Programming Languages | Linux, Unix,Perl,ant,maven, PL/SQL |
| Tools | **SVN, Quality Center, Taiga, AVOS Endpoints, Hudson,nexus repository Manager, LDAP, Jenkin** |
| Operating Systems | Windows, Unix- Solaris, linux |
| Database(s) | Oracle 10g,11g |
| Application Server | * **Weblogic 10.3,11.x/12x, IBM WebSphere 6.x/7.x/8.x, Apache Tomcat** |
| COTS PRODUCTS | **AVOS Endpoints,Cramer OSS6.4/8.0.0/OSS8.2** |
| Development IDE | Eclipse,TOAD, PL/SQL Developer |

**Work Experience**

**Client: AT&T, Atlanta Jan 2014 –Aug 2016**

**Role: Deployment Manager/Application Support/WebSphere Admin**

**AMNQ/RMLQ/ADSL Qual**

**Team Size – 10+**

AMNQ (Availability Management Network Qualification) provides U-Verse, DSL and IPDSLAM availability based on the network inventory and other network details.

ADSL Qual apply Telco network qualification business rules to determine if a customer qualifies for IPDSLAM/Uverse and ATM DSL.

Loop Qualification System For DSL Product is a mechanize loop qualification system based on design point loop characteristics obtained from LEAD, PLAN and LFACS system.

Provides address validation and service availability information for IPAG for 22 states.

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**Role/Responsibilities:**

* Release management and deployment coordination.
* Maintained IBM WebSphere on Linux in development, staging and preproduction environments.
* Maintenance of WebSphere Application Servers on different UNIX platforms and setting up the development, testing, staging and Production environment for the on-going application development.
* Troubleshoot Migration issues, Node Manager issues.
* Configuring servers in both standalone and domain mode.
* 24X7 on-call production support and troubleshooting problems related to WebSphere Application Server and MQ Series.
* Creation/modification of existing/new SHELL, WLST and ANT scripts for monitoring and atomization of environments.
* Monitoring Health of WebSphere Servers in Production.
* Logo insertions, clearing WebSphere cache and DB Schema mapping for WebSphere.
* Development of infrastructure, Installation and support of System, Test, UAT, Staging and Prod Environments.
* WebSphere log archivals and Apache log archivals in Production.
* Analysis of WebLogic Thread Dumps using tools.
* Assist testing efforts with the client and WebSphere issues follow up to closure.
* PRD Change Manager
* Open/Document/Manage/Close AOTS CRs (Change request) for all applications.
* Create implementation plans for maintenance work on servers where these applications run
* Client management: work with clients (over 50) to process their registration requests for new versions of Application (which we release 3 times per year). Now this is for both Unix and Linux environments.
* Coordinate, facilitate, and manage changes to our PRD servers
* Participate in Issue Resolution/ Clarifications with Production Support team.
* Respond to any questions or escalations from Production Support team.
* Participate in System Appreciation Documentation and end-user documentation.
* Capacity management especially for Allications, keep an eye on how much volume we are receiving per day/month to make sure we have capacity, work with clients to make sure that increases in volume are within our capacity.
* Escalation contact 24 x 7 x 365 in case of outages if SQM team needs assistance or client(s) is escalating issue.

**Client : AT&T, Noida/Atlanta Aug 2009 –Aug 2016**

**Role: Application Support/Weblogic Admin**

**Operations & Service Development(Canopi)**

**Team Size – 10**

The project involved managing broadband network to provision the U-Verse an AT&T product portfolio to provide triple play service to its customers.

**Role/Responsibilities:**

* HF (Hot Fixes) deployment.
* Monitoring Health of WebLogic Servers in Production.
* Deployment of code on WebLogic 11gRx/10.3.x/9.2 server and portal in production mode.
* Installations and maintenance of WebSphere Application Servers on different UNIX platforms and setting up the development, testing, staging and Production environment for the on-going application development.
* Troubleshoot Migration issues, Node Manager issues.
* Logo insertions, clearing WebLogic cache and DB Schema mapping for WebLogic.
* Development of infrastructure, Installation and support of System, Test, UAT, Staging and Prod Environments.
* WebLogic log archivals and Apache log archivals in Production.
* Deployment and troubleshooting of JAR, WAR and EAR on both stand alone and clustered environment in Weblogic and Apache Tomcat.
* Analysis of WebLogic Thread Dumps using tools
* Oversight and development of Build and Release process.
* Manage control branching and merging of code.
* Create and Maintain complete environments for current and past releases.
* Maintain and automate build processes.
* Participate in Issue Resolution/ Clarifications with testers or whoever requires SCM support.
* Report status to the Onsite Coordinator and Offshore Lead.
* Follow all the processes and quality standards.
* Participate in setting up offshore environment.
* Participate in System Appreciation Documentation and end-user documentation.
* Checking Subversion and CVS.
* Handling Infrastructure and environmental issue.
* Handling Deployment on IT/ST/UAT/PROD Environment
* Daily status report
* Making the shift schedule for the team.
* coordinate with onsite and offshore.

**Client : AT&T, Noida Nov 2006 –Aug 2009**

**Role: Application Support/ Weblogic Admin**

**Sales Coaching Pricing Tool(SCPT)/ Bill of Material Report and Status System (BRASS)**

**Team Size – 10**

SCPT is based on Convergys’s Power Seller application. It provides coaching, configuring and pricing of complex solutions. SCPT is an enterprise tool available in all regions. SCPT main business benefit is to make the Sales process more efficient by reducing the time and effort it takes to produce an accurate quote, translating into increased sales.

BRASS application was created in 2005 for California State University billing architecture. This billing process was tracked manually via employee’s effort to keep all transactions on accord with an Excel spreadsheet. This made it difficult to accurately track changes if made on the client’s or vendor’s end. BRASS help eliminate human mistakes by tracking information via a database and security measures to prevent such calamity.

**Role/Responsibilities:**

* Installation and Configuration of WebLogic Application Servers on Linux.
* Installation and Configuration of Apache Web server.
* Deployed applications on Apache Tomcat.
* Deployment of .war and .ear files in Non-Production and Production environments.
* Configure Message Bridge and JMS Queues and topics.
* Server Performance tuning and Trouble shoot the applications and server side issues.
* Create the Data Source, Connection Pool and test the Connection to connecting the DB or Not.
* Creating the virtual hosts in apache WebLogic Server
* Application backup with tar and zip.
* Scripting to automate starting and stopping servers on physical reboot of Servers, ftp files between servers and local

machine, check status of servers and mail etc.

* Dealt with issues like Application Deadlock, High CPU, server hang up, and profiling the memory with third party tools like
* Provided On Call support 24/7.
* **Taj Info-Tech, Chandigarh Aug 2003 – Oct 2006**

**Role: Application Support/Weblogic Admin**

**Regional Cyber Banking**

The UOB regional cyber banking system is targeted for consumers or private account holders with savings, fixed deposits and credit card accounts .The phase which has been developed, consists of modules like User Login, Registration, Linking /Delinking of services, Linking /Delinking of accounts ,Account transactions.

**Role/Responsibilities:**

* Troubleshoot emerging application issues i.e. WebLogic configuration to code issues.
* Extensively involved in performance tuning and monitoring of various applications.
* Configured JDBC connection pool and multipool with ORACLE, Sybase and SQL Server.
* Deploy Portlets in a clustered environment for WebSphere portal.
* Experience in troubleshooting on issues such as out of memory, memory leaks, and hung session. Requirement gathering for WebLogic migration UAT staging environment.
* Installation and Configuration of Apache Web server.
* Deployed applications on Apache Tomcat.
* Deployment of .war and .ear files in Non-Production and Production environments.
* Configure Message Bridge and JMS Queues and topics.
* Server Performance tuning and Trouble shoot the applications and server side issues.
* Create the Data Source, Connection Pool and test the Connection to connecting the DB or Not.
* Log-file analysis (troubleshooting) to resolve issues using scripts.
* Creation of SSL and Digital Certificates for requesting, generating and the implementation of the communication link between the web server and the application server.
* Developed scripts to monitor JDBC connection pool status, JVM Heap size and JMS messages in the destination queues in the production environment.
* Application backup with tar and zip.
* Provided On Call support 24/7.