**RESUME  
  
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Professional Summary**

Detail-oriented and proactive **DevOps Support Engineer** with extensive experience in managing and supporting a wide range of DevOps tools and applications. Skilled in resolving user queries, troubleshooting application issues, and coordinating with vendors to resolve critical bugs. Adept at providing access management, analyzing system issues, and ensuring seamless operation of DevOps ecosystems. Strong collaborator with development teams and vendors to deliver effective solutions.

**Key Skills**

* **DevOps Tools:** Jira, Jira Service Desk, Bamboo, GitHub, Bitbucket, GitHub Actions, Octopus Deploy, SonarQube, Coverity, Black Duck Hub, Artifactory, Collaborator
* **Incident Management:** ServiceNow ticketing system, issue resolution, bug analysis, and vendor coordination
* **Access Management:** User access provisioning, role-based access control (RBAC)
* **Troubleshooting:** Application issue diagnosis, root cause analysis, and resolution
* **Collaboration:** Working with cross-functional teams, developers, and vendors
* **Documentation:** Creating and maintaining support documentation, knowledge base articles

**Professional Experience**

**DevOps Support Engineer**  
**Honeywell International Inc, Bangalore**  
**2022 – Present**

* Manage and support a suite of DevOps applications, including Jira, GitHub, Bitbucket, Octopus Deploy, SonarQube, and Artifactory, ensuring optimal performance and availability.
* Resolve user-reported queries via ServiceNow tickets, including access provisioning, application configuration, and troubleshooting.
* Analyze and resolve application bugs reported by developers, coordinating with vendors for critical issues and implementing vendor-recommended solutions.
* Monitor and maintain the overall health of DevOps tools, identifying and resolving performance bottlenecks and system issues.
* Collaborate with development teams to streamline workflows and improve tool integration.
* Document support processes, create knowledge base articles, and train end-users on tool usage.
* Provide timely updates to stakeholders on issue resolution progress and escalate major issues to vendors as needed.

**Key Achievements:**

* Reduced the average ticket resolution time by 20% through proactive issue identification and process optimization.
* Successfully coordinated with vendors to resolve critical bugs, minimizing downtime and ensuring business continuity.
* Implemented access management best practices, improving security and compliance across DevOps tools.

**Technical Proficiencies**

* **Tools:** Jira, GitHub, Bitbucket, Bamboo, Octopus Deploy, SonarQube, Coverity, Black Duck Hub, Artifactory, Collaborator, ServiceNow
* **Languages:** Python
* **Platforms:** Azure

**Education**

**Bachelor of Computer Applications (BCA)**  
Spurthy College of Science and Management Studies, Marsur Gate, Bengalore

* **Aggregate:** 71%

**Pre-University Course (PCMC)**  
Spurthy College of Science and Management Studies, Marsur Gate, Bengalore

* **Aggregate:** 70%

**Secondary School Leaving Certificate (SSLC)**  
S.F. S High School, Hebbagodi, Bangalore

* **Aggregate:** 72%

**Personal Profile**

* **Name:** Hemanth Kumar V
* **Gender:** Male
* **Marital Status:** Single
* **Languages Known:** English, Kannada, Tamil, Telugu, Hindi

**Declaration**

I hereby declare that the information provided above is true and correct to the best of my knowledge.   
**Place:** Bangalore  
**Date:**