**Vasudevan Jagannathan**  

**Production Support | Weblogic | DevOps | AWS**

Contact: **+91 – 7299092882**

## Email ID: [vasudevan251985@gmail.com](mailto:vasudevan251985@gmail.com)

## LinkedIn: www.linkedin.com/in/vasudevan-jagannathan

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**Career Summary:**

Over 10 years of IT industry experience in the field of Client/Server Applications, Middleware Server Administration, Production Support and system administration for Critical Applications and Public Cloud Migration projects in telecom and banking domain.

### Professional Experience Summary:

**From Aug 2012 – Present Company: Verizon Data Services India (Specialist)**

* Responsible for Administration, Configuration, Trouble-Shooting and Maintenance of WebLogic Servers, iPlanet webservers in production and non-production environment.
* Maintaining about 40 clustered WebLogic applications running on 200+ production servers.
* Deploying J2EE Application archives (JAR, WAR and EAR) on WebLogic Application Server through HPSA tool, Jenkins and In-House tool IPM.
* Handling issues related to WebLogic resources like JDBC connection pools, JMS servers issues.
* Experienced in applying regular weblogic security patches for WebLogic Application Servers.
* Experienced in taking Thread Dumps and Heap dumps on weblogic servers/creating Problem tickets to work with development team.
* Developed multiple shell scripts that would start, stop and check the status of the weblogic process on application servers and for other production support related scripts.
* Worked on SSL certificate creation process for non-prod servers through Digicert URL periodically.
* Monitor complex applications and business transactions using APM tool AppDynamics.
* Monitoring the stall count, Hogging Threads, Average resp time and Setting up Dashboard on AppDynamics and CA APM tools.
* Setting up proactive alerting and definable health rules serve to both notify of problem conditions through App Dynamics.
* Basic and working knowledge in WebSphere MQ Administration.
* Monitoring the server infrastructure like CPU, Disk, Memory usage and provide pro-active and reactive support.
* Responsible in providing 24x7 on-call supports for product delivery platforms and application troubleshooting and problem resolution, including managing, escalating, scheduling and reporting corrective actions.

**Cloud Migration Project:**

* 2+ years of hands on experience in building and automating cloud infrastructures on Amazon Web Services using Devops Tools such as Ansible playbooks, Jenkins, Stash/GIT and CFT.
* Good working knowledge of DevOps CI-CD tools such as Jenkins and GIT for cloud migration activity, Integrated Jenkins with Onestash(GIT) for Json/Yml files for installations.
* Working experience and knowledge on Amazon EC2, S3, VPC, Elastic Load Balancing, Auto scaling, IAM, security groups, Lambda, Cloud Watch and other AWS services.
* Experience with cloud Monitoring tools such as Cloud Watch and Datadog.
* Knowledge on log monitoring tools Logstash and Splunk.
* Created Cloud Formation Template for main services like EC2, VPC and ELB and Ansible playbook for Middleware, DNS alias and other related software installation.
* Worked on AMI Rehydration activity every quarter and deploying application/software by reusing the JSON and YML files.
* Used Datadog for monitoring AWS cloud resources and the applications that deployed on AWS by creating new alarm, enable notification service through monitoring.
* Experience managing multiple concurrent tasks and projects.

**From Oct 2010 – Aug 2012** **Company: i|Nautix Technologies (System Administrator)**

* Inautix is the IT of The Bank of New York Mellon in USA. It is a highly critical environment as we work bank wire transactions every day.
* Global Distributed Services is part of the command center for technology services group in Inautix.
* Responsible of handling lot of critical issues and constantly work daily and weekly Unix maintenance activities based on SLA as per the ticketing tool BMC Remedy.
* Performing disk space cleanups, processes check which often goes down and I have to manually check on its status and bring it up.
* Monitoring alerts for critical servers if it goes down, we bring the server back up through appropriate console and notifying the concern application team on the outage.
* Handling backup and recovery procedure for system using the tool EMC Avamar.
* We have TSM scheduled system backup in Unix servers and I have to manually check the status of those backups schedule if it has missed the actual schedule of the backup I have to bounce the scheduler to get back in schedule.
* On Unix cluster servers the resources often goes down and I have to bring up those servers online through VCS in Unix servers. I have to perform web logic instance bounces on Unix servers as per the need of the situation.
* Continuous Monitoring of BMC remedy queue for server down alerts and notifying Line of business and bring it back up through console.
* For all severity issues a bridge call will be open and will engage all related support groups and incident coordination team on the call to resolve the issue as per SLA.
* Coordination with onshore on vendor dispatch tickets based upon the issue raised on hardware’s.
* Experience on DR test activity and managing global infrastructure in 24\*7 environments.

**From Aug 2008 - Oct 2010 Company: Info Services**

* Info Services is an Exclusive Service provider to IBM Global Services, established with the sole purpose of rendering quality Customer Service equipped with hard-core technocrats from IT industry.
* Worked for Royal Bank of Scotland (Abn Amro Bank) project through IBM Info services as Tech Support.
* Remotely support the application issues related to Banking domain (VDS, Finacle, etc) and raising the EMEA tickets.
* Follow-ups with EMEA user ticket and resolving the application issue to the users.
* Updating the Windows and Symantec Antivirus Patches periodically and experience in User accounts, user administration in Active Directory.
* Monitoring performance related tasks and doing daily health check for the servers.
* Performed Datacenter Power shutdown activity and participated on business continuous process
* Sending the daily, weekly report to management.
* Experience managing global infrastructure in 24\*7 environments.

**Technical Skills:**

**Operating System:** Linux (Redhat, Centos, Ubuntu), Sun Solaris, Windows

**Web/App Server:** Weblogic, iPlanet, Apache, Nginx

**Scripting Language:** Shell Scripting, Python

**Ticketing Tools:** JIRA and Service now.

**Application Monitoring Tools**: Alert site, AppDynamics, CA APM

**Deployment Tools:**  HPSA, Jenkins, In-House IPM

**Log Monitoring:** Logstash, Splunk

**Monitoring Tools:** Datadog, Cloudwatch

**Tools:** GIT, Docker, Vagrant, Ansible, Jenkins

**Public Cloud:** AWS

**Certifications:**

* AWS Certified Developer – Associate.
* AWS Certified Solutions Architect – Associate.
* AIX 6.1 Administration
* ITIL V3 Certified
* Microsoft Certified Professional

**PERSONAL DETAILS**

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| --- | --- |
| Father’s Name | Jagannathan |
| DOB | 25.06.1985 |
| Gender | Male |
| Marital Status | Married |
| Languages Known | English, Tamil |
| Nationality | Indian |
| Permanent Address | 68, LIG Colony, KK Nagar, Madurai - 625020 |

**Date:** Yours faithfully,

**Place:**  (Vasudevan Jagannathan).