

Kishore Kumar S S

AWS Cloud Engineer

IT Professional with over 5 years of experience in Cloud computing and Devops related technologies, Ability to identify and implement automation opportunities in cloud. Seeking to effectively design and support Cloud Environments.



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Professional Experience

Sep 2019 -
Current

Systems Engineer (Pega Systems | Bangalore)

- Worked Primarily on the Pega Cloud environments provisioning, Platform upgrades, Patch and hotfix Installations.
- Coordinate with clients to plan, schedule, and perform upgrades with zero downtime during the Maintenance.
- Worked closely with clients to understand their requirements for building their environments.
- Managed proactive patching for all Pega Cloud customer to keep them at the latest patch set.
- Maintain highly available development, QA, Staging, and Prod infrastructure as required.
- Worked on automation projects with python boto3 to automate manual procedures and increase efficiency.
- Experience with Docker & Containers, Kubernetes and ansible
- Worked with Engineering Teams to deliver feedback and convey gaps observed from customer engagements.
- Experience with Kafka and Cassandra
- Initiated and worked on the Known Error Database by documenting the issue details and workaround steps which will help the team in case of any failures.

Jul 2016 -
Aug 2019

Service Delivery Specialist (IBM Pvt. Ltd | Bangalore)

- Worked Primarily on automating the provisioning by writing the Cloud Formation Templates.
- Creating and Managing certificates through AWS Certificate Manager.
- Restricting the users to their resources only i.e. giving resource level permissions by customizing the IAM policies.
- Good knowledge in Shell Scripting and automating complicated tasks so that the man hours can be reduced.
- Configured Route 53 along with ELB for hosting the high available web servers.
- Patching Linux and Windows servers which are hosted on cloud.
- Troubleshooting customer issues which are reported through incidents.



Education

2012 - 2016

- B.E (Computer Science and Engineering) from Saveetha Engineering college with 7.5 CGPA

2010 - 2012

- 10th & 12th from Cheran Matriculation Higher Secondary School with 90%.



Technical Skills



Amazon Web Services

- EC2
- RDS
- DynamoDB
- Lambda
- IAM
- CloudWatch
- SSM
- CloudTrail
- CloudFormation
- S3
- VPC
- Route53
- ACM
- EKS
- MSK
- KMS



Devops Tools

- Docker
- Kubernetes
- Ansible
- Jenkins
- Git
- Terraform



Language & Scripting

- Python
- Python Boto3
- Shell Scripting



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Key Achievements

- Recognized by Pega as a 'TSO Global team winner – 2020' for my contribution in provisioning 100+ error free environments.
- Managed proactive patching for around 2500 Pega customer environments and completed them successfully.
- Increased Pega cloud upgrades success rate by introducing multiple validation service and automation process.
- Major contribution towards Known Error Database (KEDB) service by documenting the issue details and workaround steps, which will help the team in case of any failures.
- Got Recognized for Excellence w/ Urgency by clients.
- Managed strategically important projects such as proactive infrastructure updates and critical security hotfixes in Pega Cloud
- Identified and reported multiple product bugs which would affect the automated tasks. Worked with cross-functional teams to investigate and permanently resolve the issues. This helped us to increase the automation success rate and saved ~20+ hours of manual failure handling work every month.
- Partnered with engineering teams and successfully implemented new service offerings for the clients.



Certifications

- AWS solutions architect – Associate
- CKA - Certified Kubernetes Administrator
- HashiCorp Certified – Terraform Associate
- BEC (Business English Certificate) – preliminary level



Personal data

Age : 26

Date of Birth : 04 - May - 1995

Nationality : Indian

Marital Status : Single

Hobbies : Painting and Photography

Languages : English, Tamil and Hindi(R&W)

