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## CAREER SUMMARY

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- ➡ Software Engineer with 7 years of experience in SCM domain, currently working as a Site Reliability Engineer.
- ➡ 3 years of experience as Cloud Support Analyst.
- ➡ 4 years of experience as Application Support Analyst.
- ➡ Sound knowledge in DevOps process.

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## TECHNICAL SKILL

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- Unix/Linux
- **Database:** SQL
- **DevOps Tool:** GIT, GitHub, Maven, Jenkins, Ansible, Nagios, Splunk, Docker, Kubernetes
- **Cloud :** AWS
- **Ticketing Tools:** Service Now, HPSM

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## PROJECTS

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- **Site Reliability Engineer from Jan-2019 till date**

Working with the DXC automation team to upgrade the current system with the help of automated tools.

Responsibilities Includes:

- Working with Version control system GIT and GitHub
- Code conversion and creating build files using Maven build tool.
- Proficient understanding of continuous integration tool Jenkins for end to end automation.
- Strong command on Configuration Management tool Ansible to deploy and manage servers in AWS cloud.
- Exposure to infrastructure monitoring tool NAGIOS and Splunk.
- Sound hands on in AWS cloud infrastructure and traffic handling by launching multiple EC2 instance, start, stop and terminate the services.
- Created and configured S3 buckets with various life cycle policies.
- Used IAM for creating roles, users, groups and implemented MFA to provide additional security to AWS account and its resources.
- Created EBS volumes for storing application files for use with EC2 instances.
- Environment set up by managing private and public subnets in AWS as per requirements and configured NAT.
- Configured SNS for alerts received from Cloud Watch.
- Knowledge on VPC.

### **Cenovus Energy: From Oct- 2017 to till Date**

Working as an Application Management Operational Support (AMOS) team member and worked as Application Steward for GIS and Administration (Tier 4) bundles with Cenovus Energy, an Integrated Oil Company to help them with the oil sand project which use specialized methods to drill and pump the oil to the surface, and established natural gas and oil production.

Responsibilities Includes:

- Queue Management: Monitoring queue and assigning Incidents, Tasks to respective application stewards within SLA.
- Working on Access provisioning and password reset requests for multiple applications.
- Performing Health checks for business-critical applications.
- Updating KB articles with updated work Instructions.
- Following Incident management, change management, problem management, communication etiquettes guidelines by Incident Manager.
- Supported Administration (tier-4) bundle applications.
- Worked on application packaging and retirement requests.
- Created RFCs for application migration to AWS environment and coordinated with respective teams for successful compilation.
- Supported GIS (Geological Information System) applications.
- Used LeoStream35 platform to access Linux hosted applications.
- Responsible for application services availability check and license renewal.
- Installing and monitoring application in supported environment.
- Handling incidents as per the criticality raised by business users.
- Interacting with business users, collecting and analysing requirements, recommending solutions.
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**Technology Used:** Shell Scripting, Linux, Apache, Tomcat

**Tools** : Service Now

### **○ Hewlett Packard Inc. : From Nov-2014 to October-2017**

- Worked as a Level 2 support team member in Operational excellence team and maintaining the software health.

Responsibilities includes:

- Worked actively with team members to ensure production stability with proactive monitoring of applications.
- Vigilantly addressed production incidents.
- Escalated issues and worked with appropriate team when needed.
- Performed daily health checks and applied recovery, troubleshooting processes.
- Worked on raised incidents by client, communicated and collaborated to Vendors.
- Identified opportunities to solve recurring issues and worked with development team to deploy the fixes.
- Improved existing knowledge base documentation.
- Flexible to work in shifts and weekends as per business requirements.
- Strong client driven approach and service oriented.
- Strong process oriented.
- Raised RFCs to change in existing codes.

**Technologies used:** Core Java, SQL

**Tool Used** : HPSM