

Marappan Chinnamugu

DevOps Engineer and Production Support



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Location: Bangalore, India.

5+ years of experience as a DevOps Engineer Supporting Infrastructure (AWS, Linux, Windows), DevOps (Build & Release Management) with strong background on web applications, middleware, and cloud for medium to large enterprise organizations globally.

Experience Summary:

- ✓ Having overall 10+ years of experience in DevOps/Build and Release Management, Production applications development, Support in a large scale-based IT applications environment.
- ✓ Working experience in CI/CD using Git, GitHub, Maven, Jenkins, Bitbucket, Bamboo, IBM Urban Code Deploy, Ansible, Docker, Kubernetes, Splunk and AppDynamics.
- ✓ Good experience in Amazon Web Services (AWS), Creating EC2 Instances and configuring all necessary services. Cloud Watch for monitoring server metrics, creating alarms & integrating with auto scaling.
- ✓ Configured security groups, Network Access Control List, Routing Tables. Managed Amazon Web Services like EC2, S3 bucket, RDS, EBS, ELB, Auto-Scaling, AMI, and IAM through AWS Console.
- ✓ Experience in developing Shell scripts and automation tools used to build, integrate, and deploy software releases to various platforms.
- ✓ Strong understanding with various branching and merging strategies for best practices of Source Code Management (SCM) processes like SVN, GIT, and Bitbucket.
- ✓ Proven ability to identify problem, analyze possible solutions and determine best course of action to meet objectives and Expertise in analyzing and resolving production issues.
- ✓ Working experience on operating systems like Windows, Linux and having good experience on programming concept, OS related issues, Server configuration and builds and release process.
- ✓ Experience in incident management, change management.
- ✓ Experience on scripting languages such as Bash.

Technical Skills:

- ★ DevOps Tools: Jenkins, Maven, Artifactory, Ansible, Terraform, Docker, Kubernetes, AWS
- ★ Version Control: Subversion, Git
- ★ Source Control Management Tools: GitHub, Bitbucket
- ★ Bug Tracking Tools: Jira, Bugzilla
- ★ Database: SQL, Oracle, NoSQL
- ★ Cloud Platforms: Amazon Web Services
- ★ Monitoring Tools: AWS Cloud watch, Nagios, Grafana, Splunk and AppDynamics
- ★ Collaboration Tools: HipChat, Confluence, Slack, Teams
- ★ Languages: HTML5, Java, JavaScript and Shell Scripting
- ★ Operating Systems: Linux, RHEL, Ubuntu, CentOS and Windows

Academic Qualifications:

- ★ B.Sc. in Computer Science from Bangalore University, Bangalore.

Certification & Trainings:

- ★ RedHat Certified Engineer (RHCE) on RedHat Linux Enterprise Linux Server Version 6.0.
- ★ Certified as MCTS on Windows server 2008 administration.
- ★ ITIL V3 Certified (Foundation Certificate in IT Service Management).
- ★ Oracle Certified Java Professional (OCJP) in Java SE 6 Programmer (1Z0-851).

Professional Experience:

DigitalOcean, Inc, Oct 2020 to Till Date | DevOps Engineer and Production support |

- Troubleshooting and managing fully automated Devops and CI/CD pipelines through Jenkins using shared libraries written in groovy.
- Creating and Implementing branching and merging strategy with multiple branches and used Git as source code management repository to keep track of version changes.
- Handle multiple builds from Development team, create build jobs in Jenkins and perform deployment activities.
- Deploying the JAR/ WAR files in Tomcat app server and Verify Deployment logs to check for successful deployments.
- Analyzing application logs in order to determine the possible cause of issues and reporting errors directly to the Dev team.
- Experience with Configuration Management automation tool Ansible and has worked on integrating Ansible YAML Scripts. Used Ansible for configuring and managing multi node configuration management over SSH.
- Setting up Kubernetes and deployed containers using Docker inside the application.
- Migrated the Micro Services Based applications from Virtual Machines /Droplets to Docker containers and managed the clustered containers using Kubernetes.
- Worked on creating the Kubernetes Pods,Services,ConfigMaps,Deployments and rollout by writing the yaml script and creating the resources using Kubectl. Managed and administered the Kubernetes cluster using kubeam, kubectl and kubelet utilities.
- Helped in converting VM/Droplets based applications to microservices and deployed as a container managed by Kubernetes. Scheduled, deployed and managed container replicas onto a node cluster using Kubernetes.
- Experienced using different log monitoring tools like Promethues, Grafana, ELK (Elasticsearch, Log Stash, and Kibana) to see logs information. Monitor & get the health & security notifications from nodes. Created monitors, alarms & notifications for Droplets hosts using Splunk.
- Writing Ansible play books for Application Deployment automation, Cloud Infrastructure Automation.
- Experience in Release management like planning, scheduling and deploying Releases.
- Coordinating with the Development team to fix the Build related issues.
- Involved in Blue Green, rolling updates, canary and recreate Deployments. Updating the config file and Scheduled various regular and periodic tasks by using crontab.
- Providing exceptional support for a growing number of products (Droplets, Load Balancers, DNS, Firewalls,VPC, Floating IP, SSL certificate, Block Storage, Kubernetes and App platform)
- Working both collaboratively and independently within a team setting as well as with other engineering teams to enhance customer experience.

Wipro Technologies, Jan 2018 to Till Date | DevOps/Build and Release Engineer |

- Experience in setting up a continuous integration and continuous delivery (CI/CD) pipeline by integrating Git, GitHub, Maven, Jenkins, Docker, Ansible and AWS (provisioning).
- Writing Ansible play books for Application Deployment automation, Cloud Infrastructure Automation.
- Experience in automating build process for creating JAR/WAR artifacts using Maven and scheduling through Jenkins.
- Creating continuous deployment pipeline by creating component processes, Applications and adding environments into handling deployments using code pipeline and AWS code deployment for various deployment scenarios like Tomcat deployment, Multiple applications deployment.
- Experience in Release management like planning, scheduling and deploying Releases.
- Experience in AWS provisioning by creating EC2 Instances and configuring all necessary services like Security, EBS and S3.
- Coordinating with the Development team to fix the Build related issues.
- Experience in creating new jobs in Jenkins and managing the build related issues.
- Experience in working with source code repositories (i.e. GIT, Bitbucket).

ITC InfoTech Bangalore, Oct 2013 to Jan 2018. | IT Consultant – DevOps and Product Support |

- Development Experience in Core Java (JSP, Servlet) and FlexPLM applications using Apache Tomcat and Windchill FlexPLM Application Servers with Oracle DB.
- Worked on multiple customisations according to the client requirement by using JSP, SSP and CSP approaches.
- Prepared Functional Specifications, Solution Design and Build Deployment documents for enhancements.
- Document and report all the found defects in JIRA and Reporting Bugs using Bugzilla.
- Built up CI/CD pipeline using Subversion, Git, maven, Jenkins for JAVA applications.
- Experience in creating new build jobs in Jenkins and store artifacts in Nexus repository and fixing build related issues.
- Work with development and source code management teams to understand impacts of branches and code merges. Coordinating with the Development team to fix the Build related issues.
- Develops shell scripts and automation tools used to continuously improve the release process.
- Administration/Maintenance experience of source control management systems, such as SVN & GIT.
- Experienced in performing merges and branch management and experienced in defining various build and release workflows.
- Build Java code in different Jenkins servers as per the schedule and performing Code Quality Analysis by the integration of Jenkins to Sonar.
- Executing regular control-m/Tibco jobs and if any issue comes during processing and resolve the issue.
- Monitoring the application process and servers through Dynatrace Monitoring tool and proactively raising the issue to the concern team if encounter any alert (Disaster/High & warning level).
- Installing PTC Patches on all the servers including Production server successfully.
- Expertise in Testing the Scenarios that are customized and implement them in Staging and Production Environment after successful deployments in Test and Development servers.
- Working in Agile Methodology using Scrum based implementations for the entire module and Conduct daily scrum calls and ensured successful weekly/monthly Sprint releases.
- Ensuring the ITIL practice of Incident management, Problem management, change management & Proactive Capacity management/planning is followed in the technical activities.

Fidelity Investment, Dec 2009 to Sept 2012 | Production Support Engineer |

- Provide production support to Fidelity's investment Banking environment consisting of around 1500+ Physical servers and 5000 virtual servers across the datacenters located in US & UK on Windows, Linux, and Solaris platform.
- Managing geographically split application support team of 10 persons spread across India and UK providing support for around 10 applications including websites used by the US Pensions - Defined Contribution line of Business.
- Responsible for smooth functioning of day to day IT Service Operations- 24X7 support for applications and websites as per ITIL framework - Incident, Change, and Event Management.
- Proactive Remote monitoring and Supporting Fidelity Windows, Linux & Solaris based Servers and ensure the day to day Fidelity operations run smoothly without any interruptions.
- Responsible for Root Cause & System Log Analysis and reporting, Enabling Monitoring for Log files, Identifying and Resolving False Alert issues by debugging patrol.
- Performing daily health checks of all servers and taking steps proactively if any findings observed.
- Level 1 & 2 troubleshooting of servers and applications issues, running various scripts on Linux servers to check resources utilization and keep the server up & running using Remedy tool.
- Handling service calls and incidents, outages in HP Service Manager and resolving it within SLA by coordinating with appropriate internal teams.
- Provide support to Integration, middleware, DBA, development teams for issues related to system. Provide technical Support for day-to-day operations and manage assets & Helpdesk activities including remote assistance to clients.
- Ensuring all scheduled daily/weekly tasks are completed, all alerts are managed and escalated, incidents are reported effectively to the Incident Manager, and all other ad-hoc tasks are managed and completed.

Personal Profile:

Father's Name : Chinnamugu. T
Date of Birth : 16th May 1989.
Marital Status : Married.
Gender : Male.
Permanent Address : #5/30, Karagoor, Seeriyanaahalli (Post), Palacode (Taluk),
Dharmapuri (District), Tamilnadu (State). India. Pin: 636808
Languages Known : English, Kannada and Tamil.

Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Marappan Chinnamugu)