

## Dharani Babu .K



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<u>IT experience</u>	<u>Relevant Exp.</u>
15 Yrs	8 Yrs

- Working as **Sr. Devops SRE Engineering Manger** at **Capgemini India**
- Worked as **Senior Staff Engineer- Site Reliability Engr.** for **Altimetrik**, Bangalore
- Worked as **Technical Architect- Cloud Services** for **JDA Software**, Bangalore.
- Worked as **IT Analyst** for **TATA Consultancy Services**, Bangalore.
- Worked as **Associate** for **Cognizant Technology Solutions**, Bangalore.
- Worked as **Associate Consultant** for **Oracle Financial Software Services**, Bangalore.
- Provide architectural and practical guidance to software development to improve resiliency, efficiency, performance, and costs
- Monitor and report on service level objectives for a given applications services. Work with business and product owners to establish key performance indicators
- Capacity planning and management - create, use, maintain a capacity model for on-prem and AWS hosting, based on E2E user flow profiles
- Work with product operations team to resolve trouble tickets, developing and running scripts, and troubleshooting services in a hosted environment
- Work to support a mega scaled solution that is available 24x7x365
- Worked in customer location interacting with clients very closely.
- Having Good exposure in Database Concepts, Normalization in Database, OOPS concepts, Data Communication and Networks.
- Strong communication skills and experience in customer interaction in requirements gathering. Played various customer interaction roles in various capacities, across projects.
- CI/CD pipeline specifically for building a Docker image and pushing it to Docker hub and JFROG artifact and kubernetes/OpenShift deployments essentially provided CI/CD platform for entire enterprises applications development group with plug and play concept.
- Experienced in handling the onshore team/Clients as single point of contact (SPOC) from offshore.
- Experience in migrating and implementation of multiple applications from on premises to cloud using AWS services like SMS, DBMS, Cloud Formation, S3, Route53, EC2, RDS, SQS, SNS, Cloud watch, EBS, Lambda, and VPC
- Builds Server using AWS, importing volumes, Launching EC2, RDS, Creating security groups, auto scaling, and load balancers in defined Virtual private connection Implementation of SOA architecture in middle ware between application and vendor server

## Educational Qualifications:

<u>Graduation</u>		<u>Post Graduation</u>	
Degree	Institute	Degree	Institute
Bachelor of Computer Applications (BCA)	Sree Venkateswara University, Tirupathi, India	Masters in Computer Applications (MCA)	Sree Venkateswara University, Tirupathi, India

## Trainings and Certifications:

- Brain Bench Certification in Business Communication, Server Administration.
- Certified from ITIL for ITIL foundation
- Certificate Course in Honours Networked Computing(HNC) from NIIT.
- Finance Foundation Program iFP Certification from Oracle.
- Participated GREAT COMMUNICATOR Workshop in Oracle.
- Appeared IKM Test in Oracle in the competency Oracle 9i PL SQL.
- Attended Data warehousing Training in Oracle.
- Gained OCP certification from Oracle
- Gained Oracle Web Logic Server 10g System Administrator
- Achieved AWS sys Ops admin certification from AWS cloud

## Technical Proficiency:

Cloud Formation	:	Terraform, CFT
J2EE	:	JSP, Servlets, EJB
AWS Cloud Technologies	:	Cloud Compute EC2 EBS Lamda Fargate, Network VPC Cloud Front Route53 Elastic load balancing, IAM, Containeraztion EKS, Storage S3 EBS
Containerization & Orchestration	:	Docker, Docker swarm & Kubernetes
Operating Systems	:	Windows NT4, WindowsXP, Unix(Sun Solaris), AIX.
AWS RDS & Databases	:	MySQL, PostgreSQL, RedShift, DynamoDB, Oracle 9i, SQL Server 2000.
Scripts	:	Unix Shell Scripting, Python
Configuration Management Tools	:	VSS and Clear Case, RTC., GIT
Cloud Computing	:	Dev ops with AWS, GIT, Ansible, Jenkins, Maven, Terraform, K8S CI CD Pipelines
Web Technologies	:	Tomcat, Web logic, HTTP Protocol, JBoss, Golden Gate, MS IIS, SOA, Rest API, Json, Yaml
Job Schedulers	:	Autosys, Cron Scheduler
Proprietary Language	:	Mosaic OA 2.5.1.
ITIL Skills & Ticketing Tools	:	Incident, Problem, Change management, Service-now, Remedy, Jira
Monitoring Tools	:	Appdynamics, Splunk, Nagios, Prometheus

## Domain Knowledge:

- **Banking** - Have good exposure in **Commercial Banking, Retail Banking** System like Consumer Lending Applications, EOD & Intra day Statements Tracking. **Investment Banking** like hedge funding for generating high returns.
- **Retail Supply Chain** - Having good experience technically and functionally over SCM life cycle and on the Supply chain products like SCPO, Demand, Fulfillment, IO **in terms of business** perspective.
- Delivery of Project using Agile & CI/CD model of implementation along with operations end to end

## Value Added Achievements

- Developed Bash scripts for automating the **Manual Database interventions** activities using autosys job runs in middle of the batch cycle.
- Developed Bash scripts for automating an **application services restart** which involves multiple components to be started in specific order.
- Developed Bash scripts for **Critical patch deployment** to implement in lower and Prod environments without manual intervention thus saving time.

## Career Profile:

1. **Project** : F1 Platform for UCE Team Collaboration  
**Client** : Novartis  
**Duration** : May 2020 to Till date  
**Technology** : Java, Unix Shell Script, Aws, Kubernetes, Devops (Ansible, Jenkins, Git, Git lab, Docker, Jfrog), JIRA, Rest API  
**Role** : F1 Platform Sr. Devops Engineer

### Description:

F1 Platform is built for UCE team to support the pipelines as per their needs. As a platform team we will be providing various capabilities and infrastructure to the UCE team. UCE team will leverage the infrastructure and the platform and make their own customizations as per their requirements. F1 platform is responsible for the pipelines that were built and make sure they were executed without any issues in platform perspective.

### Responsibilities:

- Supported various UCE teams in running their pipelines smoothly and hassle free.
- Debugged the issues in pipelines that were caused and not run in the various environments.
- Migrated the projects and pipeline builds from old environment to new environment.
- Supported release activities as and when required in various environments
- Migrated projects and repos from gitlab to bitbucket tool.

- Performed various automation activities as and when required to support the UCE team needs
- Worked on S3 buckets for storing the data from one region to another region
- Written Ansible playbooks to store the artifacts in backup directory.
- Enabled replication between different regions in jfrog for better latency in CI CD process
- Performed end to end testing of pipelines for CI CD deployment process
- Modified shared libraries in Jenkins as per the needs of the UCE team in running the pipeline.
- Vulnerabilities were addressed at various stages for the docker images
- Prepared slave images for running the pipelines using the multi pipeline projects
- Pushed images to jfrog artifactory and pulled the artifactory as and when required.
- Prepared documents for the POC performed on new requirements.
- Recreated corrupted images and built accordingly.
- Liased with various other teams in maintaining the platform a smooth environment for end users.

2. **Project** : Global Digital Banking for e connect(Online Banking)  
**Client** : SVB (silicon Valley Bank)  
**Duration** : Jan 2020 to May2020  
**Technology** : Java, Unix Shell Script, Oracle SQL, PL/SQL, AWS, Devops (Ansible, Jenkins, Git), Service-now, SOA, Rest API  
**Role** : Offshore SPOC - Lead

#### **Description:**

Silicon valley Bank(SVB) is a commercial bank for large scale business customers and small scale business customers. It offers a platform for various commercial bank users in providing an online banking platform where they can do their payments, transactions, maintain accounts etc. And also SVB provides a seamless experience with various partners that help the customers in interacting very user friendly for their services. SVB is a one step solution for all of its customers sized from big size to small size in providing the digital solutions to their end users.

#### **Responsibilities:**

- Presenting monthly deck to the customer and highlight the burning issues in prod and updating the stability of the application.
- Handling the issues in run book activities and fixing them with workaround liaising with DEV team and QA team.
- Provide functional support for the user issues and resolve them.
- Validate the application for any specific release activities and checking if all the required functionality is working as expected
- Monitoring scheduled batches and act accordingly to meet daily SLAs.
- Coordinate with other teams to fix the application issues and other issues related to various partners.
- Building the packages from the code with the help of Maven in Jenkins.
- Deploying the artifacts from Nexus into the prod with the help of Ansible in Jenkins
- CI/CD Orchestration of build & deploy the release activities.

- Sending end to end communication on all issues to business team that affect SLA.
- Co ordinate with the technical and functional team to resolve issues and seek client approvals in prioritizing the fixes.
- Preparation of validation documents for monthly release activities coordinating with the dev and qa team.
- Preparation of post deployment activities after every release to communicate business that all statistics are as expected.
- Support application outage activities.
- Wrote complex SQL queries using, sub queries, Group functions, Analytical functions to retrieve data from the database.
- Participating in the upcoming release items with all the stake holders and prioritizing the issues
- Support change implementations, communications, documentation and training.
- Simulate the production issues in lower environment and provide the test scenarios to the dev team.
- Troubleshooting batch issues and enhancements.
- Monitoring the application using the monitoring tools like splunk, appdynamics

### JDA Software

1. **Project** : Integrated planning Fulfillment and replenishment (IPFR)
- Client** : Loblaw 's
- Duration** : Nov 2013 to Jan-2020
- Technology** : Unix Shell Script, Oracle SQL, PL/SQL, AWS, Ansible, Terraform, Jenkins, Dockers, Kubernetes, Oracle
- Role** : Team Lead OFF Shore APS

### **Description:**

Loblaw Companies Limited is Canada's retail outlet, the nation's largest retailer. Loblaw uses JDA SCPO solution and other modules for planning and orders that have been highly customized to handle huge amounts of data. JDA is offering a combination of software and services to Loblaw to achieve the above objectives for Loblaw. Offerings like these to Loblaw helps JDA meets its business objectives and achieve financial targets and be competitive in the market place. Lack of availability of the resource hampers the ability of JDA to deliver the services offerings to Loblaw and therefore impacts JDA's financial goals.

### Responsibilities:

- Deployment of PD patches in lower & Prod environment using the CI/CD pipelines.
- Providing the infrastructure in the lower environment as per need basis using IAAC.
- Making configuring changes in the deployed environment using the tools like Ansible.
- Monitoring scheduled batches and act accordingly to meet daily SLAs.
- Coordinate with other teams to fix the batch issues and other issues related to data.

- Sending end to end communication on batch issues to business team that affect SLA.
- Communicate with the client/technical and functional team/CSS to resolve issues.
- Preparation of New FE pages and UDT tables for different processes requested by the client
- Installing new JDA patch releases on production and other lower environments.
- Support application outage activities
- Wrote complex SQL queries using, sub queries, Group functions, Analytical functions to retrieve data from the database.
- Participating in the upcoming patch upgrades of JDA SCPO, JDA PROMO and Advertisement applications.
- Support change implementations, communications, documentation and training.
- Support Technical questions and Functional user queries on the JDA Applications used in the IPFR track.
- Gather technical and functional details related to future enhancements from the ADS, understand it and cascade the knowledge onto the other APS team members.
- Resolve Service Now (issue tracking tool used by Loblaw) tickets raised by stores either through the NSC (for any production incident) as well as user query incidents and triage them to the best of knowledge.
- Coordinate with JDA support and PD teams in fixing application issues.
- Troubleshooting batch issues and enhancements.
- Support for JDA Inventory Optimization suite.

### **TATA Consultancy Services**

1. **Project** : Investment Banking Production & Testing Group (IBPTG)
- Client** : Credit Suisse
- Duration** : Mar 2012 to Nov 2013
- Technology** : Unix Shell Script, Oracle SQL, PL/SQL, Windows Server
- Role** : Shift Lead

#### **Description:**

CS IBPTG is Prime Services that globally integrated, multi-asset platform across traditional prime brokerage, prime financing, listed derivatives and managed lending. Our Prime Services team blends experience and informed insight to create practical solutions that are grounded in an understanding of the unique needs and challenges faced by hedge funds. Prime Services is comprised of three product lines Prime Finance, Prime Brokerage, Prime Lending.

Provides global coverage in application support for the Prime services in all the three product lines that comprises of approximately 70-80 applications. This also includes DR activity, Quarterly maintenance. Strictly adhered to SLA and escalation procedures for all types of activities that are carried as part of support provided in prime services. ITIL practices are followed providing IT service operations to the customer with more productivity. I Involved in the project from the initial stages where we went to client location for KT and responsible for setup of the project in the offshore for team members.

**Responsibilities:**

- Major functions involved in Prime services are Alert monitoring and resolving using tools like Managed Objects thus ensuring the system in restoring normal service operation.
- Resolving the batch jobs failed scheduled by Ctrl - M server through the Ctrl - M Agent and make sure all the batch jobs executed properly within SLA.
- Acting on the jobs pinged by L1 support in common chat room and taking action accordingly for over running, not started and failed jobs.
- Performing scheduled checks at the scheduled times thus verifying the health of the applications like updating duty manger.
- Sending the scheduled reports to the end user customers like SAC Report, EMEA, LN health check reports.
- Performing user delegated tasks and IT delegated tasks which will provides the access to end users and also user delegated IT tasks.
- Special events like QMW activities, release activities, DR activities.
- Packaging for release, getting approvals, deployment in production machines.
- Reporting for permanent fixes to Level 3 with the logs and any required information for repetitive job failures and issues.
- Dividing the work within the team and providing updates to the client on regular basis.
- Discussing about the issues logs raised by the client in the daily calls scheduled.
- Role was defined as SPOC to the client for the particular shift to the clients.
- Taking KT from the clients and arrange an internal KT within the team preparing the KPS documents.
- Taking care of access requests within the team members through a client portal called My access.

**Cognizant Technology Solutions**

1. **Project** : IVBL Production Support for Mi bank Applications
- Client** : ING Vysya bank
- Duration** : Jan 2010 to Feb 2012
- Technology** : Unix Shell Script, Oracle SQL, PL/SQL, Windows XP
- Role** : Technical Lead

**Description:**

Mi bank is a web based application which has two modules customer and admin module. The customer module is available to customer for doing their internet banking. Admin Module is to authorize, create users and all admin activities.

Wholesale banking is purely meant for corporate for banking which in terms divided into Business banking and ING Converge.



**Responsibilities:**

- Was single point of contact for the customer, responsible for requirements gathering, analysis, designing, quality, deployment, Gathering Project Metrics and supporting the application.
- Worked in customer location interacting with clients very closely.
- I was a Key Re-source in onsite communicating with client providing the application and Production support team assisting in training and problems solving.
- Involved the Retail internet banking soft launch, coordinated with vendors and deployed, configured the application in a cluster environment.
- Has done DR set up for multiple application which was successful and got client appreciations
- Has configured middle ware services as a interface for different applications
- Involved in fail over activities switching the applications from primary to secondary and vice versa in case of cluster fail over.
- Worked at client location with multiple teams across the industry and good team player in coordinating the work with vendors
- Has a good understanding of interfaces between the internet banking i.e. core banking system (profile) and ESB interface which is used for online and offline communications.
- Involved in Problem management for the set of applications and providing permanent fix for the most repeat issues.
- Resolving the incidents by providing work around thus keeping production environment live without affecting business.

**Oracle Financial Services Software Pvt. Ltd.**

- |    |                   |   |
|----|-------------------|---|
| 1. | <b>Project</b>    | <b>: Statements-Global Information Warehouse</b>                      |
|    | <b>Client</b>     | <b>: CITIFINANCIALS, USA</b>  |
|    | <b>Duration</b>   | <b>: Jan 2009 to Dec 2009</b>   |
|    | <b>Technology</b> | <b>: Unix Shell Script, Oracle SQL, PL/SQL, Ab Initio, Windows XP</b> |
|    | <b>Role</b>       | <b>: Team Member - PL/SQL Developer &amp; Support</b>                 |

**Description:**

Global Information Warehouse involves building an Information Warehouse, which is used for Customer reporting. This Information Warehouse will take feeds from various operational systems and enable GC & T to measure financial performance of its products and operations as well as offering customers advanced reporting capabilities including forecasting. Statements track maintains the account statement reports of customers and provides opening and closing balance.

The Primary objective of this project is that to maintain the Historical data and generate the statements to the subscribed corporate customers. We receive the feeds from the source system called Flexcube, and will normalize/process the data and move



the same to Warehouse and marts for availability to the downstream applications. The source system will generate the feeds of **Cash, Fund Transfer, Liquidity and Securities** transactions

### **Responsibilities:**

- Involved in developing PL/SQL stored procedures to move the data from stage to warehouse and then to mart.
- Involved in analysis and resolution of critical production issues in the Statements module.
- Carried out enhancements in the Pro\*C codes, PL/SQL stored procedures.
- Involved in UAT and SIT and production outages.
- Prepared the necessary documents for the feed and process monitoring.
- As part of UT, prepared Unit Test plans and executed it and also performed independent Unit Tests
- Verifying/validating the Source files that are arrived from the source system
- Program specification and coding for the Extraction of data from the source system data files to the staging
- Data Analysis & Quality Check on loading to Staging and Operation Data Source area
- Extracting the required Branch specific information and put into the Staging table with the help of Control files and load the same using SQL Loader.
- Scheduled the scripts for staging data loading from different sources and also from staging to Warehouse
- Get the active records from WH and move the same to the Marts for statement generation.
- From the mart table, will extract the data and generate the statements for the subscribed corporate customers by using Citi Direct as a downstream application.
- Updating the clients and the onsite co coordinators with the ongoing development status in daily basis.
- Showcasing the TSD and getting approved from the clients
- Allocating the work to the team members and reviewing the code.
- Ensuring the deliverable to achieve the committed timelines.
- Pushing the code to SIT and verifying the data by doing Unit testing.
- Fixing the tickets in SIT and releasing the package with new fixes to UAT.
- Ensuring the SIT/UAT QC sign offs from the QC team.
- Keeping the track of documents for the Citi Audits.
- Supporting the Branches that are live (implemented) in Production.

2. **Project** : **Global Information Warehouse (GIW)**  
**Client** : CITIFINANCIALS, USA  
**Duration** : Jan 2008 to Dec 2008  
**Technology** : Unix Shell Script, Oracle SQL, PL/SQL, Windows XP, Ab Initio  
**Role** : Team Member

**Description:**

Citigroup (Citibank) GTS/CTM-T (Global Transaction Services Cash and Trade Management - Technology) has built the Global Information Warehouse (GIW) to enable sophisticated reporting and analysis of Cash and Trade products data for both internal use and the customer. Since 2002, end corporate customers are provided with data analysis and reporting services on corporate banking products. IW either directly or indirectly provides required customer data for various applications. The different tracks in GIW are Statements, ECIF, Payable, Receivables, Liquidity, Trade, Treasury vision, Shell Jiffy.

GIW production support team which supports various applications has spread across different locations; primarily IW team works from New York City (onsite) and India (offshore). Certain applications require exclusive support from onsite team, certain applications from offshore team and most applications require support from both onsite and offshore teams.

**Responsibilities:**

- Responsible for providing production support from offshore for all tracks.
- Data Processing from source data to Staging and then to Warehouse and Mart environments.
- Making changes to the existing Unix Shell Scripts, PL/SQL, and SQL programs as per the customer requirements.
- Check for the Data Consistency - Verifying Mart data with Data Quality Team.
- Analyzing Client issues regarding the data and providing solutions for the same.
- Identify and report the root cause of issues in the production environment, across all tracks of the project.
- Monitor the feeds to check if feeds have come from the source system and are successfully processed to the warehouse and Mart.
- Preparing and sending reports, analyzing reports for all tracks in the project.
- Attending client production turnover calls on a daily basis.

3. Project : GPW  
 Client : CITI BANK.  
 Duration : October 2007  
 Technology : VB.Net and Oracle 9i  
 Role : Developer

**Description:**

GPW is CAM's strategic solution for a **global performance system**, maintaining and reporting returns, AUMs, flows and much more on over 250,000 client accounts, mutual funds, composites, and benchmarks. It currently services CAM businesses in North America, Latin America, Europe, Asia, and soon Australia. It is build on an Oracle database, with a Visual Basic front end, now the project is migrating to VB.Net.

#### **Responsibilities:**

- Code Migration from VB 6.0 to VB.Net
- Designed User friendly interface without changing the existing interface functionality.
- Test cases prepared after a thorough Unit testing on the Application.
- Developed Proof of Concept for the Client.

4. **Project** : **Global Service Platform(GSP) Maestro**  
**Client** : CITI FINANCIALS, USA  
**Duration** : Oct 2006 to Sep 2007  
**Technology** : Mosaic OA, Oracle 9i ,Unix Shell Scripting  
**Role** : Developer

#### **Description:**

Maestro is Client-Server application developed using Mosaic Development environment and Oracle 9i as Back end Database. Maestro is a Credit Sales Application that CITI FINANCIAL uses for providing loans to various Customer Network Branches, Dealer Services, Regional Branches and Collection center. The Major functions of the Maestro to Business User are Customer Service, Sales Support, Work list, Branch Admin. As part of the Project, Oracle provides Maintenance for the application that operates in UK by doing Support for BAU Activities and Development for new enhancements.

Maestro was built to

- Make Loan Booking processes more user friendly
- Give User more flexibility
- Give the User additional functionality.

#### **Responsibilities:**

- To understand the functionalities of Maestro, which is a Retail Banking application.
- To prepare the analysis document, Technical Design Specification Document TSD, Unit test, Release Request RR.
- Development of stored procedures , packages and functions
- To analyze the dependencies of other projects on the current project.
- Interaction and co-ordination with onsite and off shore team members to gather the requirements, assumptions and clarifications to meet the requirements.
- Updating Status to the Client on the Ongoing Development projects in Offshore.
- Assign the Work Requests and TD to the Offshore Team and review whether expected Deliverable are released.
- Co-Ordinate SQA Audit and Data Dump Import and Butler Patch installation.