VINOTH S

Email-Id : itvino85@gmail.com
Mobile: +91-9994015678

PROFESSIONAL SUMMARY

- Over 5 years of professional experience in Information Technology specializing in Application and Production support of Client-Server and web applications using Oracle database 10g/11g, Linux/Unix, Firewall.

- Process knowledge in Change Management, Incident Management and Problem Management areas of business requisite

- Ability to be flexible, pro-active to manage workload, handle multiple projects at any given time, meet aggressive deadlines, organize and prioritize work

- Strong inclination towards business analysis and following market trends

- Having extensive knowledge in Business Requirements Documentation, Detailed Design Documentation and have provided disruptive solutions to address various business challenges

SKILL SET

- Expertise in Windows Server management, User quota, Group policy and Linux servers with L2/L3 support levels for monitoring, troubleshooting application and performance issues

- Experience in providing highly available and fault tolerant applications utilizing orchestration technologies like Kubernetes and apache mesos on Google Cloud Platform.

- Expertise in creating kubernetes cluster with cloud formation templates and deploy them in aws environment and monitoring the health of pods using helm charts.

- Responsible for effective implementation of incident/change management while working under pressure situations to meet SLA for various applications.

- Involved in crisis management i.e., handling/hosting the bridge calls during planned maintenances and production outages.

- Experience in RCA and working with engineering teams and principal vendors for production bug fixes.

- Providing on-call support for client applications during non-business hours.

- Experience in keeping up and looking at log archives using monitoring tools like Nagios, Splunk, Dynatrace and Prometheus.

- Experience in creating Stored Procedures, Functions, Packages, Triggers, Cursors, Views and Indexes.

- Expertise in Optimizing Data base performance, Indexing, Materialized View, managing locking scenarios for multiple users.

- Expertise in working with different Bug Tracking tools like JIRA,clear quest and quality center.

- Experience in onsite/offshore work model for effective business support continuity

- Experience in load balancing, writing rules and restrict the application,IP address through firewall.

ACADEMIC QUALIFICATIONS

- B.Tech (I.T) from M.Kumarasamy College of Engineering,Karur in 2006
- M.Tech (I.T) from Bharathidasan University,Trichy in 2010

COURSES COMPLETION

- Openshift Admin
- CCNA

TECHNICAL SKILLS

- Platforms   : Linux, Windows Server
- Orchestration Tools   : Kubernetes, Docker and Google Cloud Engine.
- App & Web Servers   : WebLogic, Tomcat, Apache
- Ticketing tool   : JIRA, BMC Remedy
- Virtualization   : AWS EC2
- Monitoring   : Nagios, Dynatrace, Splunk, Solarwinds DPA
- Networking Protocols   : TCP/IP,DNS,DHCP,Switches,LAN,WAN.
- Database   : Oracle SQL, PL/SQL

WORK EXPERIENCE

FEB 2015 – Till Date: J.S JEWELOM LLP, Coimbatore

Title: Senior Support Engineer.

Key Results Areas:

- Maintaining strong relationships with the first line teams through whom issues are directed from the end users; Application Development teams responsible for developing and maintaining the applications supported; the Infrastructure teams that supports the technology infrastructure on which our applications are installed.
- Resolving support requests through the ticketing system with adhere to SLA.
- Escalating technical issues when needed and managing internal and external resolution expectations.
- Conveying root cause analysis of issues to all parties involved for resolution.
- Maintain knowledge base of known defects and issues, processes and support techniques.
- Created and deployed kubernetes pod definitions, tags,labels,multi-pod container replication.
- Managed multiple kubernetes pod containers scalingand auto-scaling.
- Deployed pods using replication controllers by interacting kubernetes API server defining through declarative YAML files.
- Custom SQL scripting relating to production issues, work with build teams on monitoring and release scripting.

- Work closely with vendors and fulfillers in order to maintain that the orders were fulfilled within SLA and also with payment team ensuring all the orders are charged properly.
- Used monitoring tools like Nagios and splunk to improve application performance, helps to get the visibility and business context to meet business demands and implemented spark communication tool chat BOT for triggering alerts.
- Deployed and configured JIRA,both hosted and local instances for issue tracking, workflow collaboration, and tool-chain automation.
- Handling the outages effectively to ensure that the end user experience for application is not affected.
- Served as the initial point of contact for resolution of connectivity, interoperability problems, installs, application and server security on multi-platform environments
- Supporting Preproduction, Production and Disaster Recovery environment comprising Incident Management, Change Management, Problem Management, Release Management and End-User and Key Stakeholder communication for all these applications.
- Troubleshoot tickets and/or issues reported via different channels. Ensure these tickets are responded to, resolved, redirected or escalated to next support levels.
- Resolving customer account related issues and disk space related issues.
- Manage and create custom cron jobs for client and Automating routine activities through Shell scripting
- Monitoring servers using Dynatrace and DB jobs through solarwindsdpa.
- Update knowledge base and bug tracking using JIRA tool
- Creating Business Requirement Documents and Technical Design Documents
- Participates in the Incident and Problem Management processes as a resolver accountable for root cause analysis, resolution and reporting.
- Created knowledge management repository, ensuring that resolution steps, preventive actions etc. are well documented and kept for future reference
- Identifying and implementing the service improvement programs to improve the overall stability of the application. Identify areas of improvement in monitoring, housekeeping and capacity planning to proactively avoid incidents.

DECLARATION

I hereby declare that all the information furnished above is absolutely true to the best of my

knowledge and belief.

Place : Coimbatore

Date :   **(VINOTH S)**