Chaitanya Vura Venkata   E-mail: vurachaitanya@gmail.com

Engineering Manager & SRE Transformation lead   Mobile**:** 919177884496

Professional Summary: -

Having 14+ years of experience as Engineering Manager & SRE Transformation leader for a private cloud team.

- ➢ Working as Infrastructure cloud admin in **Optum** (**UnitedHealth Group**)
- ➢ Worked as IT Engineer, Staff in **Qualcomm**.
- ➢ Worked as Technical Assoc in **J P Morgan Chase**.
- ➢ Worked as Assistant consultant in **TCS**.
- ➢ Worked as **Sr. Technical System Specialist** in **IBM India**, Hyderabad proving remote support as SME (Subject Matter Expert).
- ➢ Worked as **Specialist Systems** in **HCL Comnet Ltd**, Hyderabad and USA, providing remote System Administration support for client **Microsoft** for **ECN Project**.
- ➢ Worked as **Specialist Systems** in HCL Comnet Ltd, in Bangalore, providing remote support as System Administrator for client **J P Morgan Chase.**
- ➢ Worked as UNIX administrator in **Wilshire Software Technology**, Hyderabad.

TECHNICAL SKILL SET:

- **Cloud**: Kubernetes, AWS, Docker
- **Continuous Integration**: Jenkins
- **Databases:** MySQL, Influx DB
- **Configuration Management:** Ansible, Chef
- **Cluster:** Veritas Cluster
- **Auto healing:** Monit
- **Volume Manager:** Veritas Volume Manager, VVR
- **Web/Application Server**: Tomcat, Nginx, Apache
- **Monitoring**: Prometheus, Grafana, Icinga, Splunk
- **Scripting Language**: Shell, Python, Go
- **Web Technologies:** HTML, JSON
- **Log Aggregation**: EFK, ELK stack
- **Operating Systems**: Solaris, Linux, Ubuntu, Windows
- **Versioning tools**: Git
- **Git Repo**: https://github.com/vurachaitanya

CERTIFICATION:
- SUN Solaris System Administration part 1 CX-310-200 (86%).
- SUN Solaris System Administration part 2 CX-310-202 (88%).
- ITIL V3 Foundation Certified.
- IBM AIX Part 1 Certified.
- VCP Certified 5.5
- Agile SAFe Certification

PROFESSIONAL SYNOPSIS:

- Leading a team of 10 with **SRE** mindset and transforming to create **SLI & SLO** for executive dashboard useful for CEO/CTO's to understand the **health of Private cloud.**
- Implementation of **One click deployment** for operational and automation of PLM activities, to have the pipeline structure for each environment and building a **pipeline to prod deployments**.
- Building **Cost based** utilization dashboards for **LOB's** of their **utilization vs wastage** of resources using Grafana & Promql/Mysql.
- Helping the team in integrating **Chatbots** for flowdock/chatops tools to server a customer based of **1000 community** members for **static and API driven** responses.
- Python script to **automate ticket assignments** based on the roster of the team using **ServiceNow native API's**
- Responsible for Designing & Implement **Kubernetes** orchestration solutions for containers-based environments for Optum private cloud.
- Integrating the systems using **Devops** tools to automate the **CI/CD** pipeline.
- Responsible for K8s Cluster installation from scratch, Applications deployments, Log Aggregation, Image Management, **CIS benchmarks** for cluster hardening, Monitoring.
- Implementing Monitoring of K8s cluster & apps by utilizing **Prometheus, Alert manager**, **ELK stack**, **Grafana** & **Icinga**.
- Architecture design of overlay networks using **Cisco ACI**, **calico**, **flannel** for containerd solution.
- Integration of Kubernetes cluster with **Big Data (Hadoop)** environment for managing compute resources as a POC and using **Mapr volume** for high capacity storage utilization.
- Designing & configuring service mesh for containers-based solutions.
- Implementing **Istio, Envoy** based service mesh in kubernetes environments.
- Implementing infrastructure deployments using **Foreman**, **Ansible**, **Chef and AWX**.
- Implementing Load Balancing over **Metal LB** & **F5 proxy** servers.
- Implemented industry standard monitoring, alerting, and diagnostics tools and performance measurement for developers, system engineers.
- Sprint tasks Assignments, Sprint Backlog assignments via **User stories** in **CA Rally**.
- Developed a **Dashboard** for BDPaaS Team using Grafana, Prometheus, **Python**, **custom export** & REST API using Dockers.
- OS upgrades automated using jfrog artifactory to reduce the **licencing cost** of Red hat satellite server.
- Automating 60% of operational tasks using **Monit**, which reduced the operations over head to the team.

Functional Summary: -

➢ Implementing architecture design for new application with the type of DR structure as per the cost and requirement of the customer.
➢ Redesigning the application architecture based on the performance, cost efficiency, issues related to the application management and customer requirement.

- Based on the criticality of the application suggesting software and hardware solutions as per the customer requirements.
- Remote System Administration of Solaris/Linux, handling Level 1, 2 & 3 calls.
- Preparing Shell scripts for automating Administrative tasks like getting user level access for a group in multiple servers using BladeLogic.
- Preparing scripts for getting AutoSys status and dependency jobs which are been failed as per automation done already.
- Actively involved in Incident Management, Problem Management and Change Management.
- Pre and Post Patching meetings with application and Support teams.
- Working on multiple flavours of Red hat systems like RHEL 4,5.
- Issues handling on IBM Blade servers and HP ProLiant servers.
- Pre and post DR call for preparing standard REP Docs and SOP's for respective application and support teams for starting, starting and validating steps as per given RTA's.
- Zone Administration, zone troubleshooting zone migration etc.
- Standardization of SOP's and uploading in team rooms and customer share point for repetitive issues.
- Part of team managing complex Production and Dev/UAT/DR servers comprising of enterprise range.
- Prepared scripts for getting necessary data from different sources to create Change management request.
- Handling escalations, updating customers on daily basis in conference calls regarding RCA (Root cause analysis).
- Providing support to high-end servers and Problem Identification and resolution.
- Experienced in Installation, Configuration support for Solaris Operating System 8,9&10.
- Experienced in Installation, Configuration & Trouble Shooting of Solaris OS, SVM and VxVM. Having knowledge of Veritas Cluster (VCS 4.1,5,6) and Veritas Network Backup (VNB 5.0).
- Providing support to VNB from client side.
- Installing, Configuring and Troubleshooting Veritas Volume Manager (Vxvm).
  - From initializing disks to configuring additional disks
  - Monitoring Veritas volumes and resizing vx file systems
  - Configuring root mirrors and unconfiguring root mirrors on critical production server.
  - Troubleshooting plex level objects and root disk encapsulations.
- Supporting Veritas clusters including monitoring and maintenance.
- Handling hardware issues and their replacements remotely.
- Monitoring disk status, system processes user process activity, system security & logs.
- As part of performance analysis for SAN devices generating EMCgrab and get the HEAT report for SAN devices performance statistics and act according to the recommendations.
- Analysing SAR report from existing SAR dump.
- Working on application team on yearly basis regarding the alert monitoring systems. So as to reduce the flow of tickets which inter improves the SLA's.
- JUMPSTART, NIS, NFS Setup Implementation & Troubleshooting.
- File System Management, Monitoring OS and Network Activities.

- ➢ Installation and Upgradation of Package and Patch Administration.
- ➢ Creating Users, Groups, Profiles, implementing security policy and Trust Relationship on Sun Solaris.
- ➢ Knowledge acquisitions, Knowledge transfer, build and nurture competencies with in the team.
- ➢ Knowledge on SAN like EMC (DMX 3,4 and VMAX). Lun provisioning, zoning and power path for dual paths etc.
- ➢ Knowledge on Hadoop administrating and implementation of 2 to 4 node test environments.

Professional Experience:

Sr IT System, Consultant	**Optum (Hyderabad)** **From 25th Sep 2017 to Till date.**

Working for Optum Private Cloud Infrastructure Operations Team:

- ❖ Responsible for entire system operations, production support, Capacity Planning for Kubernetes cloud.
- ❖ Cloud Management - Responsible for ensuring that the cloud Automation & operations team follows the best practices in configuring systems, processes, security, Auto Scaling and maintain compliance of the Optum production environment.
- ❖ Automation - Drive automation within the network and other engineering systems, Docker, CICD with Jenkins, Log stash, analysing significant opportunities where automation can tackle volume, systemic or critical operational issues.
- ❖ Contributing to the bright idea drive for organisation wide cost saving using open source tools.
- ❖ Building an ecosystem which is driven by self-service tools for the engineering team to provide a platform for leveraging the core systems and services.
- ❖ Performance Management - Includes project management, quality audits and coordination of training sessions and managing day-to-day scheduling of a 7x24x365 operational rotation.
- ❖ Incident/Change Management- Developing and improving incident and change management with in Network and Systems Administration space.
- ❖ Recruiting and Hiring - Coordinate with internal and external recruiting staff to evaluate potential candidates, participate in initial phone screens and provide relevant guidance and feedback during on-site interview loops.
- ❖ Maintain the SLA and system availability and work with capacity forecasting and performance monitoring teams to provide them the correct tools and metrics to monitor the service and measure performance.
- ❖ Interface with the engineering and development team by providing inputs for planned changes, performance testing, Emergency bug fixes and troubleshooting in case of service failure.
- ❖ Plan and execute the change management, release management cycle and work on improving the deployment cycle over thousands of servers in multiple datacentre in phased approach.

IT Engineer, Staff	Qualcomm (Hyderabad)
	From March 2016 to 21st Sep 2017.

Working for Infrastructure Management team:

- Managing the Oracle ERP Infrastructure, end to end server life cycle management:
    - Procurement/deployment of T7/S7 servers.
    - Hardware migration of existing EOL T2/T3/T4/Blade servers to T7/S7.
    - Migrating Solaris 10 to 11 and LDOM migration.
    - Patching Solaris 10,11 quarterly.
    - Lun allocation, package management etc.
    - Decommission the EOL servers.

- Working as part of SMG.UI team (Server Management Group Unix Infrastructure) managing X86 infrastructure. Managing duties based on application requirement which is part of GV home grown tool in Qualcomm for server automation.
- Point of Contact for knowledge sharing program.
- Part of core team member for releasing IT Newsletter – India.
- Working with application team for implementing **DevOps** model for application life cycle management:
    - **Git** and **GitHub** for code versioning tool.
    - **Ansible** for configuration management by automating application deployments and configurations etc.
    - **Docker** implementation for Web infrastructure as part of POC for migrating physical/virtual infrastructure to micros services and parsing the final version to Corporate Docker hub repository.
    - Managing **Rancher** services for web team to deploy their applications as part of POC environment and developer team test bed environment.

TECHNICAL ASSOCIATE	J P Morgan Chase (Hyderabad)
	from May 2014 to March 2016.

Worked in JPMC Hygiene team which remediate the venerability issues on the entire GTI Services of more than 45k servers.

- Fixing bugs like Bash venerability and web console and making it automation by working with CFEngine team.
- Working with Patching team in case of any emergency.
- Working and defining process flow for the servers which are decom and not updated in CMDB with respective line of businesses
- Working and understanding the process and creating a new process follow for different LOB's and make them to follow unified process and updating process doc.
- Working with VMWare team for power down servers.

ASSISTANT CONSULTANT	TCS India, (Hyderabad) Aug 2013 to April 2014.

Worked in TCS as SME in Unix Administrator and Virtual technology for the leading ISB provider Company in USA. Providing remote support for the more than 2,500 UNIX servers of different flavours and versions.

- Managing existing and consolidation of existing to have datacentre consolidation and to reduce the space and administration over head on the client using VMWare. Customising User authentication system for centralized user management and easy uses.
- Leading team of five members at India and on-site team coordination.
- Generating weekly SLA reports and attends the weekly call.

TECHNICAL SPECIALIST	IBM India, (Hyderabad) March 2011 to Aug 2013

Worked in **IBM India** as **Unix Administrator** for the leading Health Insurance Company in USA. Providing remote support for the more than 7,500 UNIX servers.

Roles and Responsibilities:

- Providing Level 3 support to the global customers remotely.
- Active participation in Sudo security implementation team, as first of its kind implemented by Global Sudo AG team in IBM.
- Managing DR activities and coordination with respective application teams for planning and implementation in appropriate RTA's.
- Prepared scripts to check the status of VVR replication status on different servers.
- RCA and respective increase of system resources and architecture designing as per the application requirement.
- OS native upgrading, Live upgrading, patching SF upgrades as part of weekend activity.
- P2V and V2V Migrations as per the Project requirements.
- Creating and customising scripts as per the project requirement as part of Automation process.
- Incident Management, Problem Management and Change Management.
- Working on projects like Server Decommissions as per deadlines given by Project manager.
- Problem determination and resolution within agreed SLA which are escalated by L2 team.
- Weekdays and weekends on-call support.
- Exposure to various tools, 'Remedy','Bladelogic', 'Opsware', and that are used for Remote Infrastructure Management. And some are client specific tool.
- Responsibilities include providing 24*7 offshore/remote supports, On call support, patching focal for project.

SPECIALIST SYSTEMS	HCL Comnet Ltd., (Mumbai, Bangalore)
	Aug 2007 to March 2011

HCL Comnet is a leading end-to-end IT infrastructure Management, wing of HCL Technologies, Headquartered at NOIDA, India. HCL Comnet is a pioneer in Remote IT Infrastructure Management, Datacentre Management Services and Network & Security services globally with 500+ Global Clients.

Roles & Responsibilities

Worked for **JP Morgan Chase, USA**, as a Consultant in CTRBS (Corporate Technology Risk & Business System). Leading team comprise of 14 members. Providing L1, L2 & L3 level remote system administration support to 500+ servers, comprises of Enterprise servers. Including Incident Management, Problem Management, Work Request Management and Change Management.

JP Morgan Chase is Global leading Financial, Security & Banking service provider in more than 50 countries, Headquartered at New York, U.S.A.

- ➢ Providing Level 1, Level 2 & Level 3 support to the global customers remotely.
- ➢ Incident Management, Problem Management and Change Management.
- ➢ Doing Server Decommissions as per deadlines given by Project manager
- ➢ Problem determination and resolution within agreed SLA.
- ➢ Exposure to various tools, Peregrine, Athena, Tivoli and Best 1 etc that are used for Remote Infrastructure Management.
- ➢ Responsibilities include providing 24*7 offshore/remote support
- ➢ Interacting with Vendors, whenever there is a Hardware issue or for RCA.
- ➢ Logging the Call's and working with Vendor's when there is a problem occurs and is being not resolved by us.
- ➢ Attending Daily production calls.
- ➢ Giving KT to the new member's with in the Team, to avoid difficulties while working with clients.

Roles and Responsibilities:
Worked for the client **Microsoft** for **ECN Project** as consultant from Hyderabad location.

1. Providing Level 2 support for the global customers, remotely for more than 2500 servers.
2. Working as a single point of contact for Incident Management, Problem Management, Change Management, Root cause analysis.
3. Maintain UNIX servers which run FreeBSD 6.2 & 7.2 version.
4. Working on UTS tickets which are escalated by Level 1 (MOC) team.
5. Working with the DCS (Data centre) team for sending the dead box's to vendor for replacing them with new hosts.
6. Managing CSM hosts, APC/MRV power supply devises remotely.
7. Active participation in KT session from Onsite to offshore within team.
8. Taking care of CDS/NON CDS Nodes which are under cloud and providing production support.

9. Effective customer handling and active participation in weekly team meeting with customer and sync with team.
10. Attending Internal team meetings and weekly production team meeting.
11. Automated the process by writing shell scripts.
12. Unix system administration tasks like:

- Hard disk replacement when the hard disk has gone bad.
- Connecting to the Dead hosts, when the hosts are not responding by using Crash cart.
- Troubleshooting the hosts when the hosts in single user mode due to service and configuration issues.
- Swapping the production hard drives with Dev servers when the production systems are down in critical production crisis.
- Monitoring the dead hosts in Netsaint and sending the servers to production once the system has been manually troubleshooting and send it to production.
- Troubleshooting the OS related networking issue by correcting the IP address, DNS, Router issues.
- Troubleshooting OS services issues like SSH, DNS, NIS, routing configurations, etc.

UNIX ADMINISTRATION	**Wilshire Software technology, Hyderabad**: **March 2006 to 8th July 2007.**

Wilshire Software Technologies founded in Oct 1997 and recognized as a leader in training of Administrative Courses to empower IT Professionals.

Roles & Responsibilities:
 SOLARIS / LINUX:

- Managing the user administration and monitoring the user profile.
- Managing the partitions using format and SVM, creating file system and mounting the file systems in Solaris .
- Controlling the user disk space using disk quotas.
- Managing the package administration and patch administration.
- Monitoring the services and processes using Solaris Management Facility service and administrating them and Checkconfig in Linux.
- Setting the Access Control List (ACL) and Monitoring and Managing security at user level by assigning Role Base Access Control.
- Setting the parameters at OK boot PROM level.
- Configuring and Monitoring and IPv4 Network Interfaces.
- Managing the Virtual File systems and adding the swap spaces and enabling Core dumps and Crash dumps in Solaris.
- Implementing the RAID levels 0,1,5,1+0 at SVM in Solaris
- Implementing the Containers in Solaris (Zones)
- Configuring the NIS, DNS in small network.

VERITAS Volume Manager:

- Installing the Veritas volume manager of 4.0 and 4.1 on SUN.
- Configuring the Veritas on the disks and creating the disk groups.
- Configuring the Sub disks, Plexs, Volumes using command line and GUI.
- Taking the Online backup and Online Resizing the Volumes.
- Configuring the RAID levels like RAID 0 Stripping/Concat, RAID 1,RAID 5, RAID 1+0 and RAID 0+1.
- Creating the Snapshots for taking the online Back up of mounted file system.

VERITAS Cluster Manager:

- Installing the VERITAS Cluster Software 4.1 on SUN OS.
- Configuring the Veritas Cluster Software on SUN OS.
- Creating the Service Group and Service Records and linking them to make a service group enable.
- Configuring the Fail over and Parallel Service groups on VCS.
- Implementing the NFS on VCS using the service group.
- Implementing the Oracle Agent, Configuring the Oracle service group on VCS on Failover using GUI and command line.
- Managing the Private and Public links and monitoring the Daemons.

HP-UX:

- Installation of HP-UX using Advance options.
- Creating LVM and mount with vxfs file system.
- Creating user accounts and managing them.
- Managing the SWAP file system, adding and removing LVM as swap space
- Managing the system process, and killing unwanted process.
- Monitoring the IP addressing Ipv4 and Changing the IP.
- Creating NFS share and to see accessible to the Clients of Unix users.

Technical Qualifications:

- ➢ Trained on HP-UX, IBM-AIX at Wilshire Technologies, Hyderabad.
- ➢ Trained on Veritas Volume Manager (VxVM 5.x) from Symantec.
- ➢ Trained on EMC VMX and DMX storage.
- ➢ Trained on Hadoop administrating basic.
- ➢ Trained on Veritas Cluster services (VCS 5.x) from Symantec.
- ➢ Trained on Veritas NetBackup VNB 5.x, 6.x from HCL Comnet, Mumbai.
- ➢ Trained in VMWare 5.5 in RCV authorized training partner for VMWare.
- ➢ Attended Red hat Official Ansible Course.

About Me:-

- ▪ Ability to work independently with minimal supervision to meet deadlines.
- ▪ Good communication, analytical skills and flexibility to learn advancements in IT industry.
- ▪ Ability to learn and execute extremely fast.
- ▪ Strong analytical and intuitive skills with a practical outlook.
- ▪ Ability to adapt to various circumstances.
- ▪ Goal Oriented.

Education Profile: -

Examination Passed	Year of study	Name of the University/Board	% of Marks
B.Tech	2002-06	Jawaharlal Nehru Technological University (A.P)	**63.3%**
Intermediate	2000-02	Board of Intermediate Education, A.P	**72%**
S.S.C	2000	Board of Secondary Education, A.P.	**72%**

Personal Profile:-
Date of Birth   **:** 20th April, I985
Gender   **:** Male
Permanent Address : H.No:96, SBI Colony
                  Gandhi Nagar,
                  Hyderab ad-500 082.
                  INDIA.

                                                    (V.V.Chaitanya)