**Yaswanth Varma Mandapati**  **LF-2tzy0l2gvj**

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Middleware Engineer with 8.5 years of experience. Good communication skills and an excellent reputation for resolving problems and driving overall operational improvements. Flexible and versatile to adapt to any environment and work on any project.

**Skills:**

* WebSphere Application Server, tomcat, WebSphere liberty server, Apache
* Websphere MQ
* Docker
* Kubernetes, Google Anthos
* Harbor registry
* Amazon Web Services
* Jenkins
* Terraform
* Linux
* Prometheus , grafana
* ITIL, change management, Problem management, Agile.

**Professional summary:**

* Supported enterprise based distributed applications on a 24/7 rotation basis per business requirements.
* Experience in installing and configuring IBM Websphere Application Server (V7, V8.5, V9) & IBM HTTP Server and their ancillary components.
* Planning, scheduling & applying Fix Packs & Refresh Packs for WebSphere application server and IHS.
* Installing, configuring, and upgrading Tomcat and Apache on Linux servers.
* Worked on SSL certificate setup and renewals on WAS, IHS, Tomcat and Apache servers.
* Experience in Installation and configuration of MQ Client / MQ Server in different platforms.
* Created and configured queue managers and implemented client server communication.
* Worked on Major version upgrades and migrations as part of tech refresh.
* Involved in Configuring WebSphere resources such as JDBC Provider, Data Sources and Connection Pooling in order to connect to DB2 Database.
* Supported on-call during non-business hours as per business requirements.
* Handling High priority and critical incidents to minimize/mitigate business impact.
* Worked as Problem coordinator, responsible for investigating and preventing problem incidents.
* Worked as Change coordinator for the team, responsible for approving change orders.
* Worked with IBM support by Creating Problem Management Record (PMR) for product level issues.
* Documented and maintained reference documents in team confluence.
* Worked on building Kubernetes clusters to run containerized workloads.
* Set up monitoring on Kubernetes clusters with Prometheus and Grafana.

**Education:**

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| 2012 | **B.tech, JNTU Hyderabad**  Electronics & communications engineering |

**Work History:**

**JP Morgan Chase,** Hyderabad

**Infrastructure Engineer** (2022 - till date)

**Project : GTI WEB Middleware**

JPMorgan Chase & Co. is an American multinational financial services company headquartered in New York City. It is the largest bank in the United States and the world's largest bank by market capitalization. It is a leader in investment banking, financial services for consumers and small business, commercial banking, financial transactions processing and asset management.

**Responsibilities:**

* Responsible for supporting Websphere Application Server, IBM HTTP Server, Tomcat and Apache servers.
* monitoring the queue for incidents and work with app teams for resolution.
* Work on a weekly P1 support responsible for handling and resolving production incidents.
* Configuring WAS environment for custom application deployment as per requirement.
* Implementing scheduled changes on Production and Non-Production environments
* Applying fix packs on WAS and IHS servers.
* checking for middleware patching failure notifications and applying patch manually.
* Perform version Upgrades on Tomcat and Apache servers as per roadmap.
* Perform SSL cert renewals on IHS and Apache webservers.
* Identify scope for automation wherever possible and implement.

**HSBC software development PVT LTD,** Hyderabad

**Systems Engineer** (2018 - 2022)

**Project: Hybrid Integration Platform - Global** middleware production support POD

HSBC Holdings plc is a British multinational universal bank and financial services holding company. HSBC is one of the world’s largest banking and financial services organizations. Its global businesses serve around 39 million customers worldwide through a network that covers 62 countries and territories.

**Responsibilities:**

* Actively monitoring ticketing queue for incoming Incidents & problem tickets.
* Acknowledging incidents based on priority as per business and user impact.
* Monitoring for repetitive alerts to find the root cause and working with respective teams for alert reduction.
* Generating Thread and Heap Dumps, analyzing using IBM Thread Analyzer and IBM Heap Analyzer.
* Fixing log rotation whenever needed.
* Creating change records and whenever needed.
* Problem Record Management and providing essential root cause to application teams.
* Troubleshooting various problems in different stages of development using log files.
* Provide global level support for all Production applications and join crisis calls for critical production issues.
* Involved in installation & configuration of Anthos Kubernetes clusters.
* Upgrading capacity for namespaces for different application teams to setup their environments.
* Monitoring for repetitive alerts to find the root cause and working with respective teams for alert reduction.
* Working with security & compliance teams to fix any violations that are observed.
* Installed Prometheus for monitoring Kubernetes cluster and its components.
* configuring & integrating alert manager for Prometheus to receive alerts.

**IBM India pvt ltd,** Bengaluru

**Senior Operations Professional** (2014 - 2018)

**Project: Middleware support**

**Kaiser Permanente Health care & insurance**

Kaiser Permanente is an integrated managed care consortium, based in Oakland, California, United States, founded in 1945 by industrialist Henry J. Kaiser and physician Sidney Garfield. Kaiser Permanente is made up of three distinct but interdependent groups of entities: the Kaiser Foundation Health Plan, Inc. (KFHP) and its regional operating subsidiaries; Kaiser Foundation Hospitals; and the regional Permanente Medical Groups. As of 2014, Kaiser Permanente operates in eight states and the District of Columbia and is the largest managed care organization in the United States.

**Responsibilities:**

* To Manage end to end setup of a web application infrastructure and its components.
* To Build, deploy, and administer applications in WebSphere Application Server and Webserver environments.
* Planning and implementation of latest WAS & IHS fix Packs on servers.
* used IBM Build Forge to automate application deployments.
* Creating database resources like JDBC Providers, Data sources, and security resources like JAAS authentication (J2C) aliases in order to provide connectivity to Oracle, DB2 & SQL.
* Setting up monitoring using HT agent for IHS & ITCAM for JVM by working with the Tivoli monitoring team to setup thresholds to generate alerts.
* supporting enterprise based distributed applications on a 24/7 rotation basis for high volume, secure transactions, and Web services.
* Worked with Global Security, SSL and LDAP.
* Installing and configuring MQ Client / MQ Server in different platforms.
* Creating and Configuring queue managers and implementing client server communication.
* Creating MQ objects.
* Working with IBM support teams on problem determination, troubleshooting, and resolution by running and submitting must gather scripts. Setting up trace and taking thread and heapdumps.
* As a Problem coordinator for the team, responsible for investigating and preventing problem incidents.
* As a Change coordinator for the team, responsible for approving change orders.
* Well versed with RCA techniques like Fish bone and 5 why in determining the root cause and appropriate prevention plans.
* Documenting & maintaining repository of account documents in team room for team's reference.

**Awards:**

* Received certificate of appreciation from Chief Technology Office Kaiser Permanente in recognition for "**outstanding dedication and commitment towards client success"**.
* Received certificate of appreciation from Kaiser Permanente for "**exhibiting Technical leadership and demonstrating service delivery excellence"**.