TEK09961 (Software Development - 4 + Year)

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Highlights

- Having 4+ years of experience as Production Support Engineer in several phases of the Software Development Life Cycle
- My main area of expertise & specialized skills is in Build & Release Engineering in Dev and Prod and Stage Environment Linux Family (Red hat and Ubuntu) that includes Build, Automation and Continuous Integration and Continuous Delivery Release Management.
- Around 4+ years of Experience as L1&L2 Support Engineer and configuration management.
- Proficient in Linux/Unix system administration, including server setup, configuration, monitoring, and troubleshooting.
- Expertise in supporting multiple projects during builds and release process.
- Measure, monitor, and report of availability, latency, and overall system health based on SLIs/SLOs/SLAs.
- Experience in supporting Java and Python and application.
- Experience in handling major production incidents and incident bridge calls , root causing of the issues in operations (ITIL process) and troubleshooting skills and communication skills.
- Experience in SQL language and MS SQL, Oracle, Postgres and other relational and non-relational databases.
- Experience in data formats (Excel, XML, JSON) and data transformation and ETL tools.
- Automation: Strong scripting skills in languages such as Bash.
- Cloud Platforms: Experienced with Amazon Web Services (AWS) Skilled in deploying and managing infrastructure in a cloud environment.
- Designed and implemented cloud-based solutions for clients using AWS services such as EC2, S3, RDS, IAM, AMI, VPC.
- Hands on experience with version control tool like GIT and GitHub.
- Experience on, GIT- Created branches, tagging, setting SVN externals and providing access permissions to the developers over branches.
- Hands on Experience with Build Tool Maven to generate project Artifacts.
- Good experience in deploying the artifacts in Tomcat.
- Good knowledge in checking the code quality using the SONARQUBE.
- Good Knowledge using the backup repository Nexus.
- Hands on experience in automating build process using JENKINS CI Tool.
- Experience in Continuous integration using the Pipeline View.
- Containerization and Orchestration: Exp in Docker for containerization and Kubernetes for container orchestration.
- Familiarity in deploying and managing containerized applications.
- Monitoring and Alerting: Exp with monitoring tools such as Nagios, Kibana.
- Hands on experience in configuring alerts, monitoring system performance, and addressing incidents.
- Networking: Good understanding of TCP/IP, DNS, UDP/IP, HTTP and VPN etc....
- Able to troubleshoot network-related issues and configure network devices.
- Good Knowledge of Synchronous and Asynchronous Apex understanding when and how to use each type can help you build more efficient and scalable Salesforce applications.
- Document all support activities, including troubleshooting steps and resolution details.
- Collaborate with other IT teams to escalate and resolve complex technical issues.

Skills

Primary Skills

- AWS
- Production Support

Secondary Skills

- Jenkins CI/CD
- Terraform

Other Skills

- AWS (EC2,VPC,S3,IAM, AMI...) ,
- Operating Systems: Linux (RedHat, Ubuntu, CentOS), Unix
- Windows Operating system,
- Shell Scripting (bash)
- Git, Git Hub
- Maven
- SonarQube
- Nexus
- Apache Tomcat, Nginx
- Jenkins CI/CD
- Docker, Kubernetes
- Terraform
- Service now, Jira
- Kibana, Grafana, Nagios and Splunk
- MS SQL ,SQL, PLSQL

Projects

Project - 1 - IT Industry

Responsibilities :

- As part of my role I give support to Git/GitHub to the development team.
- Administration of Git/GitHub like creating the branches, merging the source code from one branch to another branch and providing the specific permission to the team members.
- Using Maven as a build tool, I could automate the process of building artifacts.
- Used SonarQube to measure the code quality and identify the issues.
- Uploading the artifacts in Nexus Repository.
- Jenkins is used as a Continuous Integration tool for automation of daily process.
- Implementing Jenkins continuous integration tool including installing setting the jobs/plans and setting up the tool for deployment.
- Used the plugins Build name setter & Role based authorization strategy plugins. Setup the Jenkins Master-Slave architecture to manage distributed builds.
- Administration and creation of Individual Jenkins jobs, including automatic generation, reporting and alerting of build failures.
- Used Poll SCM & build periodically to automate the builds. Taking the Jenkins backup using Thin Backup Plugin.
- Involved in the release process and Deployed applications in Kubernetes Cluster. Implementing CI/CD using Jenkins Pipeline for Kubernetes.
- Created shell scripts to automate routine tasks such as backups, user management, and log file rotation. Implemented monitoring scripts to track server performance, leading to a improvement in system uptime.
- Running a query in a database management system (DBMS) like SQL Server involves using a client tool to connect to the database server and execute the query.
- Once the query execution completes, the results will be displayed in a grid or text format within the client tool.
- And we follow the results, export them to a file, perform further analysis as needed

Project - 2 - IT Industry

Responsibilities :

- As part of L1 &L2 support Managing and Tracking Tickets, Manage customer's escalations/feedback and ensure timely delivery of high-quality resolution on technical issue focusing on root cause analysis and prevention.
- Need to work on high priority tickets. Must be flexible to work on multiple requests based on the priority and business needs. .
- Incident response and troubleshooting, reducing critical incident resolution on time.
- Worked on Jira defects and service now incidents need to analyze the issue and provide maximum information to fix the issue.
- From Kibana take the response and check in to Json format, here we take the error logs .
- We produce logs from the session ID and address the problem.
- Based on the issue, We will send them to the backend or frontend team.
- Collaborated with cross-functional teams to gather log data requirements, define use cases, and implement (Splunk, Kibana) solutions tailored to business needs.
- We are monitoring the jobs and data flow and events in Grafana dashboard there we set up the Grafana representation.
- Designed and developed Grafana dashboards to visualize key performance metrics, system health, and operational insights for monitoring and troubleshooting purposes.
- Documented system configurations, processes, and procedures to facilitate knowledge sharing and team collaboration.

Project - 3 - IT Industry

Responsibilities :

- Setting up the new build environment for various applications in Linux environment.
- As L2 engineer Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- As part of my job restart prod servers. Monitored system performance and logs using tools like Nagios and Splunk, identifying and addressing potential issues proactively.
- Monitoring the health and performance of application deploy applications in to AWS services such as ECS (Elastic Container Service),or EKS (Elastic Kubernetes Service) to manage containerized workloads.
- Collaborated with development and infrastructure teams to implement fixes and enhancements.
- Managed incident response, root cause analysis, and post-incident reviews, leading to process improvements.
- Designed and implemented a backup system using shell scripts, ensuring data integrity and availability.
- Scheduled and managed backups using cron jobs, reducing manual intervention.
- Developed a suite of shell scripts to monitor CPU, memory, and disk usage across servers.
- Automated infrastructure and deployment processes using scripting languages like Bash (Shell scripting) Here Nagios will cross check these servers every 15 - 30 mins.
- Is the serve it up and up and running when the server or host we will notification through incident.
- These applications and their total infrastructure monitored with Nagios.
- Here were setup total hosts and their servers which are up and running if any services or host down we will be notified with service now incident and we will get the mail about the issue.
- Developed and maintained CI/CD pipelines using Jenkins, ensuring rapid and reliable deployment processes.
- Collaborated with development teams to design and implement scalable and resilient architecture for new features and services.
- Managed Kubernetes clusters and containerized applications to improve deployment efficiency and system resilience.