**Geethanjali Krishnappa**

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**Professional Summary:**

* IT professional with 10 years of experience in **DevOps, AWS, Azure, Google Cloud platforms (GCP)** and its features, **CI/CD** (Continuous Integration / Continuous Deployment) process, and robust background in **Linux Administration**.
* Proven exposure in Internet products Build and Release management, SDLC, Systems integration, and Operation Management.
* Experience in designing, architecting, and implementing scalable cloud-based web applications using AWS and GCP
* Worked on GCP services like compute engine, cloud load balancing, cloud storage, cloud SQL, stack driver monitoring, and cloud deployment manager.
* Hands-on experience in creating **Chef Recipes, cookbooks,** and **Ansible Playbooks** and roles for cloud automation (AWS) and Application deployment automation.
* Ability to identify and gather requirements to define a solution to build and operate multiple applications on **AWS.**
* Experience in maintaining **AWS (Amazon Web Services) EC2 (Elastic Cloud Computing) resources like instances, EBS volumes, snapshots, Elastic Load Balancers (ELB), VPC, AMIs, Lamda, security Groups, elastic IP,** Key pairs, and **Amazon Cloud watch** for different zones in different environments and **API Gateways.**
* Good Experience in implementing Continuous Integration/Continuous Deployment Automation Processes using various tools like **Jenkins, Bamboo, and Ansible.**
* Experience in working with product teams to create various store-level metrics and supporting data pipelines written in GCP's big data stack
* Experience in GCP Dataproc. Dataflow, PubSub, GCS, Cloud functions. BigQuery, Stackdriver, Cloud logging. IAM, Data studio for reporting, etc.
* Ability to do proof of concepts for managers in big data/GCP technologies and work closely with solution architects to achieve both short/long term goals.
* Experience in setting up **CI/CD** pipelines using **Jenkins, Maven, Nexus, GitHub, Ansible, Terraform, and AWS.**
* Good Experience in Dockerized applications by creating **Docker** images from **Docker files** and handling large volumes of container clusters with **Docker Swarm, Kubernetes,** and **Mesos.**
* Experienced with building tools like **Jenkins, TeamCity, SonarQube, Maven, and ANT.**
* Experience in working with product teams to create various store-level metrics and supporting data pipelines written in GCP's big data stack.
* Experience in setting up Baselines, Branching, Merging, and Automation Processes using **Shell, Perl,** **Python, and Bash Scripts.**
* Experience in installing and deploying monitoring solutions like **Splunk** and knowledge about **Splunk** architecture and various components.
* Hands-on experience in standardizing **Splunk** agent deployment, configuration, and maintenance across a variety of Unix and Windows platforms.
* Experience in managing **Splunk** user accounts and providing overall management of the **Splunk** platform
* Assisting with the design of core scripts to automate **Splunk** maintenance and alerting tasks.
* Hands-on Experience in deploying the **Maven** files into servers and storing the artifact files in the **Nexus** repository for controlling the version of the artifacts or builds.
* Experienced in troubleshooting, Configuring, and Deploying Enterprise Applications in **WebSphere,** BEA **WebLogic,** and **JBOSS/Tomcat** as well.
* Good Experience in integrating **JIRA** with **CI/CD** Pipeline as a defect tracking system and configured workflows to automate deployment and issue tracking.
* Demonstrated expertise in utilizing ticketing systems to streamline issue tracking and resolution processes, enhancing overall operational efficiency.
* Proficient in managing the source code control of multiple development efforts using **GIT and subversion** control tools.
* Good interaction with developers, managers, and team members to coordinate job tasks and a strong commitment to work.
* Good analytical, problem-solving, and communication skills and have the ability to work either independently with little or no supervision or as a member of a team.

**Education**

Bachelor’s in Computer Science May 2012

Jain University, India

**Technical Skills:**

| **DevOps Tools** | Chef, Ansible, Puppet, SonarQube, Docker, Kubernetes, OpenShift, Hashicorp, Nexus, Terraform.  |
| --- | --- |
| **Languages/Scripting** | Java, Python, Bash, PowerShell, Golang, PL/SQL |
| **Web Servers** | Apache Tomcat, WebSphere, Web logic, and JBOSS.   |
| **CI/Build Tools** | Jenkins, Ant, Maven. |
| **Monitoring Tools** | Nagios, Splunk, Grafana, Datadog |
| **Version Controls** | SVN, CVS, GIT, Bitbucket. |
| **Databases** | Oracle, My-SQL, IBM DB2, MS SQL Server, Postgres, MongoDB. |
| **OS** | Windows XP/7/8, Linux,  |
| **Other tools and technologies** | ELK (Elastic, Logstash, Kibana), Kafka, AEM, Salesforce, Hadoop, Data Bricks, Prometheus, Argocd, WebSphere, Akamai, Snowflake, Data Analysis and Visualization (tableau, power bi), Apache Pulsar, MS Office, and products |

**Professional Experience:**

**Client: Verizon Sep 2021 – Till Date**

**Role: DevOps/Operations Engineer**

**Responsibilities:**

* Analyzing and reviewing the requirements, identifying process improvement and automation opportunities within the release process to continuously improve the overall product quality.
* Worked with **Pulsar/KAFKA**, and **Elastic Search** deployments and experience bringing up and administering a Pulsar.
* Created topics, set up redundancy cluster, and deployed monitoring tools, and alerts with **Apache Pulsar.**
* Experience with **Grafana** implementation and setting up dashboards.
* Implemented and managed release processes for code through development, test, and production environments.
* Designed and implemented multiple deployment strategies using **CI/CD** Pipeline through automation with enterprise **GitHub, Jenkins, Sonar Nexus, Docker,** and **AWS AMI** in a **Linux** environment.
* Involved in designing and deploying various applications utilizing the entire **AWS stack** **(EC2, Route53, S3, RDS, Dynamo DB, SNS, SQS, IAM**) focusing on high availability, fault tolerance, and auto-scaling.
* Deployed and operated Amazon MSK clusters and secured Amazon MSK clusters using IAM for Kafka.
* Developed and implemented automation scripts to streamline infrastructure management tasks.
* Extensively used **Ansible** Configuration management to deploy packages with the required build artifacts from Artifactory and facilitate a stable and scalable build and deploy infrastructure.
* Responsible for writing **Bash, Shell, Perl, and Python scripts** to ping servers and adding users to the boxes and proficient in scripting languages to automate daily activities.
* Built end-to-end **CI/CD** Pipelines in **Jenkins** to retrieve code, compile applications, perform tests, and push build artifacts to **Nexus using the Nexus** Artifactory plugin.
* Integrated **Docker container** orchestration framework with creating pods, config Maps, deployments, Replica sets, nodes, etc.
* Integrated **Jenkins** with various **DevOps tools** such as **Nexus, and SonarQube** and used **CI/CD** system of Jenkins on **Kubernetes container** environment, utilizing **Kubernetes and Docker** for the runtime environment for the **CI/CD** system to build and test, and deploy.
* Implemented & maintained the branching and build/release strategies utilizing **BITBUCKET.**
* Orchestrated end-to-end deployment pipelines in **Jenkins** using Groovy scripts, ensuring seamless integration, automated testing, and delivery of applications.
* Working on **GIT** for data integrity and managed central repositories: Implemented **Atlassian Stash** along with **GIT** to host **GIT** central repositories for source code across products, and facilitate code reviews and login audits for Security Compliance.
* Utilized **Splunk** for log aggregation, monitoring, and troubleshooting, leading to an improvement in system stability. Worked on proactive **database-level performance tuning**, with a good working knowledge of **Oracle** internals.
* Optimized database performance by fine-tuning query execution plans and implementing indexing strategies, resulting in a 25% reduction in response time
* Implemented security best practices, including encryption at rest and in transit, securing sensitive data in compliance with industry standards.
* Configured **Splunk** alerts for performance and security issues. Worked with developers and stakeholders to improve the use of **Splunk.**
* Providing support to **Splunk** project teams on issue resolution. And creating dashboards, reports, scheduled searches, and alerts.
* Involved in standardizing **Splunk** forwarder deployment, configuration, and maintenance across UNIX and Windows platforms and Developing alerts and timed reports Developed and managed **Splunk** applications.
* Integrated **AWS Connect** with various customer relationship management (CRM) systems to provide agents with relevant customer information during interactions, improving response times and customer satisfaction.
* Developed and implemented automated workflows using AWS Connect's contact flows and AWS Lambda functions, resulting in streamlined processes and improved operational efficiency.
* Monitored **Elasticsearch** clusters using Prometheus, and Grafana.
* Optimized **Elasticsearch** performance by tuning heap size, shard allocation, and replica settings.
* Worked on **Log Rotation** utility to set up the config file to migrate the logs from log producer servers to the Log stash server for parsing.
* Worked on **Atlassian** **Jira** to capture, organize, and prioritize Incident and change tickets.
* Collaborated with development teams to create and maintain CI/CD pipelines for Node.js applications, resulting in a 30% reduction in release time.
* Improved observability by designing and implementing monitoring and log analysis tools such as Prometheus and Grafana, resulting in faster troubleshooting and reduced downtime.
* Managed and administered Tableau Server in AWS environment, including user management, performance tuning, and security.
* Successfully managed the release of several new features and products to production.
* SRE: Assisted in new monitoring and testing systems were developed and integrated, ensuring that all business policies and procedures were followed.
* SRE: Client System assistance was provided, as well as troubleshooting and fixing bugs and faults, as well as resolving any IT-related concerns.
* SRE: Developed and maintained documentation of systems, processes, and procedures, ensuring that they were up-to-date and accurate.
* Active participant in scrum meetings, reporting the progress and maintaining effective communication with each team member and manager.

**Environment:** Apache Pulsar, Grafana, Java/J2EE, Python, Ansible, Chef, Docker, Kubernetes, SonarQube, Nexus, Nagios, CI/CD, Jenkins, Terraform, AWS, Web GUI, SQL, Agile, Bash, GIT, Bitbucket, LINUX, UNIX, Confluence.

**Client: BNY Mellon, NY Jan 2019 – Sep 2021**

**Role: DevOps/Cloud Engineer**

**Responsibilities:**

* **Designed, implemented, and deployed a highly scalable and secure cloud-based infrastructure using CloudFormation**.
* Developed build and deployment scripts **Maven** as build tools in **Jenkins** to move from one environment to another environment.
* Developed the **PowerShell** scripts and **Azure Resource Management** (ARM) templates to automate the provisioning and deployment process, and used **VSTS (Visual Studio Team Services)** for Continuous integration in Azure.
* Created **Shell & Python scripts** for various **Systems Administration** tasks to automate repeated processes.
* Automated deployment processes for AEM instances using CI/CD tools like Jenkins and Ansible, resulting in a 40% reduction in deployment time.
* Using **Ansible with AWS** allowed me to reduce costs for the department and eliminate unwarranted resources.
* Used **Ansible** to automate Configuration management and to manage Web Applications, Config Files, Data Base, user mount Points, and Packages. Defined all servers in **Ansible,** so that the newly built server could be up and ready for production.
* Implemented New Relic to monitor the system and identify performance issues.
* Designed and implemented highly efficient and scalable CI/CD pipelines using tools such as Jenkins, and CircleCI, streamlining the mobile application development lifecycle
* Assisted in managing Akamai configurations to improve web performance, resulting in faster page load times and enhanced user experience.
* Worked on **Docker container** snapshots, attaching to a running container removing, image managing, and directory structures.
* Collaborating closely with developers to profound understanding of mobile platforms, and optimize build and deployment processes for enhanced efficiency and productivity.
* Implemented robust monitoring and alerting solutions to ensure optimal health and performance of mobile applications and related infrastructure. Continuously optimized application performance and responsiveness.
* Deployed and managed Adobe Experience Manager as a Cloud Service (AEMaaCS) instances on cloud platforms, ensuring optimal performance and scalability.
* Created **Bash Scripts** and cron jobs that observed and described security issues.
* Involved in building **database** Models, APIs, and Views utilizing **Python,** to build an interactive web-based solution.
* Collaborated with software development teams to optimize **database** schemas and queries, improving application response times by 20%.
* Conducted regular **database** health checks, identifying and resolving potential issues to maintain optimal performance.
* Used **Docker, Kubernetes,** and Open Shift to manage microservices for the development of continuous integration and continuous delivery.
* Provided on-call support for critical database incidents, minimizing downtime and ensuring continuous availability.
* Utilized **Kubernetes** for the runtime environment of the CI/CD system to build, test deploy.
* Build and release **Cloud-based** products containing Linux and Windows environments, using **Python Scripting.**
* Developed build and deployment scripts using **ANT and MAVEN** as build tools in Jenkins to move from one.
* Managed **SVN/Git** repositories for branching, merging, and tagging, and resolved merging issues during rebasing and re-integrating branches by conducting meetings with the development team.
* Managed and monitored the server and network infrastructure using **Splunk**.
* Provided support in setting up and managing production scale Databricks environments on both Microsoft Azure and AWS.
* Created custom Datadog monitors and alarms to notify the team of critical system events, reducing incident response time by 30%.
* Worked closely with cross-functional teams to leverage Datadog for better collaboration, resulting in improved operational efficiency and faster issue resolution.
* Implemented monitoring and alerting solutions to proactively identify and address performance bottlenecks and issues in AEM environments
* Supported the implementation and configuration of **Istio as the Service Mesh** solution for a microservices architecture, improving service-to-service communication, security, and observability.
* Collaborated closely with cross-functional teams to ensure that infrastructure meets the needs of the business.
* Implemented monitoring and alerting solutions using **Prometheus and Grafana** to track istio's performance and troubleshoot issues proactively
* Conducted regular performance and security assessments, optimizing **Istio** configurations for better resource utilization and security posture.
* Automated the provisioned and configuration of Salesforce sandboxes and environments using Terraform, ensuring consistency and repeatability.
* Managed user accounts, profiles, roles, and permissions in Salesforce, ensuring data security and compliance with industry regulations.
* Created and maintained reports and dashboards to provide actionable insights for sales and marketing teams, contributing to informed decision-making.
* Contributed to planning and executing the release of new features and products to production, including coordinating with stakeholders, managing dependencies, and monitoring the release rollout.
* Maintaining track of the number of deployments and the details of the specific environments using **JIRA.**
* Worked closely with various teams to resolve issues which included Business, QA, Build & Deployment, and Production Support teams.

**Environment:** Puppet, Jenkins, Maven, AWS, Bash Scripts, Python, CI/CD, GitHub, Salesforce, Ansible, Terraform, Docker, Nexus, Kubernetes, SVN, Jira, Agile and LINUX, Windows, Postgres.

**Client: DTCC, FL Jul 2017 – Dec 2018**

**Role: Cloud Engineer**

**Responsibilities:**

* Managed all phases of the software development life cycle (SDLC) by building customized Build and deployment Applications.
* Created plans and ensured Release management deliverables were met on time, risks were appropriately mitigated, and code implementation status was communicated regularly to the Application Manager.
* Used **Ansible** for managing server application servers such as **Apache and MySQL.**
* Configured and set up activities of both environmental and functional and collected data for preparing monthly metrics of the migrated codes, and monthly internal and yearly external audits.
* Developing automated processes for builds and deployments using **Jenkins, Maven, Sonar Type Nexus, Shell, Python,** and **Java.**
* Teamed with developers to execute APIs that enabled the internal analytics team to increase reporting speed from 15% to 25% in 2 weeks
* Spearheaded the design of 20 Iaas-based solutions in Google Cloud Platform and delivered proof of concepts of new solutions on the cloud, saving $3oK in costs
* Managed and maintained Oracle Cloud Infrastructure (OCI) infrastructure and applications for a variety of clients
* Worked with cross-functional teams to deliver complex cloud solutions, including cloud migration, cloud-native application development, and disaster recovery
* Managed Oracle Cloud Platform (OCP) services, including Oracle Database Cloud Service, Oracle E-Business Suite Cloud Service, and Oracle Fusion Middleware Cloud Service
* Provided technical support on Oracle Cloud Infrastructure (OCI) and Oracle Cloud Platform (OCP) services and other OCI services, including Compute, Storage, Networking, Load Balancing, and Security
* Worked on setting up virtual networks within the GCP cloud environment, ensuring secure and efficient data transmission, and contributed to improving business processes and services within the GCP environment.
* Worked with the DevOps team to automate the deployment and provisioning of GCP cloud resources.
* Optimized cloud resources to improve performance and cost-efficiency and troubleshoot and resolved cloud issues on GCP
* Implement data security and access controls using GCP's Identity and Access Management (IAM) and Cloud Security Command Center
* Monitor and troubleshoot data pipelines and storage solutions using GCP's Stackdriver and Cloud Monitoring
* Designed and built multiple GCP environments using infrastructure as code approach, enabling a more efficient and streamlined deployment process.
* Managed DevOps infrastructure, and containerized services, and deployed them using Kubernetes, resulting in 99.99% uptime and faster deployment.
* Worked on migrating an entire Oracle database to BigQuery and using Power BI for reporting. Build data pipelines in airflow in GCP for ETL-related jobs using different airflow operators.
* Developed multi-cloud strategies in better using GCP (for its PAAS) and in migrating legacy systems into GCP technologies
* Implemented auto-scaling mechanisms to manage millions of customers around the world, ensuring that the application is always available during high-traffic periods.
* Hands-on experience with Adobe Cloud Services (ACS) and its resources.
* Configured, and administered Adobe Experience Manager (AEM) in ACS, ensuring smooth operations and reliability.
* Collaborated with cross-functional teams to optimize ACS-related workflows and streamline development processes.
* Involved in designing/automating proof of concept projects and version control tool migrations.
* Improving Continuous Integration workflow using Virtual Environments like **Docker** and automating the Build process using **Docker** and similar tools.
* Implemented a mirror for the **SVN repository,** which enables users to use both **SVN and GIT.**
* Worked on **Shell/Bash/Perl** scripts for automation purposes.
* Created and owned a build and Continuous Integration environment with **Maven and Jenkins.**
* Migrated production database from MySQL to PostgreSQL
* Optimized database queries for performance
* Implemented security measures to protect database data
* Assisted in automating the deployment of **Salesforce** applications to multiple environments
* Monitored and troubleshooted **Salesforce** applications in production.
* Worked with **Salesforce** administrators to ensure the smooth operation of Salesforce applications.
* Installed and Configured the **Nexus repository** manager for sharing the artifacts within the company.
* Configured Nightly Builds using SCM polling option to ensure an updated version of artifactory generated in **NEXUS.**
* Administered and integrated the Version Control Systems like **Subversion** and **GIT with Jenkins.**
* Involved in migration activities using **Red Hat LVM, and Solaris LVM** and involved in Research of the project application architecture to support/resolve build, compile, and test issues/problems.
* Involved in release planning and executed the release build request from the project team through **JIRA Ticket**

**Environment:** DevOps, Puppet, Docker, GIT, Maven, JIRA, Tomcat, UNIX, Jenkins, Chef, Maven, Red Hat LVM, Solaris LVM, ANT, Apache, SVN and Windows.

**Client: Century Link, CO Jan 2016-Jul 2017**

**Role: Cloud Engineer**

**Responsibilities:**

* Administered and supported SVN and GitHub Enterprise version control tool.
* Assisted with the development of the Development Priority List, working with the Product Management group to solve issues identified as part of the Problem Management process.
* Provide performance management, disaster recovery, monitoring, and access control solutions.
* Work with/support business users to understand issues, develop root cause analyses, and collaborate on enhancements/fixes with the team.
* Implemented CI/CD pipelines using Jenkins, improving code quality and release frequency
* Managed Kubernetes clusters on AWS, ensuring high availability and scalability. Provided technical support to team members on AWS and DevOps best practices
* Automated the IAM secrets policy management for Hashicorp Vault by integrating it with Jenkins, deployment of PostgreSQL databases, load balancers for AquaSec container security tool inside AWS using Cloud SDK and Python
* Worked with the security team to implement and enforce security policies. Migrated on-premises applications to the AWS. Provided technical support to developers and end users.
* Managing **Docker** orchestration and **Docker** containerization using Kubernetes.
* Utilized **Docker** for the runtime environment of the CI/CD system to build and test deployment.
* Utilized existing Deal Model in **Python** to inherit and create an object data structure for regulatory reporting.
* Created scripts for system administration and AWS using languages such as **BASH and Python.**
* Installation, configuration, and maintenance of different **Linux** Distribution servers like **Debian**, **RHEL,** and CentOS Servers at multiple Data Centers.
* Developed and managed ACS cloud API integrations for various DevOps activities by collaborating with other teams, enhancing automation and efficiency.
* Implemented NewRelic for ACS Site Reliability, including monitoring, alerting, and creating dashboards to maintain optimal performance.
* Implemented log aggregation solutions tailored to the ACS environment, improving troubleshooting and debugging processes.
* Hands-on experience working with maintaining pipelines and software patching practices in ACS.
* Helped to establish the physical environments to perform effectively the software builds and deployments with an emphasis on quality, integrity, and security.
* All IT faults were diagnosed, investigated, and addressed; error budgets for technical and engineering teams were monitored.

**Environment**: AWS (EC2, VPC, IAM, S3 BUCKET, EMR, Cloud watch, CFT), GCP, Git, Bamboo, Docker, Groovy, Chef, Puppet, Apache-Tomcat, RHEL, SonarQube, Nexus.

**Client: Infozech Pvt Ltd, IND Jan 2014-Nov 2015**

**Role: Build and Release Engineer**

**Responsibilities:**

* Designed and implemented fully automated server build, management, monitoring, and deployment solutions spanning multiple platforms, tools, and technologies including **Jenkins** Slave Nodes/Agent, Chef, Android, VMware.
* Extensively worked on **Jenkins** by configuring and maintaining continuous integration and end-to-end automation for all builds and deployments.
* Supported **AWS** cloud services such as EC2, auto-scaling, and VPC to build secure, highly scalable, and flexible systems that handled expected and unexpected load bursts.
* Experience in release automation for **Java** technology to achieve continuous integration and continuous delivery (CI /CD).
* Automated Clear Case-based release management process including monitoring changes between releases.
* Solid understanding of **Linux** shell scripting, **UNIX, Windows**, build and release engineering principles.
* Installed, configured, and administered **Jenkins** (CI Tool) on **Linux**/Windows machines along with adding/updating plugins such as Build Pipeline, **SVN, SSH Agent, GIT Hub, Maven, ANT, SonarQube, etc.**
* Experience with build tools **ANT** and **Maven** for writing (build.xml and pom.xml) files, respectively.
* Build Automation and Build Pipeline development using **Jenkins** and **Maven**.
* Designed and created an automated Build and Deployment process using **Jenkins's** build pipeline.
* Used SVN as source code repository and experienced in cloning, pulling, and pushing the code.
* Provided periodic feedback on status and scheduling issues to the management.
* Used Subversion (SVN) in branching, merging, and tagging the Source Code and managed the source code repositories.
* Setting up private networks and sub-networks using a virtual private cloud (VPC) and creating security groups to associate with the networks.
* Setting up scalability for application servers using command line interface for Setting up and administering DNS system in **AWS** using Route53 Managing users and groups using the Amazon identity and access management (IAM).
* Managed all the bugs and changes in a production environment using the **Jira** tracking tool.

**Environment**: Linux, GIT, Jira, AWS, EC2, S3, VPC, CI/CD Management, Windows, CentOS, Shell script, SVN, SCM, Jenkins, Ant, Maven, Chef, RDS/DNS.

**Client: Siemens, IND June 2012 – Dec 2013**

**Role: System Engineer**

**Responsibilities:**

* Designed and implemented fully automated server build, management, monitoring, and deployment solutions spanning multiple platforms, tools, and technologies including **Jenkins** VMware.
* Extensively worked on **Jenkins** by configuring and maintaining continuous integration and end-to-end automation for all builds and deployments.
* Installed, configured, troubleshot, secured, and supported Red Hat, CentOS, and **Linux** servers and product servers.
* Created and modified application-related objects created Profiles, users, and roles, and maintained system security.
* Monitored System Activities like CPU, Memory, Disk, and Swap space usage to avoid any performance issues.
* Developed and implemented an automated **Linux** infrastructure using **Chef.**
* Coordinate developers with establishing and applying appropriate branching, and merging Conventions using GIT source control.
* Responsible for Continuous Integration (CI) and Continuous Delivery (CD) processes used by **Jenkins**, **Ansible**, **Puppet, and Chef.**
* Create custom logging, reporting, and analyze system applications, enable problem notifications, and enhance hardware, and database.
* Redesign and implement Domain Name System (DNS) infrastructure to reduce complexity, improve performance, simplify administration, and facilitate deployment automation.
* Troubleshoot various systems problems such as application-related issues, network-related issues, hardware-related issues, etc.

**Environment**: Linux, Red Hat, Chef, GIT, EC2, CI/CD Management, Windows, CentOS, Shell script, SVN, SCM, Jenkins, Maven.