**Jayanthi Perumal**

**Phone:** +1 (972) 665-7191

**Email:** jaya@mysafariapps.com

**SUMMARY:**

* Overall 10+years of experience working as a Lead Production Support and Worked as a System administrator, Application Support Engineer, DevOps Engineer, Build & Release Engineer, and hands-on experience with Configuration, Management tools, Build, Deploy, Release Management, and other tools on UNIX, LINUX, and Windows Environments.
* In-depth knowledge of **Software Development Life Cycle (SDLC)** involving both the **traditional methodology** such as **Waterfall** and **Agile methodologies** such as **Scrum, Waterfall-Scrum hybrid.**
* Analyze, test, and implement new software and suggest modifications or enhancements to existing software applications.
* Collaborate with Technical Architects to determine issues and troubleshooting practices.
* Understand processes, services, software, and other tools to support business objectives.
* Resolve conflicts between the ideal application performance/uptime and user-reported issues.
* Learn and understand the underlying code, expected performance behaviors, and how to resolve issues efficiently.
* Creating Problem tickets for all the issues using service now.
* Creating Change tickets in service now to track various housekeeping activities in production environment.
* Identifying and reporting bug fixes throughout the applications.
* Research monitoring best practices to be developed within the applications and reporting.
* Communicate with end users/businesses to explain the issue(s) and resolution. Provide technical analysis for the production incidents, resolution, and root cause analysis for the incidents.
* Perform impact analysis both technically and functionally.
* Experienced in addressing service requests and production maintenance support.
* Monitor, acknowledge, and work on production tickets.
* Providing code/config fixes to the applications in production.
* Providing regular status updates to all stakeholders on the incidents according to the agreed timelines with the business.
* Collaborating with third-party vendors and other teams for incident resolutions.
* Supporting the deployment/release of all major and minor releases of the product.
* Experience in publishing knowledge articles for incidents and service requests, and preparing technical documents for standard operating procedures.
* Worked on production upgrades and support the products and technologies independently.
* Contribute to defining and documenting key production support processes and procedures and work to continually improve the level of service and overall experience we provide our hosting tenants.
* Worked with SMEs to create and publish documentation, tenant communications, FAQs, and training materials for the enterprise cloud hosting platforms.
* Monitoring the shared email, request queues, and problem ticket queues to properly triage, assign, and ensure resolution to questions and issues.
* DevOps tools like Chef, Puppet, Jenkins & Docker, and Kubernetes.
* Installed, Configured, and Managed Monitoring Tools such as Splunk for Resource Monitoring/Network Monitoring/Log, and Trace Monitoring.
* Good Experience in working on version control tools like Git and used source code management client tools like Git Bash, Bitbucket, GitHub, and other command-line applications.
* Written Ansible playbooks using **YAML** scripting to automate our build/deployment process and do an overall process improvement to any manual process.
* Knowledge and experience in ITIL process and have worked on coordinating releases across the projects and worked on multiple 24X7 support projects.

**TECHNICAL SKILLS**

**ServiceNow, Jira, ITIL, Incident Management, Change management, Confluence, Splunk, Windows, Linux, WebLogic, Identity and access management, System Administration, Agile, Pagerduty, Patching, Operating systems, DevOps**

**PROFESSIONAL EXPERIENCE**

**Client :** AT&T

**Location :** Dallas, TX

**Designation :** Application Support Analyst

**Duration :** Jan 2021 – Present

**Responsibilities:**

* Collaborate with Technical Architects to determine issues and troubleshooting practices.
* Analyze, test, and implement new software and suggest modifications or enhancements to existing software applications.
* Understand processes, services, software, and other tools to support business objectives.
* Resolve conflicts between the ideal application performance/uptime and user-reported issues.
* Learn and understand the underlying code, expected performance behaviors, and how to resolve issues efficiently.
* Identifying and reporting bug fixes throughout the applications.
* Research monitoring best practices to be developed within the applications and reporting.
* Communicate with end users/businesses to explain the issue(s) and resolution. Provide technical analysis for the production incidents, resolution, and root cause analysis for the incidents.
* Perform impact analysis both technically and functionally.
* Experienced in addressing service requests and production maintenance support.
* Monitor, acknowledge, and work on production tickets.
* Providing code/config fixes to the applications in production.
* Providing regular status updates to all stakeholders on the incidents according to the agreed timelines with the business.
* Collaborating with third-party vendors and other teams for incident resolutions.
* Supporting the deployment/release of all major and minor releases of the product.
* Experience in publishing knowledge articles for incidents and service requests, and preparing technical documents for standard operating procedures.
* Worked on production upgrades and support the products and technologies independently.
* Contribute to defining and documenting key production support processes and procedures and work to continually improve the level of service and overall experience we provide our hosting tenants.
* Worked with SMEs to create and publish documentation, tenant communications, FAQs, and training materials for the enterprise cloud hosting platforms.
* Monitoring the shared email, request queues, and problem ticket queues to properly triage, assign, and ensure resolution to questions and issues.
* Taken ownership of WebLogic and Windows OS patching and upgrades.
* Experience with service desk support with application service desk management i.e., incidents, service requests, and problem management.
* Experience with Jira or similar service desk tools (i.e., Service Now, Remedy Service Desk, Zendesk) for creating and managing helpdesk tickets
* Experience with System Administration and production control operations
* Must work collaboratively with multiple teams from Product Owners, Development Team, Operations
* Experience working with other city agencies, third-party vendors, and service providers to coordinate incident and problem resolutions
* Experience in involving in incident calls involving other agencies and third parties
* Solid understanding of the needs of customers/users and represents this in their work prioritization, effort, and where needed escalation
* Responsible for technical documentation and follow-up with the development and infrastructure team for the incident and service requests responses
* Communicating technical information effectively with internal and external customers.
* Ability to be on top of the reported incidents\issues and provide support within the established SLA
* Integrated the **Pager-duty** to **Slack** for acknowledging and resolving the server health-related issues.
* Delivered 24x7 operations through a customer-focused approach including P**agerDuty** and troubleshooting problems with Remedy Ticketing System.
* Experience in log monitoring tools like **Splunk.**

**Environment:** Windows, WebLogic, ITIL, Jira, ServiceNow, System Administration, IAM, Active Directory

**Client :** Anthem Inc

**Location :** Dallas, Tx

**Designation :** Sr. System Administrator

**Duration :** Nov 2019 - Dec 2020

**Responsibilities:**

* Primary responsibilities include the administration of multiple applications of a team that involved different development teams and multiple simultaneous software releases
* Worked on the administration of Linux servers that included installation, configuration, testing, tuning, upgrading, and loading patches, and troubleshooting both physical and virtual servers.
* Perform production code deployments and support production validations on a weekly basis.
* Perform maintenance activity on Production and non-production systems.
* Involved in user administration for the tools like Jenkins, Jira, Jfrog, and Bitbucket.
* Involved in arranging and managing the Confluence pages actively.
* Run reports and analytics on metrics to ensure application performance.
* Building a detailed understanding and ownership of all assigned systems/platforms.
* Perform day-to-day oversight for assigned platform/system performance
* Adhering to SLAs for “Level 2 and 3” support for assigned systems/platforms
* Experienced analyzing complex business problems; recommending solutions and resolving operational/systems issues.
* Performed Daily content push activities and validated all the passed tickets and pushed to production
* Managing staff including recruiting, training, mentoring, and performance management to meet/exceed departmental objectives
* Providing relevant metrics to measure team performance of assigned production systems
* Ensuring procedural changes and team-work activities are properly documented, to conform to audit requirements.
* Building/maintaining collaborative relationships with internal customers.
* Participating in Agile activities with Product and Development teams.
* Worked in the successful delivery of releases, updates, and server support
* Recommending and supporting the execution of system/platform enhancements to increase reliability, scalability, capacity, and performance.
* Participating in and supporting initiatives for Business Continuity Planning, Disaster Recovery, and Audit
* Experienced in supporting the company’s commitment to protecting the integrity and confidentiality of systems and data.
* Performing emergency setup and configuration for customers and Providing training to customers in routine program operations.
* Advanced technical troubleshooting experience, recognizing and resolving issues in a number of IT environments
* Managing complex customer issues, coordinating appropriate technical personnel, defining work plans, and deadlines, and driving customer communications until issue resolution is achieved.
* Experienced in collaborating with departments to develop and maintain a technology plan that supports customer and business needs; and aligns with the IT roadmap.
* Accountable for the team’s delivery of timely and accurate technical solutions to customers.
* Participated (or lead, when appropriate) in new technology adoption to enhance and support services offered to our customers.
* Demonstrated an approach of continuous improvement across all areas of the work.
* Ensuring depth and breadth of technical skills are maintained across the team to support customer demand.

**Environment:** Windows, WebLogic, ITIL, Jira, ServiceNow, System Administration, Server Upgrades, Patching, ITIL, Agile, IAM

Client : DIRECTTV

Location : LA, CA

Designation : Application Support Analyst

Duration : Oct 2017 – Nov 2019

**Responsibilities:**

* Expertise in JIRA in issue tracking, project management, Change Management, and Release Management.
* Supported and developed tools for integration, automated testing, and release management.
* Involved in Research of the project application architecture to support/resolve build, compile, and test issues/problems.
* Monitor the performance of system hardware, network, and applications daily.
* Used Jira to track the bugs and to create tracking reports and Jenkins, and Maven for automating the build process for Java applications.
* Used Confluence for Complete Project Management.
* Installed and configured **Jenkins’s** master, slave nodes and plugins.
* Experience working with Jenkins to create build jobs, and troubleshoot issues with build jobs.
* Experience in user administration for the tools like Jenkins, Git, Jfrog.
* Experience in log monitoring tools like **Splunk.**
* Used **Jira** for ticket tracking and Confluence for Knowledge base sharing purposes.
* Containerized Splunk forwarders for the applications and the logs will flow from the Docker to Splunk.
* Delivered 24x7 operations through a customer-focused approach including PagerDuty and troubleshooting problems with Remedy Ticketing System.
* Delivered 24x7 operations through a customer-focused approach including **PagerDuty** and troubleshooting problems with Remedy Ticketing System.
* **Experienced in attending** to customer calls/chats/e-mails and resolving tickets within agreed-upon SLAs for ticket volumes and timeframes.
* Maintaining the high login efficiency (availability) for customers, and, if and as required, assisting with documenting identified risks, issues, mitigation plans, and support in the execution of BCP/DR plans.
* Ensuring positive customer experience and CSAT through First Call Resolution, minimum average handling time (AHT), and minimized rejected resolutions / reopened cases.
* Updating the work logs and following shift/escalation processes to escalate complex problems to appropriate support specialists as well as to route problems to 2nd- and 3rd-level IT support staff as the case may be.
* Experienced in configuring, installing, and troubleshooting Windows server and workstation operating systems (Windows 8, 10, 11, 2012, 2016, 2019)
* Worked on the Active Directory and its functions (users/groups, NTFS permissions, group policy, etc.) and was able to configure and troubleshoot AD issues.
* Worked on security issues and access issues for the users and resolved the issues.

**Environment:** Windows, WebLogic, ITIL, Jira, ServiceNow, System Administration, Server Upgrades, Patching, ITIL, Agile, Active Directory.

Client : Johnson & Johnson

Location : Raritan, NJ

Designation : Associate Software Engineer/ DevOps Engineer

Duration : May 2015 – August 2017

**Responsibilities:**

* Involved in migrating applications from WebLogic to **MT**-**Docker** from scratch.
* Also set the standards in the docker-compose file like restart policy, limits, and reservations for the **Docker** platform Maintenance.
* Created secure Docker images for the DEV, TEST, and PROD environments and used Docker Security workbench for provisioning secure Docker images and working with container-based deployments using Docker with **Docker** **images**, **HUB**, and **registries**.
* Actively worked on building automation pipeline (**generic**) and Continuous deployment of code using **Jenkins**.
* Worked on **AppD** installations and Docker installations on Slave Nodes.
* Worked on errors and issues related to installations of docker on slave nodes while deploying the stacks.
* Involved in the cleanup of old docker images and dangling images on docker nodes.
* Maintaining all the docker containers in every system timely to ensure the system’s ability.
* Monitoring **Kubernetes environment** the elastic way using **Filebeat and Fluent.**
* **Created the File beat and Fluent bit YAML files to** deploy and maintain (upgrade, change, and configure) the app on **Kubernetes.**
* Created the **GitOps Model** for **Synchronizing** the **Server** changes to **Bitbucket Folders.**
* Provisioning secure Docker images and working with container-based deployments using Docker with Docker images, HUB, and registries.
* Taken ownership of WebLogic patching and upgrades.
* Worked on middleware technologies like Oracle **WebLogic** and Tomcat servers
* Installed the new version of **WebLogic** patches for every quarter through Ansible playbooks.
* Written **Ansible playbooks** using **YAML** scriptingto automate our **build/deployment** process and do an overall process improvement to any manual process.
* As a **Jenkins, Jfrog,** and **Bitbucket** administrator, provided access to different users and was involved in troubleshooting the failed build in Jenkins jobs.
* Experience working with **Jenkins** to create build jobs, and troubleshoot issues with build jobs.
* Experienced in setting up CICD Jenkins Pipelines for **Sprig boot, java applications.**
* Worked on creating the light-Weighted framework **(Hibernate)** which implements the **Java JPA’s.**
* Used **Groovy** scripting to decrypt credentials (with Jenkins) and configure any Jenkins setting like disable and reconfigure security.
* Involved in upgrading the **Jfrog antifactory** to the latest version.
* Worked on installing and configuring Enterprise **Jfrog antifactory**. and hosted the **Jfrog antifactory** in the docker container.
* Containerized **Splunk forwarders** for the applications and the logs will flow from the docker to **Splunk.**
* Troubleshoot various during build and deployment, related to legacy tomcat or virtual environment such as **Docker/Kubernetes**.
* Worked on **Pagerduty** workflows and created alerting system for different developer teams to create the incidents for server health issues.
* Integrated the **Pager-duty** to **Slack** for acknowledging and resolving the server health-related issues.
* Delivered 24x7 operations through a customer-focused approach including P**agerDuty** and troubleshooting problems with Remedy Ticketing System.

**Environment:** Git, Jenkins, Confluence, Ansible, Terraform, Docker, Kubernetes, GitHub, JIRA, Apache Tomcat, Java/J2EE, RHEL, Maven, shell/Bash, Splunk, MySQL, SQL, Splunk, Prometheus, ELK Stack.

Client : Verizon

Location : Branchburg, NJ

Designation : Build and Release Engineer

Duration : Jan 2013 – April 2015

**Responsibilities:**

* Primary responsibilities include building and Deployment of **Java J2EE** applications and several microservices onto different environments.
* Defined and Implemented Configuration Management and Release Management Processes, Policies and Procedures
* Build and maintain **CI/CD pipelines** for supporting SDLC activities in non-prod and production.
* Installed and configured **Nexus** repository manager for **sharing artifacts** between internal teams and created proxy Nexus repositories to speed up the build process.
* Designing and implementing fully automated server build management, monitoring, and deployment by Using Technologies like **Splunk, GIT, Maven, GitLab, Jenkins, Nexus Artifactory, and Puppet**.
* Setting up **New Relic** from scratch to monitor the platform both on-prem and cloud.
* Worked on the administration of **Linux** servers that included installation, configuration, testing, tuning, upgrading and loading patches, troubleshooting both physical and virtual servers.
* Implemented the setup for **Master-slave** architecture to improve the Performance of **Jenkins**.
* Expertise in **JIRA** in issue tracking, project management, Change Management and Release Management.
* Supported and developed tools for integration, automated testing and release management.
* Involved in Research of the project application architecture to support/resolve build, compile, and test issues/problems.
* Monitor the performance of system hardware, network, and applications daily.
* Perform production **code deployments** and **support production validations** on a weekly basis.
* Perform maintenance activity on **Production** and **non-production systems.**
* Maintain and create alerting scripts to enhance and proactively monitor application and server health.
* Run reports and analytics on metrics to ensure application performance.
* Used **Ansible** for configuration management of environments of our production environments and deploying our Web, NFS, and database servers.
* Automated the provisioning of environments in **Dev** and **QA environments**: developed **playbooks** with **Ansible** and deployed environments using containers using **Docker.**
* Worked in I**nstallation, Migration, Integration, Implementation, Release,** and **building** of products.
* GIT Administrator – responsible for creating Tags, Branches, and Branch Merges.
* Used **Jira** to track the **bugs** and to create tracking reports and **Jenkins, Maven** for automating build processes for Java applications.
* Used **Confluence** for Complete Project Management.
* Used **Unix Cron** jobs for the Automation of Build and Deployment.
* Maintained configuration files for each application for the purpose of building and installing on different environments.
* Responsible for pushing the front-end code to **Dev, QA,** and **Stage (Non-PROD)** environments.
* Created the build instructions docs and install (deploy) instructions docs for each application for different environments.
* The above docs are being used as the guide for the manual build and deployment process, in case the automated **Ansible** scripts break (emergencies).
* Created a complete release process doc, which explains all the steps involved in the release process.

**Environment:** Git, Jenkins, Confluence, Ansible, Terraform, Docker, GitHub, JIRA, Jenkins, Jfrog, Splunk, Maven.

**Education:**

* Bachelor’s in ECE from Bapatla Engineering College 2008.

**Certifications**:

* Certified in ITIL V4
* Certified in Windows 2012 R2
* [AWS Certified Solutions Architect – Associate](https://www.linkedin.com/company/amazon-web-services/)
* Aws Certified DevOps Engineer – Professional