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**Profile Summary**

* 9+ years of professional IT experience including including **Site Reliability Engineering, Cloud Infra Management, Incident Management, Configuration Management, Production Support, automating provision, build and deployment process using CI/CD** and **IAC** tools, focusing on high availability and scalability in **Azure, AWS and GCP Cloud.**
* Lead SRE team members to create and maintain **Recovery Procedures, RCA** s in collaboration with other engineering teams.
* Performed **the Incident Management** and **Change Management** to maintain the continuous availability of all Cloud Infrastructure services.
* Maintained a 24x7 production environment with a high level of service availability and Perform quality reviews, manage operational issues.
* Ensure the highest level of uptime to meet the customer SLA by implementing system wide corrections to prevent reoccurrence of issues.
* Worked as a Point of contact for all the Major Incidents(**P1&P2**).
* Strive for the continuous improvement of overall **major incident process and communication**, **incident tracking** and **archiving all post-incident** analysis.
* Administered the **Major Incident Management (MIM) process** and ensure adherence to process and escalation requirements within various support and delivery areas, assisting teams in establishing **SLAs** and **KPIs.**
* Perform **Incident Management** and **Change Management** to maintain the continuous availability of all **Cloud Infrastructure** services.
* Strong experience in working with **AWS** cloud services like **EC2, VPC, ELB, S3, IAM, Route53, Auto Scaling, Cloud Watch, Lambda, API GW, RDS, Dynamo DB, ECS and EKS.**
* Strong experience in working with **Azure** cloud services like **Virtual Machines, Virtual Networks, Azure functions, Resource Groups, Azure Storage, Cosmos DB, Azure Active Directory, Azure Front Door, Azure Service Bus, and Azure Monitor.**
* Strong working experience with **Infrastructure as code** (**IAC**) tools like **Terraform** and **CloudFormation.**
* Expertise in **Azure DevOps** services for project management, versioning of source code, Continuous integration, and continuous deployment.
* Strong working experience with container tools like **Docker and Kubernetes**.
* Worked with **configuration management** tools like **Chef, Puppet, Ansible and Salt.**
* Strong use of scripting languages like **Shell, Bash, Python, Ruby, Perl, Go, and PowerShell.**
* Installed and configured **Data Dog, Splunk, App Dynamics, Nagios, New Relic, Zabbix** monitoring tools to monitor network services, host resources and cloud infrastructure.
* Deep understanding and experience in data and cyber security using **AWS Cloud Inspector**, **AWS Config**, **AWS Macy, AWS Guard Duty, AWS Athena, Web Application Firewall (WAF)** and **AWS Shield.**
* Hands on Experience with the Static code analysis tools like **Checkmarx**, **Veracode**, **Coverity** and **SonarQube**.
* **Branching, Merging, Tagging, Release** Acts on Version Control Tools: **SVN, GitHub**.
* Strong skills in **C/C++/Java** tools built with **Ant, Make, Maven, Gradle, Gitlab CI, CMake, Jenkins, Bamboo, Bazel and TeamCity.**
* Expert in various networking protocols like **HTTP, HTTPS, TCP/IP, FTP, SSH and DHCP**.
* Expert in setting up application security with tools like Static Application Security Testing (**SAST**) and Dynamic Application Security Setting (**DAST**) to identify code bugs.

**Education Details**

* **Masters in Computer Science (2015 – 2016)**

University of Bridgeport, Bridgeport, CT.

**Certifications:**

* AWS Certified Solutions Architect Associate
* HashiCorp Certified Terraform Associate
* Docker Certified Associate
* Azure Administrator Associate

**TECHNICAL SKILLS**

* **Version Control Tools:** Subversion, Gitlab, GitHub and Bitbucket
* **Build Tools:** ANT, Maven, Ivy, Gradle, Bazel and Microsoft Build
* **Continuous Integration Tools:** Jenkins, Bamboo and TFS.
* **Artifact Management Tools:** Jfrog, Artifactory and Nexus.
* **Configuration Management Tools:** Chef, Puppet, Ansible and Terraform
* **Cloud Providers:** AWS, Azure and GCP
* **Bug Tracking Tools:** Jira, REMEDY, Confluence and Bugzilla.
* **Monitoring Tools:** Splunk, Datadog, New relic, CloudWatch and Nagios
* **Scripting Tools:** Bash, Python, Groovy, Ruby and PowerShell
* **Application Servers/ Middleware:** Apache Tomcat, IIS, Nginx, WebSphere and JBOSS.
* **Amazon Web Services:** EC2, S3, IAM, Route53, ALB, SES, SNS, RDS, Dynamo DB, ECS, Lambda, API GW, ECS, EKS, WAF, CloudFront and AWS Guard Duty.
* **Azure Cloud Services:** Virtual Machines, Virtual Networks, Azure functions, Resource Groups, Azure Storage, Cosmos DB, Azure Active Directory, Azure Front Door, Azure Service Bus, and Azure Monitor
* **Container Technologies:** Docker and Kubernetes

**Broadridge Financial solutions – Newark, NJ, USA Feb 2021 – Till Date Role:** **Sr SRE DevOps Engineer**

**Responsibilities:**

* Working as a **Sr SRE DevOps Engineer** in the areas of **designing CI/CD process, Process automation, Build** **and** **Deployment, Release management, Cloud Computing**, **System Administration**, **Data Centre Operations**, **Software Configuration Management and Cloud infrastructure management**.
* Working with **AWS** services like **EC2, VPC, ELB, S3, EBS, Elastic Beanstalk, AMI, SNS, RDS, DynamoDB, IAM, Route 53, Auto scaling, Lambda, Cloud Front, API GW, Cloud Watch, Cloud Trail, Cloud Formation and Security Groups.**
* Working with **AWS** developer tools like **AWS Code Commit, Code Build, AWS Code Deploy and Code Pipeline.**
* Using **Kubernetes** to manage containerized applications using its **nodes, Config Maps, Selector, Services,** and **deployed application** containers as **Pods**.
* **Kubernetes** cluster administration and the continuous delivery systems using **Helm** **Charts**.
* Implementing **Kubernetes** to provide a platform for automating deployment, scaling, and operations of application **containers** across **clusters** of hosts.
* Working with **Kubernetes** and **Amazon Elastic Kubernetes Service (EKS**) to manage containerized applications and orchestrate container deployments.
* Orchestrated **Kubernetes clusters** on **AWS**, ensuring efficient resource utilization.
* Creating **Docker images, Compose Docker Registry** and handling multiple images primarily for middleware installations and domain configurations.
* Implementing **DevSecOps** strategy across the organization to run security checks at the different phases of the **DevOps SDLC** cycle.
* Configuring security scan tools like Static and Dynamic testing at each stage of the **DevOps** process and completely migrated the existing **DevOps** workflows to **DevSecOps** model.
* Workingwith **Terraform** to define and manage infrastructure as code, enabling version-controlled and repeatable infrastructure deployments.
* Utilizing **Terraform** automation capabilities to automate the deployment of virtual machines, networking components, load balancers, and other infrastructure elements.
* Writing **terraform** **Sentinel** policies to enforce Infosec (Information Security Team) guidelines to govern the infrastructure code.
* Creating and maintaining the **AWS** **CloudFormation** templates and deploying them to different environments like **Dev, QA, UAT and Prod**.
* Creating the **CloudFormation** templates in **AWS** to create and deploy services like **EC2, ELB, ASG, RDS and CloudWatch alarms**.
* Creating and managing **Identity access management** (**IAM) policies** togrant access to specific users, roles, and groupswithin the organization**.**
* Creating and maintaining **AWS S3 buckets** and **policies** with the help of **terraform** to store the important objects.
* Created **High Availability (HA)** infrastructure in **AWS** cloud and implemented **Disaster Recovery (DR)** strategies for the application and database in cloud.
* Implementing a **serverless** architecture using **API Gateway, Lambda, and Dynamo DB** and deploying **AWS Lambda code** from Amazon **S3 buckets**.
* Developing **Python** scripts to automate server provisioning, configuration management, and deployment processes, reducing manual intervention and improving efficiency.
* Developing custom **Python** scripts to collect and report application and system performance metrics, aiding in effective monitoring and performance analysis.
* Utilizing **Python** to parse and analyze log files, facilitating efficient troubleshooting and debugging of applications and infrastructure.
* Developing automation scripts in **Python** and **Bash** to streamline repetitive **monitoring** **tasks** and enhance system reliability.
* Setting up and configuring **Apache Kafka** clusters to provide a distributed and fault-tolerant event streaming platform.
* Migrating the **on-premises** application to the cloud with the help of **AWS** services such as **EC2, S3, RDS, SNS, SES and SQS.**
* Working with several **docker** components like **Docker Engine, Hub, Machine** and **Docker Swarm**.
* Writing **Ansible scripts**, creating **ansible playbooks** with different plays for deployment workflow and using **Ansible** to configure **tomcat** servers and maintenance.
* Creating **Ansible** **Playbooks** from scratch using **YAML** functions and utilizing setup and automate the **CI/CD** pipeline and deploy **microservices**.
* Contributing to the **Ansible** **Galaxy** role-sharing service with roles, pull requests, reviews and Contribute to the **Ansible** support knowledgebase.
* Working with **Ansible** **Tower** to manage the multiple **nodes**, manage the **inventory** for different environments and automate the cloud deployments using **Ansible**, and **AWS** **Cloud Formation** **Templates**.
* Set up the **Ansible** and **Ansible tower** as configuration management tool, to automate repetitive tasks, deploying the critical applications and scheduling jobs.
* Developing **Chef** **cookbook** recipes in **ruby** to **install** and **deploy** the **application** code and using configuration changes to overwrite attribute values for different environments like **Dev, QA, UAT** and **Production**.
* Creating Highly available **AWS RDS** instances for **SQL, PostgreSQL,** and **Oracle** databases with the help of **terraform** in **AWS**.
* Responsible for installing, configuring, upgrading, and administering **SQL**, **PostgreSQL**, and **Oracle** servers in **AWS**.
* Implementing **SonarQube** to perform code quality analysis and identify code smells, bugs, vulnerabilities, and security issues in the codebase.
* Involved in Setting up **Continuous Integration** Environment using **Jenkins** and responsible for design and maintenance of the **Git Repositories**.
* Running the test cases with the **Selenium** to test web applications across various browsers.
* Creating the custom **Datadog** dashboard to view the all the **AWS services dashboards, alerts, and events** at one single place.
* Designing and implementing comprehensive monitoring and alerting systems using **Prometheus** and **Grafana**, reducing mean time to detect incidents by **40%**.
* Developing custom dashboards in **Splunk** and **Datadog** to visualize key performance metrics and troubleshoot bottlenecks, contributing to a **20%** improvement in system performance.
* Collaborating with development teams to define relevant **application** **metrics** and **integrate** them into the monitoring framework.
* Leading the incident response efforts by creating **runbooks**, coordinating cross-functional teams, and conducting post-incident analyses for continuous improvement.
* Designing and implementing centralized logging solutions using **Splunk**, enabling efficient **log** **analysis** and **compliance** adherence.
* Collaborating with **security** teams to implement **log analysis** for detecting and mitigating security incidents.
* Designing and executing the integration of **Datadog** monitoring agents with **AWS EC2 instances, Lambda functions, RDS databases, and other critical AWS resources**.
* Developing the custom **Datadog** dashboards and visualizations to provide clear visibility into application metrics, infrastructure utilization, and cost optimization.
* Leveraging **Datadog's** integrations with **AWS** CloudWatch to centralize and correlate **AWS**-native metrics with custom metrics, enabling holistic monitoring.
* Created alerting policies in **Datadog** to proactively detect and respond to anomalies, service disruptions, and performance degradation across **AWS** services.
* Automating the builds of micro services, backend, frontend, and databases using **Team** **City** and deploying using **Octopus** **Deploy** and **PowerShell**.
* Working as a **Release Engineer** for teams that involved different development teams and multiple simultaneous **software releases** and implemented Continuous Integration Process.

**Environment:** Terraform, CloudFormation, AWS, Azure DevOps, Cloud Migration, SDLC, Jenkins CI/CD, Argo CD, SQL, PostgreSQL, Oracle, Groovy, HashiCorp Vault, Chef, Ansible, Puppet, Docker, Kubernetes, API, Apache Kafka, Agile, ELK, Python, Shell, Microservices, Octopus, .Net, Java/J2EE, C/C++, CMake, Linux, Windows, Unix, MS Build, Maven, Gradle, SVN (Sub Version), Gitlab, Selenium, Nexus, Artifactory, SonarQube, Datadog and Splunk.

**Client: Honey Well** **March** **2017 - Jan 2021**

**Role: SRE DevOps Engineer**

**Responsibilities:**

* Led efforts to restore service in a timely manner for critical **business functions, application, and infrastructur**e services as part of a 15-member remote team, comprised of professionals from several different countries and time zones.
* Implemented and executed major incident management processes including **invocation, ownership, escalation, communication, and restoration of service**.
* Used **ITIL** best practices to support affected business units by managing, directing, coordinating, and communicating across multiple technical and non-technical teams which include application, infrastructure, third party suppliers, and business units.
* Managed end-to-end delivery of multiple complex digital projects resulting in a 20% increase in customer satisfaction.
* Led implementation of solutions from establishing project requirements and goals to solution go-live.
* Managed and ran multiple delivery teams ensuring governance at **top management level, conducting project meetings**, and identifying successful and unsuccessful project factors and gaps.
* Worked closely with multi-disciplined teams to **drive estimates, delivery plans, and retrospectives, identified and managed engagement risks, and flagged** major issues early.
* Operated in a consultative role within the working team and provided hands-on management of the delivery stream.
* Built and managed a high performing team of delivery managers resulting in a 30% increase in team productivity.
* Hired and managed contract resources or agencies for specific projects or to augment team staffing.
* Developed and managed the One-Data platform using **Splunk queries, Prometheus, Grafana dashboard and Service-Now**.
* Web application performance baselining, analysis, tuning, capacity planning, and demand forecasting.
* Enabled authentication in own web **ASP .NET 4.7 based API by using Azure AD B2C**
* Migrated Java based applications through Azure **Web** **Apps**.
* [Deployed Java Core apps to](https://learn.microsoft.com/en-us/aspnet/core/host-and-deploy/azure-apps/) **[Azure App Service](https://learn.microsoft.com/en-us/aspnet/core/host-and-deploy/azure-apps/)**
* Deployed dashboards in **Dynatrace** for both operations and various lines of business.
* Used Dynatrace to perform **RCA** and quickly drill down to correct error fault path and error hot spots.
* Assist with the development and implementation of **DevOps** **SRE** solutions for large-scale distributed web applications across multiple tiers and data centers.
* Experience troubleshooting problems and working with cross-functional teams for resolution.
* Good knowledge and experience in using **Splunk, Prometheus, Grafana,** and Alert manager for logging and monitoring.
* Developed Automation Script using **Shell** Script and **Python** for the **Linux** platform.
* Supported patching activities and validated different **docker** services & servers.
* Setup the **data dog** to monitor the different servers and **AWS** services.
* Monitor performance and history of **infrastructure** with tools such as **CloudWatch** and **Datadog**.
* Designed and developed monitoring to improve the observability and reliability of applications using **Splunk**.
* Responsible in Administration of **Splunk** at CMS as a central logging platform for reviewing current logs, assist ADOs (Application Delivery Organizations) to setup logging hosted in **AWS** Cloud
* Helped to improve engineering quality, operation excellence and evolution of Splunk Observability’s web applications, web services, and APIs.
* Configured **Microsoft** add on for **Splunk** to send data from **Azure** event hubs to **Splunk**.
* Responsible for setting up monitoring using **Splunk** for capacity planning, system health, availability, and optimization of infrastructure.
* Helping application teams in on-boarding **Splunk** and creating **dashboards/alerts/reports** etc.
* Provide regular reports and dashboards to the engineering staff and Senior Leadership on the efficiency of core systems and SRE response/resolution times.
* Extensively involved in infrastructure as code, execution plans, resource graph and change automation using **Terraform**.
* Deliver 24x7 support for critical systems through the utilization of communication and alerting tools for fast response times, e.g., **Jira, ITSM, and Slack**.
* Detail-oriented with the ability to catch minor errors which can result in major problems.
* Designing and configuring patch management systems.
* Created Terraform templates for provisioning **virtual** **networks**, **subnets**, **VM** **Scale** sets, **Load** **balancers** and **NAT** rules and used Terraform graph to visualize execution plan using the graph command.
* Experience with the **Azure** **logic** apps with different triggers and worked on ISE environment in logic apps.
* Familiarity with hosted application service provider environments, including remote administration of servers and devices.
* Created Logic Apps with different triggers, connectors for integrating the data from Workday to different destinations.
* Experience in integrating non - standard logs and sources into **Splunk** including SQL queries, scripted inputs, and custom parsers.
* Extensive knowledge of tier **Splunk** installation, Indexer, Intermediate, Heavy forwarder, Search heads, UFs and apps.
* **Splunk** Application support to onboard various applications to the **Splunk** Command Center.
* Configured and created Roles, Groups, Users and Group Members in the organization for various business groups and well versed with **Splunk** access roles.
* Design, build and manage the **ELK (Elasticsearch, Logstash, and Kibana)** cluster for centralized logging and search functionalities for the App.
* Scripting & automating tasks using **Python** for backup, monitoring, and file processing.
* Created the **AWS VPC network** for the Installed Instances and configured the Security Groups and Elastic IP & accordingly using CloudFormation/ Terraform with Infrastructure as code.
* Involved in designing and deploying multitude of applications utilizing almost all the **AWS stack** (Including EC2, Route53, S3, RDS, Dynamo DB) focusing on high-availability, fault tolerance and Auto scaling, load balancing, faster static content delivery, built all the stack using **AWS CloudFormation** with **JSON** or **YAML**.

**Environment:** AWS, Azure DevOps, Cloud Migration, SDLC, Jenkins CI/CD, SQL, PostgreSQL, Oracle, Groovy, Chef, Ansible, Docker, Kubernetes, Agile, ELK, Python, Shell, Microservices, Octopus, .Net, Java/J2EE, Linux, Windows, Unix, MS Build, Maven, Gradle, SVN (Sub Version), Gitlab, Selenium, Nexus, Artifactory, SonarQube, Datadog and Splunk.

**Client: Citi Bank, Boston, MA April 2016- Feb 2017**

**Roles**: **AWS DevOps Engineer**

**Responsibilities**:

* Administered the **Jenkins tool** and created multiple pipelines for the build, test, security, and deployment purposes.
* Used build triggers to create a schedule for **Jenkins to build periodically** or on a specific date/time.
* Worked closely with developers to maintain a healthy environment by establishing and applying appropriate branching, labelling/naming conventions with **GitHub** repos.
* Experience in designing **Cloud Formation Templates (CFTs)** to create **EC2 instances, RDS, CloudWatch, S3, ELB, Auto-Scaling Groups, Route53 record sets** and other services on AWS.
* Written **Chef Cookbooks** for various DB configurations to modify and optimize product configuration, converting production support scripts to **Chef Recipes** and **AWS server provisioning using Chef Recipes**.
* Implemented **Chef Recipes** for Deployment on build on internal Data Centre Servers. Also re-used and modified same **Chef Recipes** to create a Deployment directly into **Amazon** **EC2** instances.
* Established **Chef** Best practices approaches to systems deployment with tools such as vagrant, bookshelf and test-kitchen and the treatment of each **Chef cookbook** as a unit of software deployment, independently version controlled.
* Responsible for **CI/CD** process implementation using **Jenkins** along with Shell scripts to automate routine jobs.
* Deployed **EC2 Instance, adding (EBS) block level storage** volume to increase the availability of the website.
* Implemented **AWS Code Pipeline and created CFT JSON templates in Terraform for infrastructure as code**.
* Experience in Setting up the build and deployment automation for **Terraform scripts using Jenkins**.
* **Managed Red Hat LINUX user accounts, groups**, directories, file permissions and Sudo rules.
* Worked on **using Chef Attributes, Chef Templates, Chef recipes, Chef files for managing the configurations across various nodes using RUBY.**
* Worked on **CloudWatch service to monitor and maintain infrastructure**. Also, created alerts in case of any unusual activity with the containers.
* Using **Splunk logging system to get essential logs** in finding problems and created dashboards to monitor application stability.
* Deployed the **EAR and WAR archives into WebLogic and Apache Servers**.
* **Used PostgreSQL** to control job flow, persist data (business current view**) and to create delta files using SQL.**
* Improved the agility and operational performance by organizing more efficient workflows and business processes.

**Environment:** Jenkins CI/CD, Chef, Terraform, PostgreSQL, Groovy, Chef, Agile, ELK, Python, Ruby, Microservices, Java/J2EE, Linux, Maven, Gradle, SVN (Sub Version), Gitlab, Artifactory, SonarQube and Splunk.

**Client: RioSoft Technologies July 2013 - July 2015**

**Roles**:  **DevOps Support Engineer**

**Responsibilities**:

* Successfully configured and deployed **operating systems (Windows, Linux, etc.)** on servers and workstations, ensuring optimal performance and adherence to security standards.
* Collaborated with development teams to understand application architecture and requirements for smooth integration into the CI/CD pipeline.
* Assisted in diagnosing and resolving production issues, leading to a 20% reduction in mean time to resolution (MTTR).
* Worked with the senior DevOps team to optimize infrastructure costs by rightsizing AWS resources.
* Conducted regular security audits and vulnerability assessments to maintain compliance with industry regulations.
* Developed and executed backup strategies to protect critical data, ensuring data recovery in the event of system failures or disasters.
* Managed system patching and updates to keep systems up to date with the latest security and software enhancements.
* Worked Extensively on various networking protocols like **TCP/IP, FTP, HTTP, HTTPS, DHCP**.
* Wrote **Shell** scripts for automation of daily tasks, documenting the changes that happen in the environment and in each server, analyzing the error logs, analyzing the User logs.
* Managed systems routine backup, scheduling jobs, enabling Cronjobs, enabling system logging and network logging of servers for maintenance.
* Installed and configured the network servers **DNS, NIS, NFS, SENDMAIL** and application servers Apache, JBoss on Linux.

 **Environment:** DevOps**,** Windows, Linux, Jenkins, MS Office, Shell Script, Networking's: DNS, FTP, TCP/IP, HTTP/HTTPS, NFS.