

Santosh Kumar Challa

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WORK EXPERIENCE

LUMEN TECHNOLOGIES | SOFTWARE ENGINEER

| Jan 2022 - Nov 2023

- Demonstrated proficiency in designing, implementing, and managing distributed systems, ensuring seamless communication and coordination between interconnected components using **Terraform and Ansible**.
- Contributed to the successful migration of microservices from on-premise servers to **Kubernetes** within **Amazon EC2 instances and Azure cloud**, showcasing proficiency in transitioning workloads to cloud-native architectures with enhanced security measures.
- Conceived a comprehensive **Observability stack** using data visualization and analytics tools **Splunk** to gain insights into teams' IT infrastructure, applications, and services.
- Leveraged Agile Scrum methodologies to move the development lifecycle rapidly for end users while inclusive of continuous integration and development **CI/CD** delivery through **Jenkins and Terraform**.
- Provided direct customer support with production issues and participated in an on-call rotation 24/7.
- Proactively enhanced infrastructure performance through continuous **Automation efforts**. Successfully implemented a **Container Architecture**, leading to a remarkable 40% increase in application modularity and efficiency.
- Used **BASH and Python** scripting for automation to boost the productivity of redundant tasks by 80% and troubleshoot real-time issues swiftly and achieve customer satisfaction up to 95%.

LUMEN TECHNOLOGIES | SOFTWARE DEVELOPER INTERN

| June 2021 – Aug 2021

- Fostered productive collaboration with Cross-functional Teams for all phases of the software development life cycle from functional requirements documentation throughout final implementation.
- Created dynamic dashboards for the Executive Team using **Splunk and Power BI** and hosted them in SharePoint to provide real-time summaries and system-wide updates.
- Coordinated the installation of software systems and collaborated closely with the user experience team to design and implement innovative features for end consumers. Acted as a Single POC for documentation of new features and dependencies.

COLORADO STATE UNIVERSITY | GRADUATE TEACHING ASSISTANT

| Aug 2020 – May 2021

- Worked as a Teaching Assistant for the courses **Operating Systems and Networks, Data Preparation for Business Analytics, Advanced Application Design and Development**
- Assisted Professor in providing valuable support in various aspects of the course, including assisting with class materials, grading assignments, and facilitating student learning.

CGI INC, | SOFTWARE ENGINEER

| Jan 2017 - Dec 2019

- Developed **JSON parsing** and serialization capabilities in **Java**, leading to a 50% enhancement in data processing speed and more streamlined data interchange among systems.
- Consistently delivered software solutions using **Python scripting and REST APIs** to integrate enterprise systems with third-party applications.
- Proven ability to troubleshoot application workflow, debug code, identify issues, perform root cause analysis by thread and heap dumps, and assist in issue resolution.
- Automated redundant tasks for monitoring and server status reporting using **Shell Script** and also Automated deployments using **Ansible**. Troubleshooting issues in Development, Test, and Production Environments. Conducted Rollback in case of failed deployments.

EDUCATION

Masters of Computer Information Systems

| Jan 2020 - Dec 2021

COLORADO STATE UNIVERSITY

- CGPA : 3.8/4.0

SKILLS

Languages: Python, Java, Spring Boot, Bash Scripting, SPL

Observability: PowerBI, Splunk (Admin, ES, ITSI), OpenTelemetry, AppDynamics, Tableau, SAP Lumira

Cloud Platforms: AWS (EC2, EKS, S3, IAM, Lambda, VPC), Azure Cloud, GCP

Databases: Oracle, MySQL, PL/SQL, PostgreSQL, Redis

DevOps Tools: Docker Products, Kubernetes, Jenkins, Ansible, Git, Github, Nmap, Terraform(IAC), Hashicorp, Node.js

Linux and Windows Server Administration Bash, Powershell

CERTIFICATIONS

SPLUNK ENTERPRISE CERTIFIED ADMIN 

SPLUNK CORE CERTIFIED POWER USER 

REFERENCES

AVAILABLE UPON REQUEST 