Vignesh Muthukumarasamy

### SRE Devops Engineer

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**SUMMARY**

Overall 10+ years of experience in IT Industry comprising of design, UI development, release & change management, system administration, continuous integration/continuous deployment (CI/CD), SRE Infra monitoring, SRE DevOps Engineering, create, carry out, and analyze database queries, report curation and data modeling, make visualizations and reports for projects, Automation using scripts and Cloud Computing platforms like VMWare and AWS. Strong foundation with Software development life cycle using CORE .Net technologies, HTML, CSS Angular, JavaScript, SQL, and basic scripting knowledge using Python and Ansible.

**CARRIER HIGHLIGHTS**

* Developed front-end web pages and web-site mock-ups with **HTML, CSS, and JavaScript.**
* Worked as **DevOps consultant** to identify gaps in Problem, Release/Change and Ticket Management, Value stream mapping, benchmark process against ITSM best practices along with debugging **the .Net code using SOAP UI, POSTMAN, Fiddler, Advanced REST Client**
* Analyzing and fine tuning the **SQL Stored Procedure.**
* Setup Continuous integration with **Jenkins** created build jobs, set up distributed builds using Jenkins’s master/slave concepts, using various plugins to setup developer friendly workflows.
* Created multiple **CI/CD pipelines** to build and trigger integration and health checks using Jenkins.
* Responsible for infra monitoring set up using various monitoring tools – **Zabbix, NewRelic, Cabot, Grafana metrics, Nagios, Kibana and Prometheus**.
* Troubleshooting the logs for **Active MQ, Elasticsearch and Redis** servers.
* Implementation of **Splunk** infrastructure, deployment, products, apps, reports, alerts and dashboards
* Responsible for working with stakeholders to troubleshoot issues with Splunk installation Role

requires significant interaction with many different teams.

* Worked with Java, Python scripting language.
* Vast experience in handling **Incident Management process** – Identifying issues, communicating to stakeholders, involve respective teams. Track the incident timelines and responsible for conducting a **Root Cause Analysis (RCA)** using 5 why’s and Fish Bone Template to capture the artefacts, action items and track them to closure.
* Provide guidance on capabilities and functionalities of visualization tools (specifically Zabbix, NewRelic, Cabot, Grafana)
* Create Data Visualization dashboards and alerts using leading technologies.
* Worked to help client queries through **Service Now Tickets** adhering to the SLA’s based on priority.
* Providing **24\*7** fanatical support for customers and the applications.
* Review the Daily/Weekly/Monthly trending reports and operational metrics for **SLA**
* Analyzing the customer survey responses and follow up with them to address issues using **NPS**
* Maintaining a knowledge base (**KEDB**) and runbook steps for team to handle production issues
* Implement Continuous Monitoring tools with defined **KPI metrics** and automate required action for possible problem events.

**TRAININGS**

* Brain Bench Certification for **HTML and CSS**

# AWS Cloud Practitioner with accreditation.

* Attended two-day immersion hands-on lab session on **AWS DevOps/DevSecOps** conducted by AWS team as part of client partner program.
* Attended two-day immersion hands-on lab session on AWS App Modernization Day

**SKILLS**

Operating Systems

Database

Monitoring software tool

Programming Languages Java MVC Framework User Interface

Project Management Tools Cloud Computing

Windows, Linux, IOS

SQL Server 2008, MySQL, SQLite, Cassandra

Zabbix, Grafana, New Relic, Cabot, Prometheus, VROPS, VRLI C, C++, JAVA, C#, JavaScript

Angular JS

HTML, CSS

Service Now, Version One, JIRA AWS, VMWare



**EDUCATIONAL QUALIFICATION**

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| --- | --- | --- |
| **Course** | **Institution** | **% Marks** |
| Master of Science in Software Engineering | Bannari Amman Institute of Technology, Sathyamangalam | 82.6 |
| XII | Park Matriculation Higher  Secondary School, Tirupur | 76.8 |
| X | Park Matriculation Higher  Secondary School, Tirupur | 82.9 |

**WORK EXPERIENCE**

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| --- | --- | --- | --- | --- |
| **Organization** | **Location** | **From** | **To** | **Designation (Role)** |
| Cognizant Technology Solutions India Pvt. Ltd | Chennai& Coimbatore | April 2013 | Sep 2019 | Product Engineer |
| Tech Mahindra | Tech Lead | Oct 2019 | Till Date | Tech Lead |

**PROJECTS**

1. **Client: AT&T SUPPLY I, LLC – Tech Mahindra, St. Louis**

**ATT-TM-ECOR Feb 2022-Till Now**

***Role: SRE/DevOps Optimization Engineer***

* + AT&T’s Enterprise Cloud Optimization and CPU/RAM reclamation (ECOR) to improve application’s Virtual Machine (VM) performance and help in reducing the Cloud Infrastructure cost.
  + Analyze, design, develop, and maintain applications blueprints through all phases of Virtual Machine optimization lifecycle.
  + Determine the feasibility of design; modify existing configuration to correct errors and to improve its performance.
  + Enterprise Cloud Order Governance Technical Support.
  + Requirements Gathering and Analysis – For preparing High Level Design and Prototype
  + Develop and write scripts to pull usage details of Virtual Machines.



* + Working with **VROPS** developers to create fully **automated CI/CD Pipelines using Jenkins**

for optimization.

* + Create Dashboards in VROPS and Grafana for Hot add logs and setup alert notification to Teams, Email, **ServiceNow** using **VRLI** and **Grafana** alert manager.
  + Create Grafana dashboard for the application teams to monitor the application servers CPU and RAM utilization.
  + Support deployment of applications to public cloud environment.
  + User **power BI** to pull CR details and to create dashboards for monthly audit.
  + Use **Splunk** to collect and index log data, develop queries, log integration support, and reporting.
  + Appropriately escalate challenges and risks to initiatives and timelines
  + Identify and prototype innovative concepts to create opportunities and resolve challenges.
  + Alerts

### Client: Rackspace Ltd., – Tech Mahindra, Bangalore

**RAX Monitor Automation Oct 2019- Nov 2021**

Rackspace Business Automation (RBA) is a suite of various applications that are automated for Rackspace. RBA team handle details ranging from basic ticketing of monitoring alerts to complex, business-process automations that connect multiple systems across the business. Additionally, it provides tools for Server Automation and RBA environment management.

## Role: SRE/DevOps Engineer

* Built a core team and train them in providing **24\*7** support.
* Handling customer issues related to production environment.
* Work closely with the stakeholders (Process and Support Automation Team) for their queries
* Involved in managing Incident Management calls during production issues and resolve them by involving appropriate teams.
* Setting up dashboard and alerts using the **Grafana JSON metrics, Zabbix and**

### Prometheus.

* Involved in writing Python scripts to automate the Service Now ticket creation from Zabbix.
* Responsible for getting knowledge from the Development team and maintaining SOPs(runbook)
* Providing support during the Production Release and sign off once completed.
* Responsible for **building new VMs** and deploying the latest packages, run ansible scripts for adding into domain and specific role.



* Responsible for designing, developing, testing, troubleshooting, deploying and maintaining Splunk solutions, reporting, alerting and dashboards.
* Install, configure, and troubleshoot Slunk.
* Use Splunk to collect and index log data.
* Created multiple **CI/CD pipelines** to build and trigger integration and health checks using

Jenkins.

* Managing deployments through Salt - maintaining salt-pillars and salt-states for different environments
* Creating Service Accounts, Account Termination/Suspension in **Active Directory**
* Automated configuration management and deployments using Ansible playbooks and

.YAML files and creating roles and updating Playbooks to provision servers by using Ansible.

* Tracking the unresolved issues based on priority and impact using **JIRA** tool and

communicate with Development team to resolve it on time.

* Review various operational metrics **SLA/SLI/SLO, KPI, MTTR and MTBF** on weekly and monthly basis.

1. **Client: Westpac Banking Corporation– Tech Mahindra, Bangalore**

**WESTPAC Resilience Project Sep 2021-Nov2021**

***Role: Process Consultant – DevOps***

* + Ticket analysis – identifying correlation between ticket data and gaps in operation.
  + Benchmark process against DevOps/ SRE/ Agile/ ITSM best practices.
  + Identifying gaps in release and deployment processes
  + Identifying gaps in application monitoring, application support and operations processes
  + Value Stream mapping – Identified process areas where %C&A is low.
  + Validating the **SLA agreements and SLA reports** and the exceptions claimed for SLA misses.
  + Analyzing the **KPI metrics**, monthly/weekly Stability report and the acceptable **SLO**
  + Measuring the application/service behavior based on the frequency of successful probes of the system (SLI)
  + Ensuring the resiliency of the application by identifying the **MTTR and MTBF**
  + Performed SWOT analysis and provided recommendations to improve resiliency aspects.

### Client: Amazon – Tech Mahindra, Bangalore

**AWS RUM and Evidently Beta Testing Sep 2021-Nov2021**

CloudWatch RUM helps application developers and DevOps engineers optimize end user experience by identifying client-side performance issues and enabling a quicker resolution. Nexus provides real user monitoring collecting client-side data on web application performance in real time to identify and debug issues. Nexus visualizes anomalies in performance and offers relevant debugging data such as error messages, stack traces, and user sessions to fix performance issues such as JavaScript errors, crashes, and latencies.

CloudWatch Evidently helps application developers to safely validate new features before rollout. With Evidently, application developers can identify unintended consequences, reduce risks, and conduct experiments before rolling out features for general usage. Evidently adds verification of end user experience to CloudWatch’s Application Performance Monitoring (APM). Customers can adjust user exposure to a new feature, monitor key metrics such as page load times or conversions during the rollout process, and then safely rollout to a wider customer base.

## Role: Beta Tester

* + Responsible for **evaluating the Beta Service** using development or test workloads.
  + Actively contributed by **submitting comments, suggestions, and results** from the Beta Test activity directly with AWS developers.
  + Being involved in market-leading product development.

### Client: Rackspace Ltd., – Cognizant, Coimbatore

**Jan 2015-Sep 2019**

**ARIC 2.0 &ARIC 2.5 - RAX-ASOPS Managed Services**

Here, I Provide support to the application and help all end users and identify any issues in production. Got exposed in working with C# to fix bugs and had knowledge in analyzing the code. Release and Configuration Management is an important task as well. Also, provided other operations and management support like setting up monitoring tools, release coordination and testing.

## Role: Product Engineer

* + Responsible for the day-to-day maintenance of the application systems in operation, including tasks related to identifying and **troubleshooting application issues** and issue resolution or escalation.
  + Responsibilities also include **root cause analysis, management communication** and client relationship management in partnership with Infrastructure Service Support team members.
  + Ensures all production changes are made in accordance with **life-cycle methodology and risk guidelines**.
  + Responsible for coaching and **mentoring less experienced team members** and or acting as a subject matter expert.
  +  Document all production applications and resolve all application issues and answer all requests.
  + Administer and **implement monitoring on all new systems** and ensure production systems are up and running.
  + Monitor all performance metrics for various production systems and identify root cause for all technical issues and recommend solutions.
  + Maintain effective relationships with various system administrators and development teams.
  + Participate in **periodic meetings** and maintain all applications for productions and plan appropriate various strategies.

### Client: Rackspace Ltd.,*-* Cognizant, Coimbatore

Rackspace Ltd. offers information technology and web hosting data solutions. The Company provides data hosting packages, customer support, web hosting solutions, as well as cloud hosting, network accesses, devices, operating systems, and application infrastructure components. Rackspace provides their products and services to customers worldwide.

The Company offers private clouds powered by VMware, Microsoft, and OpenStack. Hybrid cloud enables customers to utilize the benefits of both dedicated cloud and public cloud in its data centers or those of a third-party. The Company's customer service, Fanatical Support, offers prescriptive advice to customers and prospects.

**ARIC 2.5 - Alert Reaction Information Consolidation System Sep 2014– Jan 2015**

ARIC is an automation tool that has been developed to provide automated Fanatical Support with minimal manual intervention. Alert Reaction Information Consolidation system (ARIC) 2.5 is a revamped version of its predecessor ARIC 2.0 – Process Repository. The Goal of the application aims at moving away from the monitoring centric approach to a more business-oriented approach of process definition and management to handle both cloud & Managed Hosting. This enhanced UI based application is to empower users the power to graphically view and also perform CRUD operations for a Process. Here, we developed the UI using Angular JS and Bootstrap at certain modules. Got exposed and had good hands on using HTML5, CSS3 and JavaScript Frameworks including JQuery.

## Role: UI Developer

* + Created site layout and user interface using **HTML and CSS** practices.
  + Tested websites and performed troubleshooting prior to deployment.
  + Took concepts and produced design mockups and prototypes to strengthen designs, enhance user experiences and improve site interactions.
  + Researched new technologies, software packages and hardware products for use in website projects.



* Pitched in to assist senior developers to meet pressing deadlines during under-staffed periods.
* Used programming capabilities in **Cassandra, SQL and JavaScript** and other libraries as needed.

**Personal Details**

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| **Name** | Vigensh Muthukumarasamy | |
| **Email** | [vx00659540@techmahindra.com](mailto:vx00659540@techmahindra.com) | |
| **Passport No.** | V4359134 | **Valid Up to:** 06/01/2032 |
| **Type of Visa holding (if any)** | B1/B2 | **Valid Up to:** 12/15/2029 |
| Work Permit-H1B | **Valid Up to:** 20/09/2024 |

I hereby declare that all the information provided is correct to the best of my knowledge. I assure that I will be sincere and dedicated and deliver the best performance in the field concerned.

# Date:

**Place:** St. Louis, MO - 63043 **M.Vignesh**