# A close-up of a sign Description automatically generated Nagesh

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## Objective

Overall 14+ Years of Cognizant Experience on as DevOps Engineer working on Server based OS, Cloud IaaS with AWS, Azure and DevOps Culture through Continuous Integration (CI) & Continuous Deployment /Delivery (CD) and Automation of Infrastructure as Code also skilled on Linux, Windows Server 2008-R2/2012- R2/2016 on various hardware platforms. Experienced on different technologies WebLogic, Tomcat, Apache HTTP Server, Splunk, Apache Httpd, IBM MQ and Dynatrace.

## Professional Experience

**FreddieMac, Plano, TX [July 2023 to Till Date]**

* Design, Install, configure, and maintain heterogeneous environment on on-prem and cloud-based infrastructure to support cross domain services/applications and develop Terraform Templates to provision AWS infrastructure and its native PaaS offerings stack like EC2, S3, VPC, RDS, ELB, Auto scaling and Route 53
* Install, test, and validate the new emerging software’s/tools to check the compatibility on existing and new infrastructure provisioning/ Deploying the software’s.
* Design and implementation of engineering DevOps and SaaS Infrastructure, including a move from private cloud to public cloud, and support the infrastructure stack (OS, storage, network, database, web, and virtualization).
* Develop Build solutions to problems that interrupt availability, performance, and stability in our systems, services, and products at scale. Perform a wide variety of technical and administrative duties in overall systems design, development, and delivery.
* Managing technical cases with hardware & software vendors to resolve problems and Analytical solve problems for complex multi- tiered applications.
* Worked with multiple scrum teams to perform CI/CD automation from scratch also Docker Delivered Solutions to improve Cloud architecture.

**MasterCard USA June 2020 - May 2023**

* As a DevOps Engineer with proven knowledge in Automation, Build/Release Engineering, and Software development using cloud computing platforms such as Amazon Web Services (AWS) and Azure.
* Worked extensively with AWS Cloud services such as EC2, VPC, IAM, RDS, ELB, Auto-Scaling, S3, Cloud Front, Glacier, Lambda, Elastic Cache, Route53, Cloud Watch, Cloud Formation, Redshift, Dynamo DB, IAM, Cloud Watch
* Using Lambda Functions to generate events in response to Dynamo Db queries on AWS EC2 instances with Auto scaling groups and Load Balancers in a freshly established VPC.
* Experience with developing Kubernetes clusters using cloud formation templates, deploying them in an AWS environment
* Knowledge of how to set up Kubernetes (k8s) clusters for running microservices and how to deploy microservices using Kubernetes- backed infrastructure. Ansible playbooks were created to automate Kubernetes clusters.
* Dispute and Fraud inelegance, Cyber secure services, DW, SafetyNet, APIGW, DMP, GFT... for applications and did shell scripting in server side & Automation and Jenkins pipeline CD automation.

**AT&T, Plano, TX June2019 – May 2020**

* Experience in dealing with Azure IaaS - Virtual networks, Virtual machines, Could Services, Resource Group, Express routes, VPN, Load Balancing, Application Gateways, Auto scaling and Traffic Manager.
* Deployed Active Directory domain controllers to Microsoft Azure using Azure VPN gateway.
* Coordinate appropriate resources to resolve critical incidents in accordance with defined service and operational level agreements.
* Worked on the Deployment, Configuration, Monitoring, Troubleshooting and maintenance of OpenShift containers.
* Experience branching, tagging, building, administering Pre/Post-commit, and maintaining versions using GIT on Linux and Windows platforms tools including GitHub and Bit bucket.
* Implementing quality of CI/CD pipelines by following best practices in the industry i.e like Commit Early & Often, Build Only Once, Use Shared Pipelines, Automate Tests, Keep Builds Fast, Monitor and Measure Pipelines, Involve the Whole Team in CI/CD Implementations, trying to implement Canary and Blue Green Deployment strategies.
* Experience orchestrating and deploying services related to containers and container-based deployments utilizing Docker, dealing with Docker images, and Docker hub using tools such as Docker Compose and Kubernetes.
* Created Terraform templates to deploy infrastructure as code and automate the provisioning of Azure resources
* Experience creating Ansible Playbooks from the ground up using YAML functions, automating the CI/CD pipeline, and deploying microservices.

### Voya Financials, CT USA July 2018 to May2019

* Installation, Configuration, Tuning and Troubleshooting of WebLogic, WebSphere and JBoss Application Servers, Tomcat and Apache webservers on UNIX/Linux platform in Non-Production and Production Environments.
* Deploying/Releasing enterprise JAVA applications (WAR, JAR & EAR) in multiple environments.
* Troubleshooting applications performance issues in Production and Non-Production environments.
* Identifying the root cause for all issues and providing the feasible solution and implementing.
* Work with multiple teams to quickly restore the application services in case of failure.
* Proactively monitoring the health and performance of applications and responding quickly to the alerts received.
* Implementing the production changes during maintenance window and Automated regular manual tasks
* Responding and resolving the reported incidents within SLA and working on service requests.
* Configuring nodes, monitors, connection pools and virtual servers in F5 Load Balancer.
* Work on new initiatives and projects in Middleware Application Support.
* Configuring and Renewing SSL certificates, fixing the security vulnerabilities at Web and Application servers' end.
* Ensure the high availability of production with zero or minimal impact on various Middleware Systems.
* Provided call support for Business-Critical Production applications on a rotational basis.

### CoreLogic - JPMorgan Chase, Irving, TX May 2015 - June2018

* Played a pivotal role for the entire development life cycle which involved software creation, testing, and release.
* Used Ant Scripts for Deployments & build process on to BEA WebLogic app Server 9.2 for releasing new codes to production environments & setting up high availability.
* Responsible for troubleshooting, maintaining, and supporting Dorado’s complex WEB applications with thousands of users nationwide technical support for applications to ensure optimal durability and reliability.
* Extensively worked on startup and shutdown scripts, crontab and proactively worked together with the engineering and App support teams and POC for the offshore team.
* Design and create automated daily, weekly, monthly status reports using SQL and UNIX scripts!
* Managing F5 changes during HA, DR activities, production releases and critical incidents
* Updated & executed complex SQL quires to retrieve data related to user loans, borrower data and worked on stuck loans, PSS loans & search cases by doing database updates.
* Providing day-to-day incident /problem management/ service request /release management support of Dorado cloud applications and post deployment support for upgrades/changes/enhancements
* Involved in scheduling and attending daily calls with client to provide status and gather requirements.
* IBM MQSeries is used for messaging to private users whenever provisioned and de-provisioned services.
* Worked on JGroup, JVM memory issues, taking and analyzing thread dumps &heap dumps, server hang.
* Delivered Solutions to improve Cloud architecture, deployment for AWS Private and Public Cloud. Managed multiple AWS accounts with multiple VPC's for both prod and non-prod for automation, build out, integration and cost control.
* Involved with Application Development / Operations Teams discussions to enhance the pipelines.

### Chicago Board Options Exchange, USA April 2014-May 2015

* Using Clear case code creation & installation for various layers upgrades on GC, BC and CAS.
* Daily monitoring servers using Control-M Maintained and updated configuration control item inventory.
* Hands on Release change implementations & processes for selecting controlled items as required.
* Weekend Upgrades & Release for Global Cluster & Business Cluster and part of that running scripts & SQL.
* Monthly production snapshot, Prod Database Refresh Worked on SSL ACL & IOR upgrades for security layer.
* Working and coordinating with various teams like infra, Server and client support Teams.
* Doing checkouts after every upgrade of code as per automated test cases scripts.
* Managing the offshore team by giving knowledge transfer, work allotment & handover.
* Taking customer requirements and completing tasks on time and coordination with client.

# Sai Nagesh

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### Putnam Investments, Boston, USA [April 2010 – Mar 2014]

* Installing App & web Server instances, Configuring, troubleshooting and Apache & I Planet web servers as proxy servers & Setup Monitoring Tools like JBoss on Network (JON) & CA wily tools
* Involved in migration from Sun Servers to Apache and JBOSS
* Implementation Disaster Recovery plan and Business continuity activities and SSL Certs their change controls. Ldap server and Sun Access manager.
* Autosys and Cron Jobs creation, Troubleshooting and Scheduling jobs for Log Archiving, recycling of instances.
* Creating Cron Jobs for WebLogic, Tomcat and JBoss server logs. Analyzing critical issues like Server Hang, Crash, out of Memory and Runtime issues by gathering thread dumps and core dumps. Log files analysis for troubleshooting to resolve issues using tools & scripts.
* Monitoring servers for JVM performance, Heap size, OOM issues, GC, execute threads in pre-production.
* Replicating the development issues, if the issue is reproducible at our end, then try to fix it or file change request and escalate to the development team.

### LEADERSHIP SKILLS

* Relationship building, effective communication, collaboration, and Teamwork.
* Effectively and positively interact with team to achieve goals & on time deliverables.
* Team Motivation, Honesty, initiatives, innovation and taking responsibility.
* Lead the projects with the aim of improving product quality and production profitability.
* Demonstrable knowledge of ITIL, Service Management and exhibit a strong sense of urgency for high severity incidents and able to assess the customer impact and provide tactical solutions.

### EDUCATION:

* Post Graduate Diploma in Management Information Systems and Computer Applications from Osmania University, Hyderabad, India.
* Bachelor of Science in Computers from Osmania University, Hyderabad, India

### Certifications:

* OCI 2019 Cloud Operations Associate certified professional
* ITIL V3 Foundation
* Generative AI Fundamentals from Data Bricks