**Sandeep**

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**Systems Reliability Engineer||Devops Engineer||Production Support Engineer**

**SKILLS INVENTORY**

* Experience in L1 and L2 production support for supporting various on-boarding apps and leading the various teams to maintain enterprise apps 24/7 without any business impact at time of release activities.
* Configuring apps to various consumers, at same time engage the app teams and involve in on-call Rotation to maintain high availability applications.
* Expertise in release engineering and applies this to development, execution, and improvement of action plans.
* Wrote deployment automation scripts for multiple JAVA/J2EE and .Net applications.
* Building and supporting the production environments consisting of testing, contingency, production, and disaster recovery servers.
* Efficient in working closely with development, qa, product and business owner teams to ensure high quality and timely delivery of builds and releases across multiple platforms & environments.
* Experience in implementation of source code management concepts such as branching, merging, labeling/tagging and integration.
* Contribute the documentation in SharePoint, Confluence and EDM for standard operation procedure to enhance the operation support.
* Written shell scripts to automate the deployments to application and middleware servers like Jboss, Tomcat, WebSphere, and WebLogic servers
* Worked on source code migration from SVN to GIT related to source code migration activities.
* Implemented pre-hooks and post-hooks in bug tracking tools like JIRA, Rally, HP Quality Center, Fisheye.
* Expertise in monitoring tools like Splunk, Kibana, Dynatrace, CloudWatch, OpsGenie and ELK Stack to create the reports / dashboards to monitor the logs and exceptions.
* Extremely worked on apm monitoring tools like Dynatrace and Kibana Dashboard's to perform metrics analytics for performance tuning.
* Expertise in OBIEE10g/11g to create reports and dashboards by using SQL Scripts.
* Extensively worked on Jenkins and Cruise Control for continuous integration and for End-to-End automation for all build and deployments.
* Taken the ownership for various maintenance, upgrades, dst events to support systems and operations activities.
* Expertise in setting up the environments, writing configuration files and scripts implementation for both Windows and Linux environments.
* Experience in using Nexus and Antifactory Repository Managers for Maven builds.
* Developed Chef Cookbooks, recipes, roles, and data bags to automate the services related to infrastructure activities.

**TECHNICAL SKILLS**

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| **Operating Systems** | Unix, Linux, RHEL, Ubuntu, Centos, Windows |
| **DevOps Tools** | UDeploy, Chef, Docker, Install Shield, Final Builder, Visual Builder, AWS,Jenkins, SAP Hybris, Service Now. Artifactory, Nexus, Solar, Fusion. |
| **Networking** | TCP/IP, NIS, DNS, DHCP, WAN, SMTP, LAN, FTP/TFTP, TELNET, Firewalls,SFTP, Load Balancers |
| **Security and Monitoring** | Dynatrace, AMS, Kibana, Elk Stack, Ontune, Splunk, Nagios, Big Panda. |
| **Database Servers and Tools** | Oracle, MySQL. DB Visualizer, Mongo DB, Sql Server Management Studio |
| **Web/Application Servers** | Web Logic, JBoss, Ngnix, Apache Tomcat, IIS. |
| **Programming Languages** | C, JAVA, Xml, Html, CSS, Python |
| **Virtualization** | VMware, Virtual box, Docker. |
| **SCM Tools** | GIT, Sub Version, Team Foundation Server |
| **Build Tools** | Maven, Ant, Cruise Control |
| **ETL Tools** | OBIEE |
| **Testing Tools** | SoapUI, Hpalm, Load Runner. |
| **Scripting Languages** | Bash, Ruby, Python, JavaScript, SQL. |

**Education**

Master of Science in Computer Science (Distinction) NorthWestern Polytechnic University, Fremont, CA Completion Date: April 2015

Bachelor of Technology in Computer Science (Distinction) Jawaharlal Nehru Technological University, India Completion date: May 2013

**Achievements**

* Certified Sysops Administrator in Amazon Web Services for Cloud Computing Services.
* Completed ISO: 9001 Certified Release Engineer and ITIL V3 Certification.
* Won Tech festa Award at MST for taking ownership for live app and deployed those apps successfully without any business impact and no outage downtime process.

**Interests**

* Learning New Programming skills and scripting languages to enhance towards automation.
* Attending Seminars and Conferences to gain Knowledge on latest Technologies.
* Spending time towards manufacturing related fab courses to enhance the skills.
* Research towards the business process and systems operations management.

**PROFESSIONAL EXPERIENCE**

**Samsung Austin Semiconductor - Austin, TX 04/17/2021 – 10/30/2024**

**Sr. Site Reliability Engineer**

**Responsibilities:**

* Extensively worked on sensors server audits for fab related servers running on both Linux and Windows environments.
* Taken the ownership for shift activities including issues escalation, debugging, bbt resolution, troubleshooting, root cause analysis and documentation.
* Wrote SQL Queries on Toad and Microsoft Sql Server Management Studio to check the events and data patterns on maxigent servers.
* Used Jenkins for Continuous Integration and deployment into Tomcat/Web Logic Application Server.
* Supporting various deployment releases related to patches, hot-fixes, minor and major releases.
* Created the reports and dashboards on Splunk for critical servers based on A/B Grade Alarms.
* Supported 24/7 on the fab side monitoring on day light savings event and maintenance day.
* Involved in reviewing and approving the co-members application configuration changes.
* Used Internal tool called System Alarms for monitoring the alarms and sensors based on the resources event in Splunk, Evisor, Nagios and Maxigent.
* Responsible for the successful management of a team within the IT production support team to ensure minimal interruption for systems supporting key business functions.
* Taking the ownership of projects like Passdown, Vapor, 8D-BBT, Sensor Audits and System Alarms.
* Created the documentation and updated in operations control shared page in confluence and EDM after root cause analysis for each critical issue.
* Worked on 1-3-7 report for all releases and checked the pre-releases, post-release checks.
* Troubleshoot and analyze system issues while delivering the action items into hardware, networks, application, storage and db layers.
* Work with Head Quarters Teams and Internal teams across SAS on regularly basis for the source code and synching the configuration changes.
* Provided right directions and support the sioc technicians whenever it’s required through phone, email, chat via Knox.
* Monitors the Kubernetes Cluster jobs and performance.
* Prioritize the sensors based on the critical servers and reach out to application owners to resolve the issues as soon as possible to reduce the impact.
* Establishing the Devops culture in systems management team to develop high reliability and scalability.
* Working with application owners based on their requirement and implemented the new sensors on fab servers regards to java-based applications.
* Participated in system and fab operations and recovery using apm tools to collect data, incidents results, logs, and exceptions.
* Wrote Shell and Power Shell Scripting on AMS Servers running on the fab for various stack events and io procedures
* Implemented pure-paths and traces in Nagios for resource monitoring related to cpu, disk, memory allocation, cache memory and network statistics.

**Environment:** Linux, Windows**,** Java, Python, Maxigent, AMS, Splunk, Nagios, Evisor, Toad, Jira, Confluence, Sql Server Management Studio, SVN, Git, Confluence, QA, BBT, Shell, System Alar

**Foot Locker Inc - Chicago, IL 01/21/2019 – 01/07/2021 Site Reliability Engineer**

**Responsibilities:**

* Maintaining 9 Foot Locker Websites (FL, KFL, LFL, Champs, FA, FS, FLCA, Eastbay) and customers data solutions regards to business deployments, outage issues, patches, tax server updates, controller recertifications and launches.
* work with Production Support Manager for system support matters for respective delivery, infra & network teams, and external vendors/service providers ·
* Created dashboards and reports to monitor the prod / non-prod servers in Splunk and Dynatrace to trace the events like sales, outage Issues, networking metrics, db activities and health across various banners.
* Using SAP – HAC Hybris to execute various SQL Queries, Flex Searches, and Impex Queries to run the updates to Databases and Prod Servers.
* Maintained and managed cloud & test environments and automation for QA, Product Management and Product Support
* Extensively worked on maintaining and supporting customer data like personal data, vip privileges, points, benefits, and head start reservations across various clusters using SAP – BO.
* Taken the ownership for launches especially for atomic, spicy, and hot launches like (Yeezy and Jordan) and make the prep inventory sync doc on day before launch.
* Involved in on-call rotation – 24/7 and maintain the off-shore team to make sure there won’t be any Business Impact for the applications.
* Used DB Visualizer and Microsoft Sql Server Management Studio to execute complex sql queries and run various jobs to syn the Controller and Couch Inventory.
* Setup the OpsGenie calls and notifications for the Live Apps in case of any impact or outage of standalone and enterprise applications.
* Deployment Changes for tax updates to various roles and cronjobs had been automated for almost 85 clusters.
* Engage successfully various teams like Dev, Test, Networking and DB Teams at time of launches and major releases successfully completion of time without rollback period.
* Documented Processes, Deployment Activities, Releases, Launches and Prod Apps Data Inventory Sync Methods in Teams and SharePoint.
* Implemented Service Now priority scale for customer service teams to prioritize the customer issues and point of contact approach for various teams.
* Daily Data Load Jobs for Controller and Couch Inventory Sync has automated, so that customers won’t face any PDP or Sku level issues.
* Trained interns and other team members on configurations and deployment tax application procedures running on both Linux and Windows environment.
* Providing 24/7 technical support to Production and development environments
* Supporting E-Commerce Systems using Mission Control and Gear Box.
* Tracking the Resources, Issues, SLA’s, Incidents, Certifications and Prioritizing the tickets through Jira, Teams, Service Now, INC – Change & Incident Manager.

**Environment:** SAP Hybris, DB Visualizer, Java, Oracle, Tomcat, Sql Server Management Studio, Python, Jenkins, Linux, Windows, Dynatrace, Splunk, Ops Genie, Big Panda, Controller, Service Now.

**ESRI- Redlands, CA 09/16/2016 – 01/17/2019 Site Reliability Engineer**

**Responsibilities:**

* Created the major and minor setups like Hotfixes (.Msi) and Patches (.Msp) using Install Shield and Visual Build Tools.
* Provided 24\*7 production support and Troubleshooted issues and outages.
* Implemented the test cases and associated virtual ECS Machines to test the upcoming released builds for major releases and hot fixes.
* Design, Develop and Implement of build files in Visual Builder to get source code and integrate with dependencies.
* Worked on different plug-in management for Jenkins to support ArcGIS Products.
* Responsible for the development and maintenance of processes and associated scripts/tools for automated build, testing and deployment of the products to various developments.
* Created various slave nodes and assigned them to a master node to work for various activities at one machine in Jenkins.
* Creating the automated build and deployment process for application, re-engineering setup for better user experience and leading up to building a Continuous Integration system for all our products.
* Evolving new tools/methodologies to improve this existing process and show better results to all stakeholders.
* Created setups to call different set of services from install shield like path variables, executables, registry, media.
* Coordinate different teams and product owners to support efforts through service now and control bridge call.
* Move the builds from one machine to another machine every two weeks to sync with latest source code in ArcGIS Main Build.
* Worked Closely with Product Managers and Story Owners to design the features and prioritize the tasks to reach the deadlines for releases.
* Maintain a Live Like environment to test any production issues on the setup and push it into production.
* Created Devops Culture across various teams towards enterprise applications.
* Responsible for Incident Escalation Process, Release Deployment, and guideline document process.
* Migrated the build tasks from final builder to visual build pro without any outage.
* Worked on Docker platform to develop, ship, and run applications.
* Worked closely with Technical and Non-Technical Teams to strategize on delivery approach and dependency management to deliver the deliverables on agreed timelines with customers.
* Taken the ownership for ongoing applications and maintain them very consistency without any health issues or breakage points.

**Environment:** Windows, Linux, Jenkins, Docker, Maven, Apache Tomcat, Visual Studio, Team Foundation Server, Cruise Control, Final Builder, Visual Builder, Patch Finder, ArcGIS.

**Macys Systems and Technology- Atlanta, GA 01/04/2015- 09****/10/2016**

**DevOps and Release Engineer**

**Responsibilities:**

* Assisted developers in debugging application build deployment and connectivity issues.
* Worked with Nexus Repository Manager to proxy, collect, and manage the dependencies on the collection of JARs.
* Created Docker images by writing the config files to test the applications and worked on Docker platform to develop, ship, and run applications.
* Involved in designing and deploying multitude applications utilizing almost all the AWS stack (Including EC2, Route53, S3, RDS, Dynamo DB, SNS, SQS, IAM) focusing on high- availability, fault tolerance, and auto-scaling.
* Used Chef Templates for deploying and provisioning different environment’s and maintain high availability across various regions.
* Deploy and monitor scalable infrastructure on Amazon web services (AWS) & configuration management using Chef.
* Used Maven as a build tool on java projects for the development of build artifacts on the source code.
* Manage AWS EC2 instances utilizing Auto Scaling, Elastic Load Balancing and Glacier for QA and UAT environments as well as infrastructure servers for Git and Chef.
* Developed and implemented Software Release Management strategies for various applications according to the agile process.
* Develop and Test Chef Cookbook modifications on cloud instances in AWS and using Test Kitchen and Chef Spec.
* Expert in Dynatrace for tracking the pure paths and agent breakdowns for agents.
* Expertise in UDeploy for deploying to various environment's and control those related dependencies.
* Created access permissions for checking and checkout for developers and control the access permission based on the developer’s role and responsibility.
* Performed S3 buckets creation, policies and on the IAM role based polices and customizing the JSON template.
* Created Jenkins Workflows for pre-deployment process (DB Execution, Environment configuration changes etc.) on both qa and preproduction environments.
* Coordinated with all the required teams and maintained proper planning for releases in- advance and roll- back plans to complete deployments successfully without any business impact.
* Take ownership of Omnicom application and successfully release the Go-Live App within the time deadlines.
* Assisting the Development and Testing Teams for Configurations and Installations.

**Environment:** Java, Git, SVN, Maven, Jenkins, UDeploy, Dynatrace, Nexus, Jboss, Jira, Hpalm, AWS, Chef, Linux, Splunk, Confluence, ServiceNow.

**AMG Solutions- Chennai, IN 01/03/2013- 12/20/2013**

**Devops Engineer**

**Responsibilities:**

* Hands-on experience for setting up user roles with corresponding user and group policies using JSON.
* Used Monitoring tools like Splunk, Dynatrace, Nagios and On-Tune for Log Analysis and Performance Monitoring.
* Worked closely with internal teams like dev, test, systems, UI on gathering the requirements to create the reports and dashboards for production monitoring.
* Involved in incident management and root-cause analysis for critical issues.
* Used Jira and Rally for ticketing tracking and Bug Tracking Tool.
* Implemented docker to manage microservices for the development of continuous integration and continuous delivery.
* Support an Agile CI/CD Environment as a DevOps Engineer where we make the Atlassian tools (Jira and Bitbucket) and provide layer 3 supports on these tools if there are any issues.
* Used Toad and Microsoft Sql Server Management Studio for implementing the DB Queries for DDL / DML /Stored procedure and Triggered Functions on database activities.
* Remoting the secured connection servers running on Unix platforms on Putty, CyberArk, and RoyalTS.
* Configuration of various plugins for Jenkins for automation of the workflow and to optimize and smooth running of build jobs.
* Contribute the documentation in Confluence and Share Point for multiple projects.
* Involved in On-Call Rotations, War room Meets and Production Bridge Calls at time of Critical Issues.
* Experienced in Change Management, Incident Management, Recovery Management, ITIL Process.
* Wrote Shell Scripts for automation, configuration, threshold alerts and Cron Jobs Implementation.
* Defining Release Process &amp; Policy for projects early in SDLC
* Responsible for nightly and weekly builds for different modules.
* Responsible for code build, release, and configuration.
* Managed Code Repository by administering database baseline, improved practices of branching and code merge.
* Built &amp; deployed Java/J2EE to Web App Server in Agile continuous integration environment and automated process.
* Wrote automation scripts for monitoring on both Linux and Windows servers.
* Handled L3 and L4 Issues at time of production deployments on web-based applications.
* Setup Cron Jobs on Linux environment for monitoring the log files and db. files.
* Involved in source check-in, check-out and merging while working with source control Perforce (P4V).

**Environment:** Java, Sql, Dynatrace, Splunk, On Tune, Nagios, Subversion, Jenkins, VMware, JIRA, Stash, Ruby, WebLogic, BASH, Shell scripts, SCRUM, Oracle, Windows, Linux, Confluence, Share Point.