

Tejas. S

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Overview

- Having around 5 year's over all experience in IT industry.
- **Excellent Automation Skills**, Identified several manual routines and designed and developed automation solution using python which helped reduce huge workloads.
- Hands on experience in Virtualization using VM ware and ansible to provision and maintain On-Prem Infrastructure.
- Good knowledge on Containerization.
- Excellent Client handling ability with good presentation skills
- Experience in defining, coordinating, and leading critical production incidents in collaboration with cross functional teams across geographies and vendors.
- Detailed oriented and resourceful with an ability to multitask and meet strict deadlines to fix the issue within the SLA time frame.

- **Specialties**: Linux, Python, Docker, Ansible, Git, Run deck, Nginx.
- **Frameworks**: Flask.
- **Monitoring Tools**: Splunk, Nagios, PagerDuty, Pingdom, ehop.
- **Cloud**: AWS (Sysops associate certified), GCP.
- Certified on ITIL V3 Foundation Process.

Experience summary:

- Working as Site reliability engineer at Quotient India PVT LTD, Bangalore (From Dec 2018 to till date)
- Worked as Associate System admin at Oracle India PVT LTD, Bangalore (From Feb 2016 to till Dec 2018)
- Worked as Intern Front end developer at work-benches PVT. Ltd., Bangalore (From Nov 2015 -Feb 2016)

Professional Experience:

➤ **Quotient India Pvt Ltd (Dec 2018 to Present)**

Product: Coupons.com, RetailerIQ

Role: Senior Site Reliability engineer

Tools & Tech: Linux, Python, Flask, Route 53, Cloud Front, Ansible, Jenkins, Rundeck, Pagerduty, Splunk, Nagios, Dockers, Kubernetes, Akamai, Imperva, Clitrix Load balancer, AVI.

- As a site reliability engineer Responsible for availability, reliability, and scalability of coupons.com and RetailerIQ.
- Responsible for handling Incident management and change management, and responsible for retrospective and postmortem calls.
- Hands on experience in developing tools based on python flask for ensuring minimum react time on issues.
- Developed python flask-based tools to communicate with Akamai open API's to minimize the response time and down time when the traffic inflow is very high.

- Designed and developed Self-help tool for users to fix login issues themselves, used cryptography packages to ensure password protection.
- Involved in VIP configurations on citrix and avi Load balancers.
- Designed and developed Slack bot using Citrix API's to get server and VIP details quickly on single message.
- Designed and developed a responsive HTML dashboard using Bootstrap 4 to localize all tools used by team in one webpage.
- Involved in creating VM's using PowerCLI and Ansible and terraform.
- Part of Site Reliability Engineering team ensured that Quotient coupon stack and retailer stack for end users is up and running with minimal downtime.
- Experience in setup and monitoring of servers on AZURE and GCP.
- Identify and troubleshoot issues across the entire stack - hardware, software, application and network.
- Set up Splunk dashboards to monitor logs on 1000s of servers across the quotient business applications, ensuring 99% up time.
- responsible for monitoring traffic patterns across the distributed data centers and managing it through Akamai luna control.
- Responsible for monitoring and maintaining servers, applications, platform health and pro- actively identifying issues and performance bottlenecks.
- Linux System Administration (Installation of packages using YUM and RPM, Managing Logical volume manager in linux (LVM) and Linux permissions).

➤ **Oracle India PVT Limited (Feb 2016 to Dec 2018)**

Product: Responsys Marketing Cloud (SAAS)

Role: Associate System Administrator

Tools: SQL, MySQL, Shell Scripting, SVN, Git, Git HUB, Puppet, Dockers, WinSCP, JIRA, CX, MOS, Bug DB, OEM 13c.

Team Size: 15 (5 APAC + 5 EMEA + 5 US)

Roles & Responsibilities:

- Proactively monitoring the production environment (servers, processes, and Dockers images) to ensure the application is up all the time using tools like Ignite, Thousand eyes and pager duty.
- Perform various kind of infra changes using appropriate channels like JIRA, SR & CX.
- Using GIT to make changes to puppet manifests as per business requirement.
- Monitoring Dockers containers and taking appropriate action as and when required to keep the application running.
- Performing On-call on rotational basis as defined.
- Writing scripts to automate repeated day to day operational tasks.
- Perform daily and monthly activities on the server's by following process and procedures.
- Monitor application and server's and take appropriate actions on Pager Duty alerts and alarms/alerts in OEM (Oracle Enterprise Manager) and escalate tools in timely manner, preventing client impact and performance degradation.
- Actively involve during production deployment, major release, DB Patching and change activities.
- Involved in writing the automation script using shell scripting and scheduled the same in cron job as per business requirement.
- Actively participation in Incident management, Problem management, Change management finding the quick resolution for ongoing incident.
- Worked with various operational, project, development and product teams within the Organization to ensure ongoing service delivery and support can be maintained.
- Writing complex SQL queries to pull reports using joins, sub-queries, grouping and various clauses.

- Write update and delete statements to selectively set the flags on individual records on customer tables containing millions of records.
- Creating indexes and updating stats on customer tables to speed up the query process.
- Monitoring Message Queues and taking appropriate action (Browsing, pulling and putting the messages in and out of queue) on time.
- Tracking Log files across servers and Monitoring the growth of the log files.

Traning undergone:

- Certified on ITIL V3 Foundation Process.
- Undergoing training for RHCSA/CE

Achievements: -

Quotient:

- Won 1st place in annual Hackathon for visualizing, planning, and developing dashboard for one click administration of all users across the organization.
- Received best performer award for past 4 quarters in a row.

Oracle:

- PDIT award for Q1 2018(For automating Database process check and killing illegitimate processes from hogging the disk using shell scripting).

Additional responsibility: Shift management of team, scheduling on call, Metrics report, preparing alert report, attending application optimization call, postmortem calls, preparing documentation, Training juniors and subordinates.

Qualification Summary:

- B.E in Information Science and Engineering from Dayananda Sagar Collage of Engineering (Bangalore) 2012-2015.

Personal Details:

Date of Birth	: 27/May/1991
Father's Name	: Srikantappa M N
Marital Status	: Single
Linguistic Proficiency	: English, Hindi, Kannada.
Address	: #500,2nd C main, 11th Block, BDA layout, Nagarabhavi 2 nd stage, Papareddypalya, Bangalore-72

I hereby declare that the information furnished above is complete and true to the best of my knowledge.

Tejas.S
Bangalore