**Kavya Nangunoori**

**PROFESSIONAL SUMMARY**

* Having **8+ years** of experience as a **DevOps Cloud Engineer and Build/Release Engineer**, specializing in **DevOps** methodologies with a strong focus on **Continuous Integration (CI), Continuous Delivery (CD),** Configuration Management, and Application Deployment Management.
* Experience in full Software Development Life Cycle (SDLC), including analysis, design, coding, implementation, and production support using both **Waterfall and Agile methodologies.**
* Experience with cloud platforms like **AWS,** leveraging **Infrastructure-as-a-Service (IaaS),** **Platform-as-a-Service (PaaS),** and **Software-as-a-Service (SaaS)** models.
* Experience in **Build and Release Management, shell scripting, and Unix/Linux System** Administration.
* Experience with **Software Configuration Management (SCM)** tools and change management solutions using **TFS and Jira.**
* Experience in programming languages such as **Python, Java, Go, YAML, and Ruby,** with hands-on expertise in object-oriented programming.
* Experience in creating and designing the **Terraform** templates to create custom sized Resource groups, **Kubernetes cluster, Container, blob storages, IOT hub, Event hub**. Infrastructure as a code deployment of Web application templates
* Creating and Managing Virtual Machines in Windows **Azure** and setting up communication with the help of Endpoints. Configured **Shared Access Signature (SAS)** tokens and Storage Access Policies in **Azure Cloud Infrastructure**
* Managing and Monitoring **Kubernetes** clusters using **Prometheus** as a data aggregator and **Grafana** as a data
* Experience with Configuration Management Tools including **Chef and Ansible** for automation and infrastructure provisioning.
* Designed, configured and managed public/private cloud infrastructures utilizing **Amazon Web Services (AWS)** including **EC2, Auto - Scaling in launching EC2 instances, Elastic Load Balancer, Elastic Beanstalk, AWS Lambda, S3, Glacier, Cloud Front, RDS, VPC, Direct Connect, Route53, Cloud Watch, Cloud Formation, IAM, SNS**
* Experience with **Google Cloud Platform (GCP**) services, such as Compute Engine, Cloud Functions, Cloud DNS, Cloud Storage, and understanding **SaaS, PaaS, and IaaS** concepts in cloud computing architecture.
* Experience with **Terraform** for automating infrastructure creation, including networking, storage, and compute resources.
* Hands on experience in writing **Terraform API modules** to manage infrastructure, for automatic creation of AWS services like **RDS**instances, **VPCs, Autoscaling groups, Load balancers, SQS, S3 buckets**.
* Experience in Web Hosting Administration, configuring **HTTP, FTP, SSH, and RSH.**
* Experience managing and configuring Web/App servers, including **Apache Tomcat/HTTP, Nginx, WebLogic, WebSphere, and JBoss** for application deployment.
* Experience in working on building **Terraform** modules for managing the cloud and on-premises infrastructure through **Azure DevOps and Jenkins CI/CD Pipelines**
* Experience in monitoring tools, such as **ELK Stack, Nagios, and Splunk**, to ensure the health and performance of deployed resources and services.
* Experience with Build Automation tools like **ANT and Maven** for software standardization.
* Experience creating and managing **CI/CD pipelines and Git workflows**, ensuring smooth deployment processes.
* Experience in **Linux Administration, System/Server Builds, Server Installations/Upgrade/ Patches, Migration,** and Troubleshooting.
* Experience deploying applications utilizing **AWS** services, including **EC2, S3, EBS, EFS, Elastic Beanstalk, VPC, DynamoDB, KMS, IAM, ECS, ELB, and VPC configurations.**
* Experience with networking concepts and applications**: load balancing, firewalls, DNS**, address spacing, routing, and troubleshooting.
* Experience in performing **K8’s** deployments through harness tool.
* Capability to develop technical solutions to complex business problems from (Proof of Concept) POC to development, testing, production implementation and support.
* Worked on version control and source code tools like **GIT**, **Subversion (SVN)** and used Source code client tools like **Bitbucket, GitLab, Git Bash, GitHub,** and **Git GUI**.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Operating Systems** | RHEL/CentOS 5/6/7, Ubuntu/Debian/Fedora, Sun Solaris 7/8/9/10, Windows Server 2003/2008/2012, UNIX, Linux |
| **Build Tools** | Maven, ANT, Gradle |
| **Virtualization** | VMware, Virtual box, Power BI,  |
| **Configuration Management Tools** | Ansible |
| **SDLC** | Waterfall, Agile, Scrum |
| **Languages** | Shell scripting, Python, Java, PowerShell, Bash, Perl, YAML |
| **Networking** | HTTP/HTTPS, FTP, NFS, SMB, SMTP |
| **Build/Automation** | Ansible, Jenkins, Maven, Nexus, JFrog Artifactory,  |
| **Databases** | MS SQL server 2008, Oracle, PostgreSQL |
| **Containerization Tools** | Docker, Kubernetes, Docker Swarm, OpenShift |
| **Containerization Tools** | Docker, Kubernetes, Docker Swarm, OpenShift |
| **Monitoring tools** | Nagios, Splunk, AppDynamics, Datadog, Prometheus, CloudTrail |
| **Cloud Services** | AWS, MS Azure |

**PROFESSIONAL EXPERIENCE**

**Charter Communications (Spectrum) – St Louis, MO | Jan’ 2024 – Present**

**Senior Devops/Cloud Engineer**

**Roles and Responsibilities:**

* Configured and managed **AWS** services such as **EC2, S3, RDS, EBS, Elastic Load Balancer**, Auto Scaling groups, and IAM roles, ensuring efficient infrastructure management and scalability.
* Integrated **AWS Lambda functions** in CI/CD processes for serverless applications, enabling scalable and event-driven deployment automation.
* Managed **AWS** Security Groups, acting as virtual firewalls, and provisioned EC2 instances with distinct security settings in multi-tier environments. Implemented IAM accounts, roles, and groups to ensure secure access control.
* Utilized **Ansible** and **Terraform** for provisioning and managing cloud infrastructure, including EC2 instances, Elastic Load Balancers, DNS configuration, and other AWS resources. Adapted **Terraform** scripts to accommodate configuration changes.
* Developed and optimized **Bash** scripts to automate the provisioning of resources on **AWS** and **Azure**, significantly reducing manual effort and error-prone tasks.
* Integrated **Bitbucket** repositories with **Jenkins** and **Bamboo** to automate code building, testing, and deployment for microservices in **Kubernetes** clusters.
* Applied best practices for **Cloud Security**, including setting up logging and monitoring using **CloudTrail** and **CloudWatch**, ensuring secure and auditable actions within the cloud environment.
* Improved team collaboration by maintaining project documentation and best practices in **Confluence**, enabling seamless knowledge transfer and reducing onboarding time for new engineers.
* Built **multi-stage Azure Pipelines** that span development, testing, and production environments, enabling seamless and reliable deployments for microservices and containerized applications.
* Configured and managed **TCP/IP networking** protocols to ensure seamless communication between distributed systems, optimizing performance and network reliability for DevOps pipelines and cloud infrastructure.
* Implemented and maintained secure **VPN solutions** to enable safe remote access and communication between development, testing, and production environments, ensuring data integrity and compliance with security best practices.
* Designed, developed, and maintained **CI/CD pipelines** in **GitLab CI** for automating build, test, and deployment processes across multiple environments (development, staging, production).
* Implemented and managed **XLR** for automating **release management** and streamlining **deployment pipelines** in a large-scale enterprise environment.
* Extensively worked with **AWS CloudFormation** and **Terraform** to define and manage infrastructure using **IaC**. Developed **Python** scripts for service installation and configuration.
* Integrated **Jenkins** with various **DevOps** tools such as **GitHub**, **Gradle**, **Maven**, **Nexus**, **Artifactory**, and **SonarQube** to establish a **continuous integration** and delivery pipeline. Installed and configured **Jenkins** for automating Java builds and publishing **Docker** images to **Nexus** repositories.
* Configured **OKTA verify** for security verification of applications on **AWS cloud**
* Implemented **Java-based microservices** architectures on **AWS EC2** and Lambda instances, enabling the development of new SaaS product offerings.
* Developed **AWS Lambda Functions** for testing data consistency in S3 using hashing techniques and directing results to SNS topics.
* Implemented **Site Reliability Engineering (SRE)** best practices to enhance system reliability, scalability, and availability.
* Integrated **Selenium** with **Jenkins** to automate browser-based testing within CI/CD pipelines, ensuring faster feedback and higher test coverage for web applications.
* Developed **debugging scripts** using **Bash**, **Python**, and **PowerShell** to troubleshoot and automate issue resolution in CI/CD pipelines, reducing downtime and manual intervention.
* Implemented **Dynatrace** for real-time application monitoring, ensuring the optimal performance of Java applications.
* Implemented **Jinja**-based templates for infrastructure as code (IaC) solutions, integrating with Ansible to streamline cloud resource provisioning and configuration.
* Automated the build and deployment process for **Apache Struts** applications using **Jenkins**, **Spinnaker**, and **Terraform**, enabling smooth, reliable, and consistent deployments across multiple environments.
* Deployed and managed **Azure Kubernetes Service (AKS)** clusters, ensuring high availability and scalability for containerized applications in a production environment.
* **Managed and automated the deployment of RedHat Enterprise Linux (RHEL) systems** across multiple environments, ensuring high availability and security compliance for production workloads in a hybrid cloud infrastructure.
* Deployed, managed, and scaled Java and microservices-based applications on **OpenShift**, ensuring high availability and efficient resource utilization.
* Integrated **Azure Monitor** and **Application Insights** with **Azure DevOps** pipelines to ensure proactive monitoring, alerting, and performance optimization in production environments.
* Configured and optimized **CloudBees** as a continuous integration and continuous delivery (CI/CD) platform, automating and streamlining build, test, and deployment processes.
* Designed, implemented, and maintained CI/CD pipelines using Jenkins and GitLab CI for automated deployments of microservices written in **Golang** to Kubernetes clusters.
* **Configured New Relic APM** (Application Performance Monitoring) to track response times, error rates, and server health, improving application reliability.
* Managed and optimized **Spinnaker** pipelines for multi-cloud continuous delivery.
* Automated deployment processes with **Helm Charts**, creating reusable templates to streamline the deployment of applications on Kubernetes across multiple environments.
* Integrated **Grafana** with **Prometheus** to collect and visualize metrics from various sources (servers, databases, containers), enabling proactive monitoring and reducing incident response times by providing detailed and actionable data in real-time.
* Configured Amazon CloudWatch for real-time monitoring and logging of AWS resources, including EC2, RDS, and Lambda to ensure system performance and availability.
* Set up CloudWatch Alarms to trigger automated actions for resource scaling, notifications, or remediation processes based on predefined thresholds, ensuring proactive management of system health.
* Integrated CloudWatch Logs and CloudWatch Metrics with custom scripts and third-party tools to monitor application performance and resolve operational issues in real time.
* **Administered and optimized Oracle databases** (Oracle 12c/19c), handling tasks such as installation, patching, backups, and performance tuning to ensure high availability and reliability of business-critical systems.
* Facilitated agile ceremonies and led teams through **SAFe Agile** practices, enabling faster time-to-market while maintaining high-quality standards in complex, large-scale enterprise environments.
* Configured and administered the **ELK stack** (Elasticsearch, Logstash, Kibana) for monitoring, and used **IBM Tivoli Netcool/WebTop** for active alert monitoring and incident resolution.
* Developed test environments using **Docker** containers, deployed applications on local **Kubernetes** clusters, and managed local deployments.
* Designed and implemented **ARM templates** to automate the provisioning of Azure infrastructure, including virtual machines, networking, and storage resources.
* Implemented **Splunk** dashboards and alerts for proactive issue resolution, improving incident response times and enhancing system observability across the DevOps pipeline
* Implemented ITIL best practices to streamline incident management, change management, and problem management processes, improving incident resolution time by 30% and ensuring smoother IT operations.
* Leveraged ITSM tools (e.g., ServiceNow, JIRA Service Management) to automate and manage ticketing workflows, reducing manual intervention and increasing operational efficiency across cross-functional teams.
* Developed and managed Kubernetes clusters using Portainer for container orchestration and visualization, simplifying the deployment and management of Docker containers across multiple environments.
* Integrated AgroCD into the CI/CD pipeline for GitOps-driven application deployments, ensuring seamless version control and deployment automation for microservices in Kubernetes.
* Configured and managed **VPCs (Virtual Private Clouds)**, **security groups**, and **network ACLs** to ensure secure network communication and isolation within AWS.
* Integrated **security scanning tools** such as **Trivy**, **Snyk**, and **OWASP ZAP** into the **CI/CD pipeline** in **AWS** to automate security testing for applications during deployment.
* Integrated into AWS Config, CloudTrail, and GuardDuty to monitor security compliance, log activities, and detect potential security threats in the AWS cloud infrastructure.
* Set up AWS Security Hub to aggregate security findings from multiple AWS services and third-party tools, improving security visibility and incident response times.
* Wrote and optimized Oracle SQL queries for database-related tasks, such as performance tuning, data migration, and implementing efficient database schemas for large-scale applications.
* Engage in the migration of existing applications using AWS cloud services and discover innovative ways to automate and scale customer's cloud adoption
* Implemented efficient JOIN operations, subqueries, and indexing to improve the performance of data retrieval in high-traffic environments.
* Utilized SQL Server Reporting Services (SSRS) to create dynamic reports and dashboards for business stakeholders
* Written **Ansible handlers** with multiple tasks to trigger multiple handlers and to decouple handlers from their names, making it easier to share handlers among Playbooks and Roles
* Conducted ad-hoc data analysis using SQL queries to identify trends and generate insights for key business initiatives
* Worked closely with data analysts and business stakeholders to understand data needs and deliver actionable SQL-based solutions
* Implemented **Apache Kafka** for **real-time data streaming** and event-driven architecture, enabling reliable data ingestion and processing for applications in a distributed environment.
* Built real-time, actionable dashboards in **Datadog** using custom metrics, logs, and traces to monitor the health and performance of cloud infrastructure and applications, enabling rapid incident detection.
* Configured **AWS Organizations** to enforce security controls and governance policies across multiple AWS accounts, ensuring compliance and centralized security management.
* Utilized **Bicep** to define and deploy Azure resources through declarative templates, streamlining infrastructure provisioning and enhancing automation in cloud environments.
* Maintaining the user accounts (**IAM), RDS, Route 53, SES and SNS services in AWS cloud.**
* Leveraged **AWS OpsWorks** and **Code Deploy** for migrating on-premises environments to the AWS cloud, ensuring smooth transitions and continuous deployment.
* Provided subject matter expertise (SME) in cloud infrastructure, including **IaaS**, **PaaS**, and **SaaS**, across multiple cloud platforms, with specific focus on **AWS** and **Azure**.
* Working on **OpenShift** for **container** **orchestrati**on with **Kubernetes** container storage, automation to enhance **container** platform multi-tenancy also worked on with **Kubernetes** architecture.
* Configured **S3 versioning** and lifecycle policies for file backup and archiving in **Glacier** to ensure long-term data retention and accessibility.

**Wipro Ltd. (Microsoft) - Remote | Aug’ 2017 to Jan’ 2023**

**Senior Devops/Cloud Engineer**

**Responsibilities:**

* Designed, implemented, and managed **Azure IaaS and PaaS services.**
* Developed and deployed **Azure DevOps solutions**, including **GFS**, **clusters, applications, and microservices.**
* Automated processes using **PowerShell** for tasks such as certificate renewal, password resets, SCCM patching, and issue resolution for **FedRAMP and S360.**
* Troubleshot and resolved live-site incidents, **ICM tickets, and SE CRs**, ensuring minimal downtime.
* Created and managed **Azure subscriptions, virtual networks, and virtual machines**, providing user access as needed.
* **Integrated CDNs with web applications** to offload traffic from origin servers, enhancing site performance and scalability.
* **Configured and maintained CircleCI pipelines** to automate testing, building, and deployment processes, ensuring rapid and reliable application delivery.
* Provisioned storage accounts for development and QA teams to support application development and testing.
* Deployed applications, **microservices, and infrastructure-level services on Azure nodes and Hyper-V** environments.
* Utilized **Crucible** for efficient **code reviews**, improving collaboration among development teams and ensuring high-quality code in production.
* Migrated servers from **Windows Server 2008 to 2016** and applied security patches.
* Integrated and managed **VMs in SCOM servers, configuring alerts and monitoring** critical services.
* Maintained high availability of **SQL servers, troubleshooting processes**, resolving job issues, and addressing data and log file space constraints.
* Implemented **AWS Single Sign-On (SSO)** to provide secure and centralized access to AWS accounts and third-party applications, improving user authentication and access control.
* Managed AWS CloudFormation templates and Terraform scripts to automate the provisioning of infrastructure as code (IaC), ensuring repeatability and consistency across development, staging, and production environments.
* Designed and implemented **AWS security architectures** by applying best practices such as the **AWS Well-Architected Framework** and **AWS Security Pillar** to ensure strong security and compliance.
* Implemented **k6 load testing** scripts to simulate real-world traffic and stress test web applications, APIs, and microservices to ensure scalability and performance under high load.
* Leveraged inheritance to create reusable code structures, reducing redundancy and enhancing code organization through parent-child class relationships.
* Designed and developed modular systems by abstracting real-world entities into objects, enabling better scalability and maintainability.
* Utilized polymorphic behavior to build extensible and flexible systems, supporting dynamic method dispatch and enhancing code maintainability
* **Automated configuration management with Puppet** to enforce consistent system configurations, streamline application deployments, and reduce manual errors, improving system reliability and reducing deployment time.
* Rotated secrets and managed certificate renewal processes within the **Azure portal.**
* Developed and maintained **Kubernetes-based solutions, including monitoring, logging, disaster recovery, networking, storage, autoscaling, and service mesh** implementations.
* Supported development and test teams in **pre-production** and **production releases,** ensuring smooth deployments.
* Configured **CloudWatch Dashboards** for visualizing key performance metrics and providing actionable insights to the development and operations teams for continuous improvement.
* Implemented **AWS Budgets** and **CloudWatch metrics** to track cost and usage, ensuring that teams adhered to budget constraints and maintained cost-effective cloud architectures.
* Integrated Datadog for centralized monitoring and observability of cloud infrastructure, providing real-time visibility into application performance, server health, and user behavior.
* Set up Datadog APM (Application Performance Monitoring) for distributed tracing and deep insights into microservices, reducing downtime by quickly identifying and resolving bottlenecks.
* Implemented security best practices for **EKS clusters**, including configuring **IAM roles**, **RBAC (Role-Based Access Control)**, and **Network Policies** to secure applications, restrict access, and ensure compliance with corporate security policies.
* Ensured that AWS environments complied with industry standards such as **PCI DSS**, **HIPAA**, **SOC 2**, and **GDPR** by implementing appropriate security controls and regular audits.
* Integrated **unit, integration, and end-to-end tests** into **GitLab pipelines**, ensuring that code changes were validated and tested before being deployed to production.
* Managed source code repositories in **GitLab**, including branching strategies, pull requests, and code reviews to ensure code quality and collaboration among development teams.
* Conducted thorough **application troubleshooting** using logs, monitoring tools (**Dynatrace**, **Prometheus**, **Grafana**), and tracing mechanisms to quickly identify root causes of production issues and resolve incidents with minimal disruption.
* Set up **CloudWatch Alarms** to automate responses to system failures or critical issues, triggering actions such as scaling, notifications, or remediation via **AWS Lambda** functions.
* Worked with DevSecOps teams to automate vulnerability scanning, penetration testing, and compliance checks using AWS-native tools such as **Amazon Inspector** and **AWS GuardDuty**.
* Integrated **Apache Kafka** with microservices for **asynchronous messaging**, ensuring high throughput and low latency in real-time data processing and analytics systems.
* Applied **SAFe (Scaled Agile Framework)** principles in a DevOps environment to enhance cross-functional team collaboration, improve workflow efficiencies, and deliver incremental software releases.
* Developed reusable and modular **Bicep templates** for deploying Azure resources, ensuring consistency, scalability, and faster deployment cycles in **Azure DevOps** pipelines.
* Designed and implemented **Azure Pipelines** for continuous integration, testing, and deployment, automating workflows across cloud and on-premise environments.
* Utilized **Splunk** for log aggregation, monitoring, and troubleshooting of applications and infrastructure in real-time.
* Implemented **AWS KMS (Key Management Service)** and **AWS CloudHSM** to handle encryption for data at rest and in transit, ensuring compliance with data protection standards.
* Utilized ArgoCD to automate GitOps-based continuous delivery for microservices running on Kubernetes, ensuring a consistent and error-free deployment process across environments.
* Integrated **CloudBees** with various tools like **Jenkins** for automated pipeline management, enabling fast, reliable software delivery and reducing manual intervention.
* Set up automated, secure deployment workflows for Java applications, leveraging **Spinnaker**’s integrations with Kubernetes, AWS, and GCP to enable seamless, multi-cloud deployments and efficient rollbacks.
* Managed containerized applications with Portainer, deploying, scaling, and troubleshooting containerized services within Docker and Kubernetes clusters.
* Developed and maintained automated test scripts using **Selenium WebDriver** and **Java/Python** for regression, functional, and UI testing of web applications.
* Worked with development teams to write and optimize Oracle SQL queries for data retrieval, reporting, and analysis in Oracle-based applications.
* Managed **Microsoft Intune infrastructure, including server setup, security patching**, and issue resolution.
* Monitored servers for **CPU, memory, disk space, and service issues using tools like Jarvis and SCOM.**
* Conducted root cause analyses for **service interruptions, implementing strategies to prevent recurrence.**
* Documented and tracked deployment-related **KPIs**, providing regular updates and status reports.
* Authored and executed release plans for production deployments using **Octopus**.
* Collaborated with developers, testers, and program managers to resolve technical and environmental issues.
* Performed **OS and IIS-level** diagnostics, including dump analysis using **Windbg** and troubleshooting with resource monitoring tools.
* **Automated deployment and system configuration using SaltStack states** to manage complex infrastructure, ensuring consistency and compliance across multiple environments and minimizing configuration drift.
* Developed **automated workflows** within the ITSM tool to integrate with monitoring systems (e.g., **Prometheus**, **Dynatrace**) for automatic ticket creation, improving response time for critical incidents and reducing downtime.
* Deployed **Docker containers** on **AKS**, leveraging Kubernetes **deployments**, **pods**, and **services** for scalable, fault-tolerant application management.
* Set up **Dynatrace** dashboards for monitoring microservices, database performance, and infrastructure health, enabling proactive monitoring and reducing downtime by detecting anomalies before they affect production.
* Managed end-to-end **CI/CD pipelines** using **Azure DevOps** for automated build, test, and deployment of applications across multiple environments.
* Automated infrastructure tasks and enhanced operational efficiency through **scripting** and process improvements.
* Acted as a **liaison** between internal and external teams to resolve technical issues and ensure successful deployments.
* Participated in deployment **planning, preparation, validation, and review phases.**

**Wipro Ltd (Credit Suisse) | Feb’ 2017 to Aug’ 2017**

**Devops/Cloud Engineer**

**Responsibilities:**

* Designed **AWS CloudFormation** templates to deploy custom-sized **VPCs, subnets, and NAT, ensuring** seamless web application and database deployment.
* Collaborated with the implementation team to build and engineer **Linux and AIX servers** for provisioning on **AWS** **Cloud**, utilizing **EC2 and S3 storage services.**
* Managed **CI/CD** pipeline using Jenkins for efficient automation of **Docker** image builds and Kubernetes deployments.
* Wrote **terraform** and terragrunt modules using **terraform** code to set up and maintain infrastructure **on Amazon Web Service (AWS) Cloud.**
* Engineered **Kubernetes clusters** for scalable application deployment, leveraging containerization to streamline the code development and deployment pipeline.
* Implemented **Docker containerization** for improved environment consistency across development and production, focusing on immutable infrastructure.
* Integrated **Kubernetes with network**, storage, and security services to orchestrate containers across multiple hosts.
* Created reusable Groovy scripts for deploying Dockerized applications on Kubernetes clusters, reducing manual intervention and improving the consistency of deployments across multiple environments.
* Created and maintained **Docker images using Docker files,** managing container snapshots, images, and volumes.
* Automated configuration management using Ansible and Ansible Tower, streamlining application deployments and server management.
* Provisioned large-scale **AWS infrastructure** with services like **EC2, ELB, VPC, EBS, Route53, Lambda,** and RedShift to optimize cloud operations.
* Automate provisioning and repetitive tasks using **Terraform and Python, Docker container, Service Orchestration**.
* Led Artifactory repository management, provisioning new repositories for project needs.
* Wrote PowerShell scripts for automatic restarts of **Deploy agents on Linux machines.**
* Utilized Kubernetes for application scaling, adding **Docker** slave nodes for Jenkins and monitoring through Prometheus.
* Spearheaded Datadog monitoring integration, enabling real-time visibility into application and infrastructure performance.
* Optimized AWS resources to reduce costs **utilizing AWS tools like Trusted Advisor** and Cost Explorer for savings opportunities.
* Developed disaster recovery strategies with **AWS services such as S3 for backups and Route 53 for failover**, ensuring business continuity.

**ICICI Bank (India) | July’ 2016 to Jan’ 2017**

**Role: System Administrator**

**Responsibilities:**

* **Installed, upgraded,** and configured software and hardware to support organizational infrastructure.
* Managed network servers and technology tools, **ensuring seamless operation and optimal performance.**
* Set up user accounts and workstations, maintaining compliance with **IT policies.**
* Monitored system performance and maintained systems to meet business requirements.
* Troubleshot technical issues and resolved system outages efficiently.
* Ensured security by implementing access controls, performing **regular backups, and managing firewalls.**
* Upgraded systems with new releases, patches, and hardware models to stay current with technology advancements.
* Developed training programs and provided technical support to staff on new technologies.
* Built and maintained an internal knowledge base, including technical documentation, user manuals, and IT policies.

**Bachelor’s:** Nishita Degree College- India

**Background**: Computer Science