Curriculum Vitae

ITIL® INTERMEDIATE

PERSONAL INFORMATION

Bhavuk Mudgal, B.Tech.

📍 1075, Sector-19, 1st Floor, Faridabad, Haryana – 121002

📱 (+91) 9990679414 / 7053422202   Sex Male | Date of birth 29/10/1987 | Nationality Indian

✉ bhavukm@gmail.com

💬 Skype bhavukmudgal

WORK EXPERIENCE
(Total: 9 years)
(Relevant: 3+ years)

07/04/2016–Present

Roles & Responsibilities

DevOps Engineer
HCL Technologies, Noida (India)

- Working in DevOps Automation and AWS (Amazon Web Services).
- Creation and maintenance of fully automated CI/CD pipelines for code deployment using Jenkins.
- Containerizing applications using Docker.
- Experienced in Docker container orchestration using Kubernetes. Setting up 'liveness probes' inside Kubernetes configuration YAML files to self-restart containers.
- Monitoring the Infrastructure (Kubernetes Cluster) and Applications using Prometheus as the data source and creating dashboards and an alerting mechanism in Grafana.
- Experienced on Git/GitHub for Source Code Management.
- Writing Ansible playbooks to perform basic operations on the target servers using the inventory file.
- Experienced on AWS services: EC2, S3, VPC, EBS, Cloud Watch, IAM, Route 53, ELB, RDS, Auto-scaling, and Cloud Front.
- Working on High availability solutions in AWS Cloud Infrastructure using Auto-Scaling, RDS Multi-AZ (Availability Zone) deployments, Route 53, and ELBs.
- Works on AWS CLI to perform basic Linux operations on AWS resources.
- Server related tasks like managing EC2 instances, creating AMIs, snapshots from EBS, changing the instance type, creating a new instance from AMI, etc.
- Performing storage tasks like increasing or decreasing EBS storage size, creating and managing S3 buckets, transfer acceleration, versioning, and cross-region replication.
- Network related tasks: Setting up of VPCs, subnets, route tables, Security Groups, NAT Gateway, Internet Gateway, and Network ACLs.
- Monitoring related tasks: Creating alarms in Cloud Watch with the help of AWS GUI.
- Database related tasks: Launching RDS instances, monitoring, and backup of RDS.
- Worked exclusively on making applications more scalable and highly available in AWS (load balancing).
- Build and release of Amazon Linux EC2 instances for Development and Production environment.
- Learned other AWS services: Lambda, Glacier, Snowball, ElastiCache, Cloud Formation, Redshift, and Dynamo DB.
- Experienced Linux Administrator: (LVM, Disk partitioning, User Management, NFS, File Systems and Permissions, Firewalld, LAMP [Linux, Apache, MariaDB, and PHP] etc).
- Tools Used: Jenkins, Kubernetes, Docker, Git/GitHub, Prometheus, Grafana,

Ansible, AWS GUI, and CLI, Putty, Service Now, MS Office.
- Email Applications: MS Outlook, Lotus Notes.
- Before moving to DevOps, I was part of the IPC (Incident, Problem, and Change) team.

08/12/2014–04/04/2016 **Senior Executive**

Vodafone India Services Private Limited, Bangalore (India)

Roles & Responsibilities
- Part of IT Service Management team (managing Incidents, Problems and Changes).
- As part of Change Management team, coordinated to deploy approved beneficial changes at the earliest, scheduling CAB, ECAB Meetings, Risk Management, preparing change schedules, establishing Post Implementation Reviews (PIRs).
- Coordinated with Configuration Management to understand system behaviour while deploying changes to reduce service downtime due to changes.
- Initiated and managed Technical Bridge calls for SAP related high priority/Critical/Major incidents to restore normal service operations as quickly as possible.
- Coordinated on Problem tickets to identify Root Cause by using 5 Whys and Pareto analysis techniques. Also worked as a Proactive Problem Manager by gaining knowledge on Trend Analysis technique.
- Worked with Transition and Release Management team to support various Transitions right from the deployment phase, going through Hypercare, until BAU.
- Gained experience in ICT solutions (example: SAP) in an ITIL-Based environment.
- Certified as ITIL Intermediate in IT Service Operation and Prince2 Practitioner in 2015.
- Worked on Aged Incidents to reduce the backlog. Gained experience on different tools, BMC ITSM Remedy, SNOW (Service Now), SharePoint, Workspace, Workspace2 and BER.
- Worked towards Improvement of Quality of Services of all the applications.
- Managed Customer Feedback and made changes to enhance customer experience.
- Rewarded for "Exemplary performance while delivering Services" from the Business Head in Service Desk and Incident Management.

16/07/2014–05/12/2014 **Senior Consultant**

vCentric Technologies Private Limited, Bangalore (India)

Roles & Responsibilities
- Responsibilities have remained the same as it is mentioned for 'Vodafone India Services Private Limited'. I was working for Vodafone (Project: Vodafone-EVO), as a contractor.

- Turned permanent at Vodafone after about 4.5 months in December 2014.

21/03/2011–15/07/2014	**Project Management Executive**
Roles & Responsibilities	**CBSI India Private Limited, Noida (India)**

- Responsibilities have remained the same as it is mentioned for 'Vodafone India Services Private Limited'. I was working for 'IBM India Private Limited' (Project: Vodafone-EVO), as a contractor.
- After approximately 3.5 Years since I joined, Vodafone decided to have this project (Vodafone-EVO) under their umbrella.
- I was part of Service Transition which happened from IBM to Vodafone.
- Performed the role of Project Coordinator during this Service Transition.
- I was On-Site in Pune for 3.5 Months for IBM to support Service Transition from IBM to Vodafone.

EDUCATION AND TRAINING

01/04/2015–31/07/2015	**ITIL Intermediate in IT Service Operation and Prince2 Practitioner**
	Simplilearn, Bangalore (India)
22/08/2005–24/08/2009	**Bachelor Of Technology (Electronics & Communication)**
	Uttar Pradesh Technical University, Greater Noida (India)

PERSONAL SKILLS

Mother tongue(s) Hindi

Other language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
C2	C2	C2	C2	C2

English

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

Communication skills I have acquired excellent communication skills by interacting with Business Users, Clients and End Users from Europe, North and South America, Asia-Pacific and South Africa.

Organisational / managerial skills I have functionally managed a team of around 10 people as I was acting as Process Trainer for them.

Job-related skills Handling Weekly Review Calls with the Clients.

ADDITIONAL INFORMATION

PASSPORT NO   : T9057470
PASSPORT VALIDITY : 19 SEPTEMBER 2029