USHA (Azure DevOps, IIS & Windows)

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Professional Summary

- ❖ Having 4+ years of experience in working with **Azure DevOps, WINDOWS, IIS and ASP.NET** support and administration.
- ❖ **Hands on experience with VSTS agents installation, Project creation, Work Items, Build and Release pipelines, Jobs and Tasks configuration.**
- ❖ Having experience in working with DevOps Services like **Azure Boards, Repos (GIT), Artifacts, Test Plans and Pipelines (CI/CD pipelines, jobs and stages).**
- ❖ Good understanding of **cloud deployment models and cloud service models.**
- ❖ Good understanding of **MS-Azure components** Azure VMs, Azure Storage and Azure DevOps.
- ❖ Hands on experience in working with **IIS 7.5, 8.0, 8.5 websites, web applications, Application pools** and **worker processes**.
- ❖ Good understanding of IIS components like **WAS, HTTP.SYS and App pools.**
- ❖ Experience in deployment of **IIS websites** and **applications** by using **TFS jobs** and **pipelines.**
- ❖ Hands on experience in **migration of IIS websites and web applications** from lower version to higher version.
- ❖ Hands on experience with **SSL/TLS certificates** installation, CSR creation, Renewal and export/import.
- ❖ Good experience with ASP.NET **web application and web services deployment and** .**NET framework registration** with IIS.
- ❖ Good understanding of **NETWORKING and TCP/IP** protocols HTTP, HTTPS, FTP, DNS etc.
- ❖ Hands on experience in working with ASP.NET application build and release management(TFS and CI/CD pipelines)
- ❖ Good understanding of **ITIL V3** concepts **changes, incidents, problems**, **RCA, Severities** and **SLAs.**
- ❖ Hands on experience in working with **MSSQL Server** backups, Jobs, SSMS, user DB creation and SQL logins. Experience with **SQL queries (DDL/DML statements).**
- ❖ Having experience in working with ticketing tool **Service now.**
- ❖ Having experience in working with **PowerShell** scripting.
- ❖ Hands on experience in WINDOWS Server configuration using **Server manager roles** (DNS, DHCP, AD, IIS, WSUS, MS-Clusters etc.)
- ❖ Hands on experience with **AD domains, DCs, OUs, AD groups, GPOs** and **FSMO roles.**
- ❖ Basic knowledge on **Linux commands.**
- ❖ Having experience in deployment of **Java Web apps on Apache TOMCAT 7.0.**

Work experience:

- ❖ Working as **DevOps** & **IIS administrator** in **CGI, Hyderabad from Jan 2019 to Till date**
- ❖ Worked as **system engineer** in **Tech Mahindra**, **Hyderabad from June 2016 to Dec 2018.**

Educational Qualification

- ❖ B.Tech passed out with 65% from JNTU

Professional Experience

Client: Telstra, Australia

Roles and responsibilities:

- o Experience in working with Azure DevOps, User stories, work items and Tasks.
- o Hands on experience with Azure DevOps pipelines, Jobs configuration, monitoring and troubleshooting the issues.
- o Having experience in working with **GIT Branches** like applying **policies** to branches and providing **security** to branches.
- o Good understanding of **Scrum concepts (agile)** and regularly attending Scrum call.
- o Handling all the day to day administration activities in 300+ instances (DEV, QA, UAT and PROD servers).
- o Handling Sev1, Sev2, Sev3 and Sev4 incidents (IBM Service now) and resolving them within **SLAs** using providing on call on 24/7 basis.
- o Deploying .NET apps by using VSTS pipelines across DEV, QA, STAGE and PROD environments.
- o Working with VSTS agents, jobs and pipelines configuration and troubleshooting.
- o Working on high CPU, memory and disk space alerts.
- o Monitoring the health status of Servers and applications and responding to SCCM alerts.
- o Hands on experience in analyzing **IIS logs** and event viewer log files for troubleshooting.
- o Good understanding of HTTP/HTTPS protocols and HTTP status codes and troubleshooting 4xx/5xx series issues.
- o Hands on experience with **AD** Users creation, unlock and password resetting and AD groups.
- o Hands on experience with **DNS** installation, Zones and Records configuration
- o Deploying Java applications (WAR/EAR) on **TOMCAT server**.
- o Experience in working with **SQL backups, Jobs scheduling** and monitoring with **SSMS**.
- o Hands on experience with Installation and Renewal of **SSL certificates.**
- o Hands on experience with Job scheduling using **Task scheduler**.
- o Involving in monthly **change management** process and production releases.
- o Having Good knowledge on **ITIL V3** processes like change management and Incident management.
- o Having good interaction with client and different teams.
- o Able to work and manage shift independently.
- o Worked as a mentor for new joiners and worked as change coordinator.
- o Having good communication skills and inter personnel skills.
- o Created and configured users, groups and Domains and OUs using Active directory.
- o Good experience in implementation and automation of Powershell scripts for regular maintenance.

Client: Austa Zeneca
Roles and Responsibilities:

- ❖ Handling all the aspects of administration tasks such as day-to-day monitoring and maintenance, Configuration, Deploying and Troubleshooting of JAVA/ASP.NET applications hosted on Weblogic and websphere application servers and IIS
- ❖ Deploying **WAR/EAR/composites** and **ASP.NET** applications in DEV/PERF/SIT environments.
- ❖ Providing on call support on 24/7 basis for production environment
- ❖ Maintaining the **IIS web servers** for **IIS6.0 and IIS7.5** versions.
- ❖ Configured **SSL Offloading** at **BigIP** level for **IIS hosted websites** with **port based hosting**.
- ❖ Troubleshooting **400 series and 500 series** and **server errors**.
- ❖ Experienced in applying patches and fix packs to web logic/web sphere application servers
- ❖ Good experience in analyzing the application **server logs** and **event viewer logs** for troubleshooting
- ❖ Resolution of **Severity1, Severity2, Severity3** issues within **SLAs** and and preparing **RCA** for Severity1, Severity2 incidents.
- ❖ **SSL** Certificates installation and renewal.
- ❖ Creating and managing **Website, Virtual directories** and **Application pools**.
- ❖ Configure the application pool and **recycling** for greater reliability.
- ❖ Experience in provisioning system images with Windows **Deployment** Services
- ❖ Configured IIS web sites, **application pools and virtual directories** and assigning applications to application pools.
- ❖ Experience in family of Microsoft Products like **Active Directory, FTP, IIS, .Net, DHCP, DNS** and **MS Clusters**
- ❖ **Deploying Application Contents**, **Publishing Application settings** and **app-pool settings** from the storage path to the hosting servers.
- ❖ Installing **ASP.Net** framework and registering.
- ❖ Configuring **.Net Frame work** versions of **1.0, 2.0 and 4.0.**
- ❖ Backup and restore **Metabase**.
- ❖ Played the roles within the team like **shift leader** and **change coordinator**
- ❖ Having good communication skills and inter personnel skills.
- ❖ Experienced in smooth **change implementation** during production release.
- ❖ Having Good knowledge on **ITIL V3** processes like change management, Incident management, and problem management.
- ❖ Experienced in troubleshooting **IIS** and **Asp.NET** application issues and provided on call support for production environment.