

Mecrin D Luvis
mecrin.luvis4@gmail.com
Devops Engineer
Mob: +91-9481372690



Professional Summary:

- 3 years' experience of Build/Release/Software Configuration and DevOps methodologies and setting up and delivering releases for multiple Applications running on both Linux based distributed Infrastructure.
- Experienced in working on Devops operations process and tools.
- Extensively worked with Version Control Systems (GIT).
- Experience with Linux environments for Build & Release automation
- Experience in different services of AWS like IAM, EC2, S3.
- Experience in Shell Scripting.
- Good experience on Database like Oracle My SQL.
- Experience is using Tomcat application servers for deployments.
- Having good experience on Installing and configuring Devops tools.
- Being a part of new releases (CTASK) working along with the application team.
- Supporting Production and non-production deployment failures. Fixing on time.
- Ability to work closely with teams, to ensure high quality and timely delivery of builds and releases.
- Strong ability to troubleshoot any issues generated while building, deploying in production support & Monitoring Slack channel and quick response.
- Experience in Service Now with respect to Incident Management, Change Management and problem management

Professional Experience:

- Working as DevOps Engineer at Ciber an HTC Global 2020.

Educational Qualifications:

- Master of Computer Application (MCA) from IGNOU University Bangalore, 2018.

Technical Skills:

Operating Systems	Linux, Windows, Ubuntu
Version Control Tools	GIT
Scripting Languages	Shell Script
Databases	Oracle, MySQL
Application/Web Servers	Tomcat, WebLogic
Cloud	AWS EC2, VPC, AMI, Cloud Watch, S3,
Monitoring Tools	App Dynamics, OEM (Oracle Enterprise Management)

Project#2

Client	Walt Disney
Role	DevOps Engineer
Environment	Git, Run deck, AWS, ServiceNow

Description:

Disney Parks is one of The Walt Disney Company's four major business segments and a subsidiary. Parks Operations SE L2team provide services for on-premise and cloud systems engineering incident management operations. Disney's Parks Systems Engineering ("Parks SE") supported application portfolio. Services will be provided on a 24X7 basis.

Roles and Responsibilities:

- *Created 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.*
- *Handled Major incidents along with P2, P3 and P4 priority cases, Resolved within SLA.*
- *Acknowledging the incidents in ServiceNow and completing with in SLA.*
- *Supported 24/7 on-call on incident management.*
- *Worked on Tomcat Web server for hosting web apps.*
- *Setting up monitoring tools like AppDynamics and Amazon Cloud watch to monitor major metrics like Network packets, CPU utilization, Load Balancer Latency.*
- *Supporting Windows application*
- *Monitoring Slack channel and quick response.*
- *Bouncing JVMs for multiple applications.*
- *Trouble shoot all the application services which are hosted on on-premises/cloud servers*
- *Implement the change tasks in all the environments.*
- *Trouble shoot the ECS cluster related issues.*
- *Used Identify and Access Management (IAM) to assign roles and to create and manage AWS users and groups and use permissions to AWS resources.*

- *Creating S3 buckets and managing policies for S3 buckets and Utilized S3 bucket and Glacier for storage and backup on AWS.*
- *Monitoring AWS Global CPU Utilization and Disk space issues.*
- *Utilized Elastic Load Balancers (ELB) with EC2 auto scaling groups.*
- *Installed and Configured the Apache Tomcat application servers for Dev and Integration Test Environments.*
- *Supporting Production and non-production deployment failures. Fixing on time.*
- *Implemented changes in production during deployments.*
- *Migrating a production infrastructure into an Amazon Web Services (AWS) utilizing AWS Cloud formation.*
- *Implement the change tasks in all the environment as per change process.*
- *Documentation of detailed build configuration build procedures, schedule build calendars and change history for releases.*
- *Monitoring the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning, Acknowledge the request for Application stop/start. OS and Scripting Languages: UNIX/Linux, Windows, and Shell Scripting.*
- *Monitoring the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.*
- *Communicate and customers resolve technical issues and outages via SLACK channels and escalate to on call support personnel appropriately.*
- *Makes sure that the environment is up all-time including PROD and PRE-PROD environments.*

Project#1

<i>Client</i>	<i>COMS (Ciber Oracle Managed Services)</i>
<i>Role</i>	<i>Associate Consultant</i>
<i>Environment</i>	<i>OTRS Tool, OEM (Oracle Enterprise Manager) Tool</i>

Description:

Ciber Global, now a part of HTC Global Services, is a global information technology consulting, services and outsourcing company with commercial clients. The company was called the "Consultants in Business Engineering Research" (Ciber)

Roles and Responsibilities:

- *Configuring all targets existing in the environments.*
- *Meet the SLA's based on the incident priority*
- *Daily health checks and resolving issues if any.*
- *Checking the DR database sync daily & use the single mail as chain to update*
- *Managing 24/5 support and coordinating with the teams in all shifts.*
- *Creating and tracking the tickets in OTRS.*
- *Generating monthly service availability, performance reports.*
- *Enabling and disabling maintenance requests in OEM.*
- *Tracking the alerts triggered from the console and assigning to Respective team after Primary investigation.*
- *Communicating ticket progress to customers via email and providing any other assistance as and when required.*
- *Maintaining all the VPN's, RDP's and PMRX connectivity's up to date.*
- *Taking care of all client OEM alerts & Maintaining all the servers up in OEM.*
- *Providing password assistance over phone for customers for different oracle accounts.*
- *Adding targets into OEM if any new servers has been added to environment.*
- *Keep track the result alerts/issue till it resolved or updated y respective team.*
- *Providing password assistance over phone for customers for different oracle accounts.*
- *Communicating ticket progress to customers via email and providing any other assistance as and when required.*
- *Forward issues/alerts to proper team by using DL (Distribution List) and track.*
- *Preparing monthly reports for different accounts and sharing them with SDMs.*
- *Handling helpdesk activities such as handling ticket escalations, follow-up with agents on ticket update, interacting with end users and closure of tickets.*

Declaration:

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

(Mecrin D Luvis)