# SOORAJ S

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## Objective

Seeking a DevOps position where a background in the design, implementation, and deliverance of software and infrastructure can be used within the gaming industry to secure performance, latency, and efficacy.

## Summary

- Overall 5+ years of IT experience in various roles like Technical support, Cloud Operation, and DevOps domain, experience assisting customers with various hardware and software-related issues. Provided in-depth technical support to clients at Tier 1 and tier 2 levels, currently focusing on DevOps role with hands-on experience supporting, automating, and optimizing mission-critical deployments in AWS, leveraging configuration management, CI/CD, and DevOps processes.

## Education

- **ST. Claret School**
  Higher Secondary Education
  **58%**
- **ST. Claret College**
  B.C.A
  **6.8CGPA**

## Experience

- **Tata Consultancy Services, Bangalore**                          Dec 2018 - March 2021
  Client EY - Technical Support Engineer
  - Supported customers with basic technical support for current and past software releases.
  - Assisted clients with general support for hardware, peripherals, network connections, and external software.
  - Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support
  - Coordinated with Level 1 technical support specialists outside their level of support.

  - Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
  - Escalated support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket.
  - Assisted and trained all incoming junior tech support specialists

- **Client Google YouTube TV - Cloud**                          April 2021 - November 2021
  Automation Operation Tech

  - Worked primarily within the AWS (Amazon Web Services) cloud on **CentOS** and **Ubuntu** Linux instances to evaluate and implement various cloud-based applications.
  - Worked on automating the Client uploaded files to the YouTube TV, and worked on monitoring the Automation errors and debugging an issue on daily basis.
  - Installed and/or used open-source products such as Apache Tomcat, and Apache Hadoop, and also worked with the AWSConsole
  - Also did a fair amount of coding in Windows PowerShell for some back-end web development
  - Knowledge of Linux and **Vagrant** environment

- **Client AWS BU Infra and Modernization – Cloud DevOps Engineer**                          December 2021 - Till now

  - Experienced in creating, configuring, and maintaining Infrastructure on AWS Cloud services including Virtual Private Cloud(**VPC**), **EC2**, **RDS**, **S3**, **Route53**, **SNS**, **Cloud Front**, **Cloud Watch,** and **IAM**.
  - Experienced in **migrating servers** from the **data center to Amazon Web Services cloud**
  - Experienced in creating various dashboards, metrics, alarms, and notifications for servers using **AWS Cloud Watch**

- Experience working with version control systems , **GIT** and used Source code management tools **GitHub,Bitbucket** including command line applications.
- Implemented a **CI/CD pipeline** involving, **Jenkins**, **Docker**, **Ansible** and Selenium for complete automation from commit to deployment
- Hands-on experience of software containerization platforms like **Docker** and container orchestration tools like **Kubernetes** and **Docker Swarm**
- Basics knowledge in **Azure** Cloud and SRE concepts
- As a part of Infra Team, Knowlege in creating infrastructure using **Terraform**

## Technical Skills

- DevOps Tools:
  Jenkins, Terraform, Docker, Ansible, Kubernetes,

  Version Control: Git

  Source Control Management Tools:GitHub, GitBash, Bitbucket

  Bug Tracking Tools: Jira

  Cloud Platforms: AWS, Azure

  Scripting language: Shell

  Monitoring Tools: AWS Cloud watch, Nagios,

  Collaboration Tools: Confluence, Teams

  SDLC: Agile, Waterfall

  Tools: Visio, **MS Office**, Excel, PPT, Office 365,

  Languages: HTML5, CSS3

  Operating Systems: Linux, RHEL, Ubuntu, Mac OS X, Windows 98/XP/7/Vista/8/10

## Courses

- Cloud computing tutorial
  AWS Cloud Practioner
  DevOps Fundamentals
  Jenkins CI/CD Project
  Terraform for Beginners
  RedHat Linux
  AZ 900