Harsha Prakash
Mobile: +91-9986977445
E-Mail: hashscor086@gmail.com

DevOps enthusiast with 12+ years in IT industry. Hands on experience in Application Deployment, Product Support, Testing and Troubleshooting, Exploring positions in DevOps/SRE role.

Executive Summary

- Proficient in handling activities pertaining to Requirement Analysis, Installation, Configuration, Project management activities and coordination.
- Fantastic ability to adapt to new environment and learn new technologies.
- Efficiently performed end to end deployment, design and implementation for service-based integration.

Technical Certification

AWS Certified Solutions Architect (2019) – Associate.
Validation Number: WMXNJMWKEBF4QGS0

Career Contour

Nokia	Senior Technical Specialist	Apr.'15 - till date
Mahindra Comviva	Lead Engineer	Jan.'11 - Jan.'15
OnMobile Global Ltd	Product Support Engineer	Sep.'08 - Jan.'11
Dell International	Technical Support Associate	Apr.'08 - Aug.'08

Key Technical Deliverables

Hardware Knowledge:	HP Blade servers
Operating Systems:	RHEL, Centos
Databases:	MySQL, Cassandra, Redis
Intermediate Scripting:	Shell, Python
Office Productivity Tools:	JIRA, Microsoft NCT, Confluence
Public Cloud:	AWS
Networking:	DNS, NFS, DHCP, FTP, SSH, Routing & Switching
Other Software Concepts:	GIT, GERRIT, Jenkins, Ansible, Docker, Kubernetes, Kong API, REST,

Keycloak, Vault, Kafka, Wireshark, Apache Tomcat, Nagios

Functional:

- Handling customer escalations to resolve issues when situation demands for customer projects/tickets.
- Managing and mentoring small teams for customer projects.
- Performing deployments, client interactions, requirement management (requirement gathering, change requests) and conducting analysis for scope management, work plan management and providing technical solution as per the requirements.
- Performed DevOps practices in Build-Releases and Packaging.
- Coordinating with development team whenever if any new release/ off cycle release going on in respective application and sync up with the team members.

Projects Undertaken

Company: **Nokia**
Project: ISON Manager, Eden-NET SON (Self Organizing Network), IMPACT
Client: Multiple Domestic and International Telecom operators.
Duration: Apr.'15 – till date
Operating System: Linux – Redhat
Database: MYSQL, Cassandra & Redis
Environment: Kafka, Keycloak, Kong API, Vault, Ansible, Docker, Kubernetes, shell & python scripting, JIRA, Confluence, Nagios

Accountabilities:

- Worked on CI/CD pipelines for building python based microservices, creating cythonized whl, perform unit and sonar test, Docker and helm chart creation etc.
- Hands on experience on AWS Services like IAM, EC2, S3, RDS, Cloudfront, Cloudwatch, Route 53, Loadbalancer, AutoScalingGroups.
- Maintain Jenkins pipeline as code for application deployments.
- Building automation using Groovy & Shell scripting.
- Perform POC for various CI/CD tasks.
- Aligning with the Automation testing team for full-fledged test automation.
- Providing trainings to Customer and CSE teams on Installation, Application & Troubleshooting topics.
- On-site project support for POC/Trial, had travelled to multiple customer project requirements which includes TMO (US), Bharti (India), SHMCC (China), DT Cosmote (Greece) & Orange (France)

Company: **Mahindra Comviva**
Project: USSD/SMSC/Bulk-SMSC [A2P & P2P Enterprise Messaging]
Client: Multiple Domestic and International Telecom operators.
Duration: Jan'11- Jan '15
Technology: SS7(SCCP/MAP), SMPP, SIGTRAN, USSD
Operating System: Linux – Redhat
Database: MySQL, SQL
Environment: Java based application, Ansible, Apache tomcat, shell scripting, JIRA, Confluence, Nagios

Accountabilities:

- Level 2 and Level 3 support to the customers queries and new request process.
- Responsible for handling product queries & Emergency CSR handling on a 24/7 service level.
- Complete co-ordination with engineering teams for all recurring & escalated issues and ensure that turnaround times are far less than expected.
- Provided onsite support and training to customers.

Company: **Onmobile Global Ltd, Bangalore**
Project: Cricket Alert Manager [Voice and SMS]
Client: All domestic telco operators (Airtel, Aircel, Vodafone, BSNL, TATA)
Duration: Sep '08 to Jan '11
Technology: SS7(SCCP/MAP), SMPP
Operating System: Windows and Linux-Redhat
Database: MySQL
Environment: Java based application, Apache tomcat, shell scripting.

Accountabilities:

- Manage the day to day operations of the Application to ensure that all clauses are actioned in timely manner.
- First level support and handling customer queries. Single point of contact for Customer requirements and needs during the implementation phase.
- Complete co-ordination with engineering teams for all recurring & escalated issues and ensure that turnaround times are far less than expected.
- Providing KT to other staff members.

Company: **Dell International, Bangalore**
Duration: Apr '08 – Aug '08
Operating System: Windows
Environment: Tech Support (voice)

Accountabilities:
- Handling Customer support calls for any technical issue.
- Being polite to the customer in any circumstances.
- Responsible for handling product queries.
- Flexible to work in rotational shifts (24/7)

Academia:

- **Bachelor of Engineering in Information Science, EWIT VTU. (2003-2007).**
- **PUC in Krupanidhi Pre-University College, Bangalore. (2001-2003).**
- **SSLC in Reddy Jana Sangha High School, Bangalore. (2001)**