

Baba Fakruddin Sheik

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Professional Summary:

- Having **7.10+ years** of experience as **Devops Support, SRE, Production/Application Support Engineer**
- Supporting **60+ applications** include mission and business critical.
- Ability to fix **File system, Swap, CPU, Disk memory** alerts also worked on automation part to fix these alerts.
- Creating, Scheduling and implementing the **Change Release** activities with complete ownership.
- Performing **AWS rehydration** activity Quarterly and complete it within **AWS calendar** without failure.
- Creating **DR environment setup** for apps and performing Annual **DR failover/failback** activities.
- Good experience on Ticketing Tools like **ServiceNow, Jira, BMC Remedy**
- Experienced on Monitoring Tools like **New Relic, Grafana, Splunk, IPM, Kibana Datahub and Intrascope.**
- Performing weekly recycles through the change record for better performance of the applications.
- Working on **Application/DB** migrations, **Tech Refresh, App Recycle, Middleware package Upgrades.**
- Creating **KB articles** and **Wiki** documents to bring team knowledge on same page on all activities/tasks.
- Ability to resolve the issues on **Middleware Tools** like WebLogic, Tomcat, Httpd, Nginx, Iplanet, SM, MQ.
- Generating and Renewing **SSL, MQ certs** of the various applications through Casino and Digicert Portal.
- Developed Ansible playbook for application deployment and also configured Build Jenkins job to pass release and build number as parameter to downstream job to pick and continue with code deployment.
- Created Jenkin jobs for App Health checks, restarting the various services in applications.
- Worked on installing Infra and App Newrelic agents on hosts and configuring Alarm set up for app monitoring
- Using **HPSA** and **PDRS** tool to stage the Middleware files/packages for the deployment activities.
- Providing required production log files for the dev team to analyze the issue and supporting in resolving issues.
- Handling CMD, Xmatters, crisis management bridge - **P1, P2** user, business impact incidents effectively,
- Participating in **blameless postmortem** on P1, P2 Incidents and in preparing **RCA** document on the same.
- Good Experience on **Unix/Linux** flavors like RHEL, CentOS, Ubuntu, Solaris, AIX and **Shell scripting.**
- Worked on automation part like file system alerts using **shell scripts/Ansible/Jenkins** and scheduled **Cronjob.**
- Having Experience in **WebLogic** Life cycle like Managed/Admin server bounce in WebLogic console.
- Having Experience on Devops tools - **Jenkins, Bit bucket, Git, Kubernetes, Ansible, NewRelic, Grafana.**
- Experience in providing **24/7 on-call support** for Enterprise Applications and critical incidents.
- Ensure each ticket is being walked from inception to satisfactory completion without breaching **SLA.**
- Joining Daily and weekly meetings to provide **App status** and share **Team Metrics Report** with client.
- Scheduling meeting with App team to **review Task Plan** and with users to clear the queries for any issues.
- Expertise on the **Incident, Release, Change, Problem Management, ITSM, ITIL, SRE** processes
- Good to adopt and learn new challenges and technologies like **Python, Red hat open shift.**

TENURE OF EXPERIENCE:

- Having 3+ years of working experience at **Verizon Data Service India Pvt Ltd**, Hyderabad as Global network & Technology - Devops support from Feb 2020 - **Till date**.
- Having 4 Years 5 Months of Work experience at **Trianz Holdings Pvt Ltd**, Hyderabad as Senior Software Engineer, **from Sept 2015 - Feb 2020**

Certification & Career Achievements:

- Received as **Best Team Player Award** in 2016, 2017 and 2018 years from client and org - Trainz.
- Rewarded for **On-boarding New Business Critical Applications** to NTPS - Team at Verizon, in 2022.
- Appreciation from Project Delivery Manager for Shift Handling and taking care of app outages during Leads absence, in **2022**.
- Completed the **SRE Foundation Certification** in 2023.

Education Details:

- B.E (EEE), DCET College, Osmania University, Hyderabad, during 2009-2013.
- Intermediate(MPC) – with 92%, Vani Junior college, Anantapur(Dist), during 2007-2009.
- SSC - with 87%, ZP High School, Anantapur(Dist), in 2007

Technical Experience:

Operating Systems	Windows, UNIX/Linux - RHEL, Centos, Ubuntu, Solaris, AIX
Scripting Languages	Shell Scripting, Ansible
Project Tracking Tools	Service Now, Jira, BMC Remedy, RIT
Application Server	Weblogic, Jboss, Webspehre, Apache Tomcat
Web Server	httpd, Iplanet, nginx
DB Server	Mysql, Oracle – SQL queries
Devops Tools	Git, Maven, Jenkins, Ansible, Kubernetes
Monitoring Tools	Newrelic, Grafana, Splunk, Boomi Atomsphere, Kibana Datahub, Intrascope
Cloud	AWS - EC2, VPC, S3, storage Gateway

Project Details & Responsibilities:

Project 1: NTPS VZ India

Project Name	Shared Services Support
Domain	Telecom
Applications	60+
Team Size	60
Duration	Since Feb 2020 - Till Date
Role	MTS -2, Devops Support Engineer
Organization	Verizon Data Service India Pvt Ltd

Roles and Activities:

- Supported multiple application on various environment servers like Production, DEV, Pre-Prod, UAT, DIT, SIT.
- Created Customized Shell script for application monitoring on a need basis
- Created Trigger script for file system clean-up to improve the application performance
- Performed WebLogic/Apache Tomcat deployment for our supported applications.
- Worked with Middleware Support and upgraded EOL software's in our supported applications.
- Monitoring Server Hardware and application running on the server.
- Troubleshooting the issues which we are getting in the production and resolving as it as per the SLA.
- Handling the crisis bridge effectively and resolve the issue to reduce the MTTR timings.
- Managed and responded promptly to all monitoring alerts and crisis bridges to reduce MTTR
- Developed Ansible Playbook for all manual deployment process for WebLogic application servers and for application micro services deployment.
- Worked on Rehydration pre and post activities along with new instance spin up.
- Based on App Team confirmation, create Volume and attached instances and File systems to resolve the Disk Space issues.
- Based on App Team request create/terminate and decommissioned the instances on various environment.
- Focus on to improve the MMTD, MTTR, MTRS by configuring the Monitoring alarms, creating auto trigger jobs through Cronjob.
- Takes complete ownership on CA creation, Task plan review, approvals, implementing and closing the change activities.
- We perform the Monthly Lerg data activity on Oracle DB and MySQL server
- Used to reset the password as per retention policy and update in database
- Actively Monitor the Pods and replicas running status in k8 dashboard and scale up/down replicas as per request.
- Created Shell Scripts for help in Automating tasks and ease of operations.
- Jenkins job deployments involved Change Activities, manual deploy/install on Prod/UAT Environments
- Creating repositories, new users for GIT, creation of new version controlled branches, troubleshooting version control tool errors.
- WebLogic and Tomcat Apache server life cycle operations like Start/stop/restarting the servers.
- Responsible for version control Management, Branching, Merging and committing the code from local to remote repository.

Project 2: LM Insurance, USA

Project Name	SBI - Secure Business Integration
Domain	Insurance
Applications	3
Team Size	16
Duration	Sept 2015 - Feb 2020
Role	Senior Software Engineer
Organization	Trianz Holdings Pvt Ltd

Roles and Activities:

- Taking care of feeds processing and monitoring the jobs.
- Scheduling cron jobs and writing the scripts for regular tasks using shell scripting.
- Uploading and downloading the files local workstation to server vice versa.

- Validating SFTP connectivity interface B2B server to vendor servers.
- Staging and deploying ssh keys for connectivity issues.
- Creating Buckets and uploading objects, providing bucket level and object level to users.
- Monitoring servers, doing health checks to application every day.
- Follow up on all tickets by sending reminders to users.
- Dismantling the triplets or feeds and update it in Database.
- select, delete, update, insert operation using sql queries on Oracle DB to keep update the latest fields in DB.
- Joining incident calls P2, P1 with application team to fix production issues.
- Attending daily status meeting with client to provide an updates on issues and application status.
- Sharing knowledge (KT) to team members on new issues by creating a document and stored in wiki.
- Creating Documentation for every production issues with root cause and solutions. Shared it under SharePoint for future reference to overcome the effort spent when issue recur.

Personal Information:

Name	Baba Fakruddin Sheik
Father Name	Jaleel Sheik
Gender	Male
Married	Un-Married
DOB	02-01-1992
Known Languages	English, Telugu, Urdu, Hindi
Address	Sultan Residency, Mehdipatnam, Hyderabad - 500028

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

Signature

Place