



Gunasekaran V

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ABOUT ME

A Motivated Cloud support Engineer having 7 years of experience and good Knowledge in cloud infrastructure solutions and application support, configuration using shell scripting, Docker containers, DevOps, GIT, Agile Methodologies. Experienced in cloud migration and middleware such as WAS, Tomcat, and IIS net. extensively worked with cloud technologies and product automation. Highly proficient in analyzing and translating business requirements to technical requirements.

Successful engineer with a positive outlook and energetic approach known for bringing people together to build strong cross-functional teams.

EDUCATIONAL BACKGROUND

- Loyola Institute of Technology, Chennai - April 2013
Bachelor of Engineering in Computer Science -7 CGPA
- Adhiyamaan Polytechnic College, Hosur- May 2010
Diploma in Computer Engineering – 89%
- Vailankanni Mat Hr. School, Krishnagiri- 2007
10th std - 83%

CERTIFICATION

- Azure Fundamentals
- Azure AI Fundamentals
- Azure Administrator
- Azure Devops Engineer
- Containers & Kubernetes essentials
- IBM Block chain essentials V2

AWARDS

- IBM Rising star award
- ACE award - Customer and Client Success

WORK HISTORY

App Dev Cloud Engineer

IBM SOFTWARE LABS

July 2021 to Present

Roles & Responsibilities:

- Providing global support by performing problem analysis, evaluation, recreation, and resolution of client reported problems
- Responsible for helping our customers to resolve issues using IBM products such as Blockchain, VMware cloud foundry, IoT, APP Connect, and monitoring tool - log DNA, System diagnostics.
- Responsible for migration planning for infrastructure from on-premises to IBM cloud.
- Working with IBM cloud shell and IBM CLI to troubleshoot customer issues.
- Responsible to ensure our IaaS and PaaS services are meeting our SLO.
- To Collaborate with various IBM cloud product team members such as PaaS Core, Compute, Network, Database, and storage team for problem resolution process and procedures.
- Responsible for Monitoring the IBM Cloud environment to provide optimum system availability.
- Responsible for Training and sharing information
- To provide timely updates on the assigned cases within SLA.

App/Cloud Support Analyst

Accenture

June 2017 to June 2021

Project: Union Bank of Switzerland- HRIT

Team : Application Infra

Roles & Responsibilities:

- Responsible for all Azure instance issues and application maintenance.
- Working as Cloud App analyst on Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups.
- Remote login to Virtual Machines to troubleshoot, monitor, and deploy applications.
- Managing Windows 2012 servers, troubleshooting IP issues and working with different support teams.
- Configuring of Azure DevOps project Git Repos branching, Environment setup, and configuring YAML build and deployment pipelines of the application.
- Analyzing and fixing the issues on WebSphere and tomcat web servers

SKILLS & PROFICIENCIES

- **Cloud Technology:** AWS, IBM Cloud, Microsoft Azure, Docker containers, and Kubernetes
- **Tools and Technologies:** DevOps -GIT, Jenkins, Ansible and Middleware Automation.
- **Scripting:** Shell scripting.
- **Web Technologies:** HTTP,JSON, YAML.
- **Operating Systems:** RHEL -6,7 and Microsoft Windows- 8,12,16

PERSONAL DETAILS

Date of Birth : 07-OCT-1992

Languages Known : English, Tamil

Address : 72, Periyasamy street,krishnagiri, Tamilnadu, 635001.

Passport No. : M7906421

Aadhaar No. : 9824 5316 8064

- Supporting the tier 1 and tier 2 .NET and Java applications from end to end.
- Doing the migration from legacy to new server end to end and creating CI/CD pipeline as per app team requirements (Dev and Testing team).
- Creating the JIL script and deploying the AutoSys job for all required applications.
- Starting and Stopping the Build agent such as Jenkins, Team city and UBS deploy agent on both Unix and windows servers.
- Doing Sanity checks every month for all applications.

Service Delivery Specialist

IBM GTS

Feb 2015 to June 2017

Project : Distributed Batch Operation (CITIZEN, ALDO, Chubb, Sony, Henkel)

Team: Job Scheduling Team- Autosys and TWS

Roles & Responsibilities:

- Monitoring Job abends, Servers and Workstations in TWS (Tivoli Workload Scheduler), and Autosys tools and working in Unix Environment.
- Creating tickets for the abends and informing clients.
- Maintaining the entire IT infrastructure by providing technical support to the users and maintaining the Service Level Agreement (SLA).
- Responsible for monitoring, controlling and operating complex applications, batches or distributed systems in a multi-vendor environment.
- Explaining the issues to the customer, as directed via emails and phone whenever necessary.
- Escalating issues where necessary, to support and development.
- Monitoring and scheduling of backup and application Jobs in TWS.
- Creating jobs and schedules in the WINDOWS and UNIX workstation as per the client's requirements.
- Performing ad-hoc Requests in Putty interface, Performing Checklist activities.
- Link, unlink and create the workstation in TWS or with UNIX commands. Placing prompt on the jobs and Schedule level to ensure completion of the depending and predecessor jobs. Submitting new Jobs and schedules to the workstation based on client request.
- Opening Bridge Call with the Application Team if necessary, for server down issues based on severity level.