**Shiva Reddy Gopu**  **Mob:** +971504489219

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| **Title:** | Senior Consultant |
| **Location:** | Dubai, United Arab Emirates |
| **Languages:** | English (fluent), Telugu (native), Hindi (conversational) |

# Experience Summary

* Having around 10 years of technical experience in providing solutions with tibco middle ware technology and Automation of Build, Deployment, Release Management and openshift administrator.
* Strong experience with the installation, configuration, and administration of openshift platform 4.x on Bare metal and virtual platform.
* Strong experience with the installation, configuration, and administration of Rancher for managing Kubernetes clusters.
* Proficiency in Rancher 2.x and its multi-cluster management capabilities.
* Deep understanding of Kubernetes architecture, including API server, etcd, kubelet, scheduler, and controller manager.
* Familiarity with monitoring and logging tools like Prometheus, Grafana, ELK stack, and Fluentd for monitoring Kubernetes clusters.
* Understanding of Pods, Services, Deployments, ReplicaSets, StatefulSets, and DaemonSets. Example: "Designed and managed Kubernetes clusters with a focus on efficient deployment and scaling using Deployments, ReplicaSets, and StatefulSets."
* Proficiency in deploying and managing containerized applications with Kubernetes.
* Knowledge of Kubernetes networking, including Services, Ingress Controllers, Network Policies, and DNS management.
* Experience with Persistent Volumes (PVs), Persistent Volume Claims (PVCs), and dynamic provisioning of storage.
* Strong understanding of Kubernetes security, including role-based access control (RBAC), network policies, and pod security.
* Using Helm for packaging, sharing, and managing Kubernetes applications.
* Implementing security best practices, RBAC, network policies, and secrets management.
* Excellent ability to coordinate the build and release with team on appropriate schedules.
* Worked on deployment automation of all the micro services to pull image from the private Docker registry and deploy to RedHat Open shift cluster, Rancher.
* Worked on managing Docker containers and Kubernetes Clusters via RedHat Open Shift.
* Responsible for developing, Automating and, testing of integration applications for various business needs and supporting them when required.
* Worked on CA Policy manager for managing the policies between the internal and external APIGW.
* Experienced on RedHat AMQ, creating the Queues, Topics, and Publishers.
* Developed and migrated applications using spring boot micro services.
* Created the Splunk Dash boards and new relic monitors.
* Actively involved in regular project status meetings to discuss risks involved in ongoing projects with teammates and Project Manager.
* Proficiency in scripting languages like Bash, Python, or PowerShell for automating tasks and configurations.
* Experience with configuration management and automation tools like Ansible, Terraform, or Chef.

**KEY SKILLS:**

* **Functional:** Team Player, Business Analysis and Development, Excellent Communication, and Interpretation skills
* **Technical:** 
  + Container Orchestrators: Docker, CKA, Open Shift, Rancher, Helm
  + Monitoring Tools: Splunk, FlunetD HEC, Elastic Log stash Kibana (ELK) and New Relic.
  + Configuration Tools: Ansible and Terraform.
  + API Tools: Layer7, APIGEE
  + Repository Manager: Nexus, Jfrog.
  + Cloud: AWS, Azure, Oracle Cloud.
  + Code Quality: Sonar Qube.
  + Middleware Tools: TIBCO BW, REDHAT FUSE (Camel, Karaf Container), Apache Camel.
  + Messaging: JMS, EMS & ActiveMQ
  + Web Technologies: XML, XSD, WSDL, WADL, SOAP, RESTFULL, HTML.
  + Other Tools: UBUILD, Udeploy, SAP Login, GIT LAB, Smart SVN, Tortoise SVN, Oracle, SOAP, Eclipse, STS, Toad for Oracle, DB Visualizer, OTRS, JENKINS, NEXUS, NGINIX, NEXUS, Service now, BMC Remedy, Sonar Qube, JIRA

# Professional Experience

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| **Organization Name** | SRIT Group |
| **Client Name** | Network International |
| **Project Name** | CORE-API |
| **Project Duration (From & To in Month/Year Format)** | April 2023 to Current |
| **Role/Title** | Senior Consultant |
| **Work Location** | Dubai, UAE |
| **Project Description** | Network International provides technology-enabled payments solutions to merchants and financial institutions in the middle east. The first independent vendor in the Middle East to be certified by MasterCard and Visa for payments and a member of the JCB and Union Pay card schemes.  With operation centers in the UAE, Egypt, Jordan, South Africa and Nigeria, and the corporate head office in Dubai, Network is positioned to stay abreast of the fast-evolving payments industry and to continue developing solutions for emerging opportunities.  Network International supports more than 70 banks and financial institutions across UAE and Africa and some of the key features are like credit & Debit card payments, POS machine Support,3D secure SMS(OTP), Online Transaction SMS, Apple Pay, Google Pay and Samsung Pay etc. |
| **Responsibilities** | * Installing and Configure the openshift container Platform on Baremetal and virtula Platform * Creating and managing user accounts and access levels in Openshift. * Assigning appropriate roles and permissions to users and groups in Openshift * Handling user access requests and resolving issues * Allocating resources (CPU, memory, storage) to projects. * Monitoring and enforcing resource limits and quotas, Namespace, taints and tolerations * Monitoring cluster health and resource utilization. * Troubleshooting and resolving issues related to cluster operations and performance. * Creation of PV, PVC and Auto scaling of PODS. * Implementing backup and recovery strategies for the OpenShift cluster. * Running Applications using Deployment YAML and other activities like deployment strategies (recreate, Rolling and bluegreen deployment) * Understanding of Pods, Services, Deployments, ReplicaSets, StatefulSets, and DaemonSets. Example: "Designed and managed Kubernetes clusters with a focus on efficient deployment and scaling using Deployments, ReplicaSets, and StatefulSets." * Proficiency in deploying and managing containerized applications with Kubernetes. * Knowledge of Kubernetes networking, including Services, Ingress Controllers, Network Policies, and DNS management. * Using Helm for packaging, sharing, and managing Kubernetes applications. * Implementing security best practices, RBAC, network policies, and secrets management. * Configuring Horizontal Pod Autoscalers (HPA) and Vertical Pod Autoscalers (VPA) for efficient resource utilization. * Integrating Kubernetes with CI/CD pipelines using tools like Jenkins, GitLab CI, or Argo CD. * Automated self-serving for user management in DevOps applications, pipeline setup. Using source code version control tool GIT Repositories. * Develop and test the complex business functionalities of the application and demos to the business community on the new developed functionalities to make sure it meets their needs. * Responsible for making sure the application performance is met as per the Network International guidelines. * Managing and coordination with peers during system integration and deployment * Debugging and troubleshooting of automation failures * Orchestrated Docker container cluster using Kubernetes. * Quality and Compliance with quality gates using tools like SonarQube, Selenium. * Created dashboards, alerts using Splunk. * Created monitoring alerts using new relic. * Experienced on Linux based platform, putty, shell scripting |
| **Operating Systems** | Windows, Linux |
| **Hardware** | NA |
| **Software / Special Tools** | OpenShift, Kubernetes, TIBCO BWCE, TIBCO EMS 8.1, TEA 2.2, CA Policy Manager, Run Deck, Jenkins, GIT, Bitbucket, EMS, Postman, APIGEE, Jfrog, Maven, |
| **Languages** | JAVA |

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| **Organization Name** | Capgemini |
| **Client Name** | Cox Communication |
| **Project Name** | COX22BSS |
| **Project Duration (From & To in Month/Year Format)** | Aug 2020 to April 2023 |
| **Role/Title** | SRE |
| **Work Location** | Hyderabad |
| **Project Description** | Cox is in the process of dealing with complexity which has literally exploded in the three dimensions of product, processes, and IT due to service convergence (Telephony, Cable, Home Security, and Internet) and need of dynamic offering for both residential and business customers across the channels. |
| **Responsibilities** | * Responsible for giving technical solution for the new projects. * GIT workflows for version control and Bitbucket for code review/private repository. * Maintained automated CI/CD pipelines for code deployment using Jenkins freestyle, maven, scripted pipeline through groovy, DSI. * Understanding on Maven build and Apache tomcat server integration with Jenkins. * Provisioned servers and deployed features using Ansible, bash, Groovy. * Running Applications using Deployment YAML and other activities like deployment strategies (recreate, Rolling and blue green deployment) * Built and deployed Docker containers for implementing micro service architecture from monolithic architecture. * Automated self-serving for user management in DevOps applications, pipeline setup. Using source code version control tool GIT Repositories. * Developed and migrated applications of Spring boot (micro services). * Develop and test the complex business functionalities of the application and demos to the business community on the new developed functionalities to make sure it meets their needs * Debugging and troubleshooting of automation failures * Used Kubernetes as orchestration tool on Open Shift. * Creating the Secrets in Rancher * Improve automated test and simulation frameworks. * Deployment of internal and external REST API gateways. * Orchestrated Docker container cluster using Kubernetes. * Understanding of DevOps key concepts like infrastructure as code and advantage of agile over waterfall model. * Quality and Compliance with quality gates using tools like SonarQube, Selenium. * Created dashboards, alerts using Splunk. * Created monitoring alerts using new relic * Good knowledge on managing data, users and large number of servers on critical Payment environment. * Expertise on performance tuning, migration, upgrade of cloud services. * Experienced on Linux based platform, putty, shell scripting |
| **Operating Systems** | Windows, Linux |
| **Hardware** | NA |
| **Software / Special Tools** | OpenShift, Kubernetes, Rancher, TIBCO BW 6.4.0, TIBCO BWCE, TIBCO EMS 8.1, TEA 2.2, CA Policy Manager, Run Deck, Jenkins, GIT, Bitbucket, AMQ, Spring Boots, Postman, APIGEE, Jfrog |
| **Languages** | JAVA, Apache camel, Fuse, GQL |

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| **Organization Name** | Capgemini |
| **Client Name** | NBCU |
| **Project Name** | NBCU |
| **Project Duration (From & To in Month/Year Format)** | NBC Universal is one of the world's leading media and entertainment companies in the development, production, and marketing of entertainment, news, and information to global audience. NBC Universal is seeking Development & Maintenance support services for enterprise application integration services being offered to all the business units via Integration Services COE (TIBCO) for Development, QA, and Production and DR environments. This service ensures that all business requirements in terms of administrative, production, development support are met according to NBCU and IS COE management defined quality standards. |
| **Role/Title** | Senior Developer |
| **Work Location** | Hyderabad |
| **Project Description** | NBC Universal is one of the world's leading media and entertainment companies in the development, production, and marketing of entertainment, news, and information to global audience. NBC Universal is seeking Development & Maintenance support services for enterprise application integration services being offered to all the business units via Integration Services COE (TIBCO) for Development, QA, and Production and DR environments. This service ensures that all business requirements in terms of administrative, production, development support are met according to NBCU and IS COE management defined quality standards. |
| **Responsibilities** | * Responsible for giving technical solution for the new projects * Evaluate upcoming tools and perform POCs to determine the fitment of the tools in NBCU Enterprise Architecture * Interact with the Program managers and business users in NBCUniversal for discussing on the project status and new implementations * Develop and test the complex business functionalities of the application and demos to the business community on the new developed functionalities to make sure it meets their needs * Responsible for making sure the application performance is met as per the NBCUniversal guidelines * Responsible for fixing the issues in outage scenarios and during the phase of production releases across all applications under scope * Monitor the implementation of new requirements and enhancements * Managing and coordination with peers during system integration and deployment * Developing the services as per the requirements, creating REST based services along with multiple adapters includes ADB, SAP and File * Ensuring the projects developed by my team are produced to the highest possible quality in the fastest possible time and no less * Liaise with the internal architecture, infrastructure and offshore team to ensure there will be no obstacle to meet the schedule * Responsible in configuring/designing the APIs as part of API management using TIBCO Mashery * Contribute to war rooms for critical showstoppers and analyze issues and provide defect fixes * Ensuring the project completing the UAT testing, Integration testing and Sanity tests in PROD to speeding up the integrations * Automate the development and support activities to reduce manual effort and human errors * Troubleshoot the problem, analyze root cause and fixing bugs |
| **Operating Systems** | Windows and Linux |
| **Hardware** | NA |
| **Software / Special Tools** | TIBCO BW 6.4.2, TIBCO BWCE, TIBCO EMS 8.1, TEA 2.2, SAP, SALESFORCE, Ubuild, Udeploy, GIT. |
| **Languages** | Java |

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| **Organization Name** | HCL |
| **Client Name** | Sanofi |
| **Project Name** | Sanofi |
| **Project Duration (From & To in Month/Year Format)** | April-2015–MAR -2019 |
| **Role/Title** | Tibco Developer |
| **Work Location** | Hyderabad |
| **Project Description** | Sanofi is a global healthcare company, committed to preventing diseases and treating every person across the globe.  With More than 100,000 employees it is dedicated to making a difference on people’s daily lives. It serves 5 Global Units that involves work on various applications and projects to make lives simpler. |
| **Responsibilities** | * Involved in routing of data using Tibco SAP Plugin to SAP system with the help of SAP defined RFCs. * Involved in deploying the process (EAR) in Tibco enterprise Admin to test the functionalities in different environments products. * Implementation of SOAP/REST based web services template using tibco’s pallets defined in active-matrix BW 6.4.0. * Involved in creation, validation of tibco maven archetype using Tibco AMX BW and maintaining them in GITlab. * Worked on Jenkins, Elastic search and Kibana to view the logs fed by template code. * Understanding of Jenkins jobs to perform the automation * Understanding of Tibco MDM at the back end. * Developed the interfaces as per the client specifications. * Participated in the preparation of unit test plans, test scripts and identified the solution for failures. * Participated in the Deployment process and manual changes. * Supported the project till it moves to prod. |
| **Operating Systems** | Windows, Linux |
| **Hardware** | NA |
| **Software / Special Tools** | TIBCO BW 6.4.0, TIBCO BWCE, TIBCO EMS 8.1, TEA 2.1, Hawk web console, MDM, JENKINS, MAVEN, ELK (Elastic Logstash and Kibana), Nexus and GIT LAB |
| **Languages** | NA |

Certifications

* Certified Kubernetes Administrator (CKA)
* API Designer Certified from API Academy
* Certified on Az900
* TIBCO® Certified Associate for TCA - TIBCO Business Works™ 6
* TIBCO® Certified Professional for TCP - TIBCO Business Works™ 6

Education

Bachelor of Technology from JNTU HYD.

Professional Organizations

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| ***Prior Work Experience Details*** | | | | | |
| ***Organization’s Name*** | ***Designation*** | ***Dates of Employment*** | | ***Location (City & State)*** | ***Explanation for Interruption / gap***  ***(If Any)*** |
| ***From***  ***(DD-MON-YYYY)*** | ***To***  ***(DD-MON-YYYY)*** |
| HCL Technologies | Consultant | 05-03-2015 | 19-03-2019 | Hyderabad and Telangana |  |
| Capgemini | Senior Consultant | 22-03-2019 | 14-04-2023 | Hyderabad and Telangana |  |
| SRIT Global | Senior Consultant | 17-04-2023 | Current | Dubai |  |