



Lakshmi Dheeraj Ponduri

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CAREER OBJECTIVE:

DevOps Engineer with considerable 12+ years of hands-on expertise in **supporting, automating, and optimizing** mission-critical deployments of cloud resources, leveraging **configuration management, CI/CD, and DevOps** processes. **Kubernetes Certified (CKA), AWS Solution Architect Associate (SAA), Azure Administrator Associate (Az-104)** IT Professional engineer seeking career advancement as a **DevOps/SRE Engineer**. Effective communicator & negotiator with strong analytical, problem-solving, and organizational abilities.

SUMMARY:

- Experience in the **cloud**, comprising of **Build/Release, Amazon Web Services, Azure, GCP, SCM, DevOps Methodologies, infra support, Application Support, and maintenance, Networking**, with a wide range of technologies.
- Hands-on experience with infrastructure development and operation involving designing and deploying using **AWS Amazon Cloud Administration services like (EC2, S3, EBS, Elastic Beanstalk, Route 53, ECS, ECR, Cloud Formation, Cloud Watch, CloudTrail, Code Pipeline, VPC, Load Balancer, Auto Scaling, Lambda, API Gateway, AWS Import/export)**.
- Extensively worked with **IAM policies** for organizations in **AWS Cloud** to **define groups, create users, assign roles, and define rules** for role-based access to **AWS resources**.
- Developed custom scripts and automation tools in **C#** to streamline **CI/CD** processes, reducing deployment time by X%.
- Created **C#** applications to automate routine tasks such as code compilation, testing, and deployment.
- A deep understanding of Application performance monitoring (**APM**) and user monitoring.
- Sound knowledge of ITSM process, **SI/SLO/SLA** management, incident resolution, and automation techniques.
- Designed and developed **Helm charts** to package, configure, and deploy complex Kubernetes applications, ensuring consistency and repeatability across environments.
- Customized **Helm charts** to meet specific application requirements, including setting up environment-specific configurations and secrets management.
- Strong IP networking fundamentals and experience with usage of standard application protocols and messages (e.g., **TCP/IP, HTTP, SOAP, RESTful APIs, XML/JSON, JDBC, JMS/MQ**)
- Experienced in **Bluegreen Deployment, and Canary Deployment** in the production, and Managed **Kubernetes cluster** in the **rollback and rollouts** methods in the deployment strategies.
- Utilized **C#** to create and manage configuration management scripts, ensuring consistent deployment environments.
- Managing **Azure Cloud** Infrastructure which includes **Azure Web Roles, SQL AZURE, Azure Storage, Azure Web Roles, Worker Roles, and AD licenses** with **Service Fabric, Containers, Resource Manager, ARM automation, Key Vault, Encryption, and Security**.
- Proficient as **Azure Cloud Administrator**, involved in configuration for **Function apps, SQL Server DB, Storage Account, Redis Cache, V-net integration, HCM, Application gateway, App Insights, Key Vault, Encryption, and Security** on Azure using **ARM templates** and **PowerShell script**.
- Expertise in setting up **Docker Daemon, Docker Client, Docker Hub, Docker Registries, Docker Images** from **Docker file** and managing multiple images by storing them in containers to deploy.
- Worked with **Terraform key** features such as infrastructure as a **code**, execution plans, resource groups, change automation and used auto scaling launch configuration templates for launching **AWS EC2 instances**.

- Implemented a **CI/CD pipeline** using **Azure DevOps (VSTS, TFS)** in both cloud and on-premises with **GIT, MS Build, Docker**, and **Maven** along with **Jenkins plugins**.
- Extensively worked on **Jenkins CI/CD** pipeline jobs for end-to-end automation to **build, test** and **deliver artifacts** and troubleshoot the build issue during the **Jenkins build** process.
- **Built** and managed a highly available monitoring infrastructure to monitor different application servers and their components through **Nagios, Splunk**, and **Centreon Monitoring tools**.
- Hands-on experience in using **ELK (Elastic Search, Kibana, Log stash)**, **Splunk, Dynatrace, Prometheus, Grafana, Nagios** to monitor the resources utilization for each application, **Application Monitoring**, Performance, and health.
- Able to demonstrate expertise in at least one **public cloud** infrastructure (**AWS/Azure/OCI**).
- Proficient in APM (Application Performance Monitoring) tools like **Datadog APM, Dynatrace, AppDynamics**, etc.
- Successfully communicated with business **partners, management**, and **technical team members**.
- Experienced SRE with development or DevOps background, worked on **enterprise-scale applications**.
- Expert in using **ELK (Elasticsearch, Logstash, Kibana)** stack solutions integrated with **Kubernetes** for collecting, storing, and analyzing **Kubernetes** data.

CERTIFICATIONS:

- **Certified Kubernetes Administrator (CKA)**
- **AWS Solutions Architect Associate (AWS)**
- Microsoft Certified Azure Administrator Associate (Az-104)
- Docker Essential Certified (IBM)
- SQL and Relational Database 101

TECHNICAL SKILLS:

Cloud Technologies	AWS, Azure, Google Cloud, Open Stack, Nutanix, .Net
Containerization	Docker, Docker Swarm, Kubernetes (AKS, EKS, GKE), Helm, Istio.
CI/CD Tools	Jenkins, AWS Code Pipeline, Azure Pipelines.
Configuration Management Tools	Ansible, Rundeck, Vagrant, Chef, Puppet.
Version Control Tools	GIT, GitLab, Bitbucket, SVN, TFS.
Provisioning Tools	Terraform, Cloud Formation, ARM.
Scripting Languages	Shell Scripting, Python, Ruby, JSON, YAML, Bash, Power Shell, C, C++, java.
Monitoring Tools	Nagios, Centreon, Dynatrace, Splunk, Prometheus, Kibana, ELK.
Virtualization Technologies	Virtual Box, VMware, Hyper-V, Vagrant.
Operating Systems	Ubuntu, CentOS, Fedora, RedHat, Kali Linux, Windows, Windows Server.
Databases	MySQL, Oracle, PostgreSQL, MS Access, NoSQL (MongoDB, Dynamo DB).
Web Servers	Apache HTTP 3. x, Apache Tomcat, Nginx.
Build Tools	Maven, Ant, Gradle, Selenium, Junit.
Bug Tracking Tools	JIRA, Service Now, BMX Remedy.
Repository Management	Nexus, Jfrog, Artifactory.
Networking Tools	Active Directory, Cisco Routers/Switches, IP, DHCP, DNS, LDAP, ADDS, FTP, Wireshark.

PROFESSIONAL EXPERIENCE:

Citizens Bank - Remote

JAN 2023 – Present

Sr Site Reliability Engineer/ Lead DevOps Engineer

Key Responsibilities:

- Create and maintain fully automated **CI/CD** pipelines for **code** and infrastructure **deployments**.

- Installed, configured **WebSphere** Application/Process Server /ND/XD 8.5/8.0/ and **IBM HTTP Server** 6.0/7.0 in **Redhat Linux** and **Windows**.
- Managed code repositories and branching strategies using **Git**, integrating with **C#** projects to ensure smooth version control and collaboration.
- Configured Dynatrace to monitor key performance indicators (KPIs) across multiple environments, ensuring optimal application performance and reliability.
- Hands-on experience on AWS services like **VPC, EC2, S3, ELB, Autoscaling Groups (ASG), EBS, RDS, IAM, Route 53, CloudWatch**.
- Designed and implemented **CI/CD pipelines** for **.NET** applications using tools like Azure DevOps, Jenkins, and GitLab CI, resulting in X% reduction in deployment times.
- Automated build, test, and deployment processes for **.NET** applications, ensuring consistent and reliable releases.
- Build and deploy **Java/J2EE applications, webservice** etc. on Tomcat and Apache servers.
- Created shell scripts for Build and **deploy, setup Jenkins**, installed all required plugins, integrated with **JIRA, Nexus, and GIT**.
- Worked closely with development and operations teams to create and maintain **Helm charts**, ensuring alignment with application requirements and operational standards.
- Provided training and documentation on best practices for using **Helm** to deploy and manage Kubernetes applications.
- Created freestyle projects, **Jenkins pipelines, setup CI/CD**, scheduled **builds and deploys, Jenkins** file-based deployments
- Involved with set up of continuous integration and daily builds using **Bamboo** with **Artifactory** repository manager Technical Tools. Orchestrated **Docker** container deployments using **Kubernetes/Docker Swarm**.
- **SSL Cert Management** – Generate certs, monitor and renewal. **Installation** of Control-M agent, setting up **Splunk**.
- Container management using **Docker** by writing **Docker file** and setting up the automated build on **Docker HUB** and installed and configured **Kubernetes**.
- Used **AWS S3** service for saving the copies of Build **Artifacts** and created release-based buckets to store various modules/branch-based **artifact** storage.
- Created **EBS volumes** for storing application files for use with **EC2 instances** whenever they are mounted to them.
- Containerized **.NET applications** using **Docker**, enabling consistent environments across development, testing, and production.
- Deployed and managed containerized **.NET applications** in Kubernetes clusters, improving scalability and resilience.
- Setup **OS** and application-level monitoring using **New Relic/AppDynamics** – Installed **agent, setup dashboard, alerting, notifications** for on-premise and **CloudWatch** metrics for **AWS** based services.
- Automated SW installation and deployments to multiple environments using Ansible roles and playbooks.
- Develop alerts and timed reports **Develop** and manage **Splunk applications**.
- Issue identification, data analysis and security analysis and log filtering through **Splunk**.
- Worked on **multi** cloud environment and provisioned multi cloud infrastructure using **Terraform**.
- Responsible for Provisioning **AWS Cloud** environment by writing **Terraform templates** with services involving **Route 53, global accelerator, Load balancer, Target Group, Autoscaling Group, Launch Wizard, EC2, Cloud Front**, and **Lambda functions** in **AWS Cloud** through **AWS CLI**.
- Build and configure a **Virtual data center** in the **AWS cloud** to support Enterprise Datawarehouse hosting which includes, **Virtual Private Cloud (VPC), Private and Public Subnets, Security Groups, Route Tables, ELB (Elastic Load Balancer), NAT, and NACL**.
- Configured **AWS Route53** domain service to redirect the **URL** into **FQDN** (Fully Qualified Domain Name), and **route** traffic to the different regions using **Simple, Weighted, Latency, Fail Over, and Geolocation Policies**.

Environment: AWS (EC2, VPC, ELB, S3, RDS, Cloud Trail), GIT, EBS, CloudWatch, VMware, Scala, CloudFormation, Docker, Jira, AWS CLI, AWS Auto Scaling, AWS Code Pipeline, SaaS, **Unix/Linux, Shell scripting**, TypeScript, Grafana.

US Bank, Minneapolis, MN

OCT 2019 – NOV 2022

Sr AWS DevOps Engineer

Key Responsibilities:

- Managed **Azure** Compute Services, **Auto Scaling**, **Elastic Load Balancing**, **Horizontal** and **vertical scaling**, **VM Scale Set**, **Application Gateway**, **Network Security Group**, **Web role**, **Worker role**, and **Scaling/Management**.
- Deployed **Azure ARM Templates** for different teams to deploy the **.Net-based** applications on **Web roles**, **triggered**.
- Worked closely with development and operations teams to ensure smooth integration of **C#** applications within the **DevOps** pipeline.
- Ensured **Helm charts** adhered to security best practices, including managing RBAC (Role-Based Access Control) and network policies within Kubernetes.
- Provided training and documentation for team members on **C#** automation scripts and tools.
- Conducted performance analysis using Dynatrace to identify bottlenecks and optimize application performance, leading to a 20% increase in system efficiency.
ARM templates from the **VSTS** to build the **.net-based** applications.
Created tailored visualizations using Grafana to provide clear insights into key performance indicators (KPIs) and business metrics.
- Created and managed **Azure AD** tenants and configured applications with **Azure AD** and integrated on-premises.
Windows AD into **Azure Active Directory**.
- Migrated SQL Server databases to **SQL Azure Database** using **SQL Azure Migration Wizard** and used **Python API** to upload agent logs into **Azure blob storage**.
- Used **Azure ACI** to run serverless docker containers in **Azure** with **simplicity**, and **speed**, and used **Azure ACR** to **build**, **store**, and **manage** container images and artifacts in a private registry.
- Monitored Azure Log **Analytics** workspace for log data from **Azure** monitor and other azure services like Microsoft sentinel and Defender for the **Cloud**.
- Created **CI/CD pipelines** for **.NET**, python apps in **Azure DevOps** by integrating source codes **GitHub**, **VSTS**, and **artifacts**.
- Created deployment areas such as testing, pre-production, and production environment in **Kubernetes cluster** and configured App Insights, Prometheus and **Grafana monitoring dashboard** for regular analysis.
- Migrated on-premises instances to **Azure Cloud** using **ARM** subscription with **Azure Site Recovery** and indulged with building and installing servers through **ARM Templates**.
- Implemented **CI/CD pipelines** on **Azure** including logging and monitoring of the system using **DevOps tools** such as **Azure DevOps**, **Nexus OSS**, **SonarQube**, **Ansible**, and containerized open-source **ELK stack** for digital applications.
- Built **CI/CD pipeline** with **Azure DevOps** for **Kubernetes** container environment, utilizing **Kubernetes** and **Docker** as the runtime environment for the **CI/CD system** to **build**, **test**, and **deploy** on **dev** and **production** environments.
- Used **Azure Kubernetes Service (AKS)** to deploy a managed **Kubernetes** cluster in Azure and created an **AKS cluster** in the **Azure portal** using template-driven deployment options such as **Azure Resource Manager** templates and terraform.

- Configured **Windows Kubernetes (K8s)** cluster with **Azure Container Service (ACS)** from **Azure CLI** and Utilized **Kubernetes** and **Docker** for the runtime environment of the **CI/CD system** to Build, Test and Deploy.
- Working as **Kubernetes Administrator**, involved in configuration for web apps, Azure App Services, Azure Application Insights, Azure application gateway, **Azure DNS, Azure Traffic Manager, and App Services.**
- Deployed the AKS (**Azure Kubernetes services**) cluster by installing the **Kubernetes** through **CLI** using ACR Authentication and then configured and connected it to the cluster.
- Implemented **Blue/Green Deployment strategy** by creating new applications which are identical to the existing production environment by using automation frameworks such as **ARM** and **Terraform** templates.
- Wrote Ansible playbooks for virtual and physical instance provisioning, Configuration management, patching, and software deployment on Open stack environments through an automated tool.
- Involved in Ansible setup, managing hosts file, using **YAML** linter authoring various playbooks and custom modules with Ansible and Ansible playbooks to automate the **Azure Services.**
- Experience in writing Jenkins Pipeline jobs using **Groovy Scripts** for Continuous **Integration** and built **workflows**, also used **Jenkins** for uploading **Artifacts** into Nexus Repository and automated various day-to-day administration tasks by developing **Bash, Ruby, PowerShell, and Python Scripts.**

Environment: Azure, **Terraform**, Maven, Jenkins, Ansible, Azure ARM, Azure AD, **Kubernetes**, Python, Ruby, Shell Scripting, PowerShell, Prometheus, Nexus, Jenkins, **Git, Jira, GitHub, Ansible**, Docker, Windows Servers.

Charles Schwab Corporation, Austin, TX

AUG 2017 – SEP 2019

Sr DevOps Engineer

Key Responsibilities:

- Deployed application in **AWS/Azure** cloud environments Worked with an **Agile team**, attended daily stand-up meetings, and demonstrated working software while collaborating with a geographically distributed team.
- Integrated diverse data sources into Grafana, including Prometheus, Elasticsearch, and InfluxDB, to consolidate monitoring data.
- Successfully implemented Dynatrace for end-to-end monitoring of applications, resulting in a 30% reduction in mean time to resolution (MTTR).
- Implemented security best practices in **AWS** including **multi-factor authentication, access key rotation**, and encryption using **firewalls- security groups** and **NACLs, S3 bucket policies, ACLs, mitigating DDOS attacks**, etc.
- Created **Python scripts** to Automate **AWS** services such as **web servers, ELB, CloudFront** Distribution, Database, **EC2**, and **Database security** groups.
- Designing for high availability and business continuity using fail-over routing policies, **multi-AZ deployment** of **EC2 instances, ELB health checks, Auto Scaling**, and other disaster recovery models.
- Wrote **CloudFormation** Templates (**CFT**) in **JSON** and **YAML** formats to build the **AWS** services with the **paradigm** of **Infrastructure-as-Code.**
- Deployed applications in **AWS/Azure cloud** environment **writing, modifying, and maintaining Ansible playbooks** to keep track of all updates needed in a system to ensure that the current design and build state are up to date.
- Implemented **Dynamic** data masking and excluded the manager's group using **Azure SQL database** to allow the manager's group to see sensitive information.
- Designed and converted existing **AWS infrastructure** to '**Server-less**' architecture deployed via **Terraform** which includes **AWS Elastic Beanstalk** for app deployments.
- Integrated **CI/CD** tools (**Azure DevOps** and **GitHub Actions**) with **containerization** tools (**Docker, Kubernetes**) to the legacy **desktop** applications.
- Design and implement **DevOps pipelines** using **Gitlab CI/CD, Kubernetes, Native Azure services (Function App, Event Hub, Cosmo DB, etc.,)** and **shell scripting** following **Agile Scrum methodology.**

- Wrote **bash shell scripts** for **automation, deployments, server configuration, system tasks, iptables configuration, Kernel updates, package installation**, and system resource **inventory**, resulting in increased **productivity**.
- Configuring **docker containers, developing docker files** for a different **environment, tagging** and **pushing docker images** to **docker private registry**.

Environment: AWS, Azure, Centos, Bash Scripting, **Docker, Kubernetes**, Windows, MySQL Server, Oracle VirtualBox, **Git, Terraform, Jenkins**, Shell, Java, PowerShell, Apache, Python, Shell, Perl.

TIAA, NYC, NY

Apr 2014– July 2017

Site Reliability Engineer

Key Responsibilities:

- Managed **Amazon Web Services EC2, ELB, S3, RDS, SNS**, and **CloudWatch**.
- Expertise in architecture secure **VPC** solutions in **AWS** with the help of **Network ACLs, security groups**, and **public** and **private network** configurations.
- Create **S3 buckets** and manage policies versioning, **Encryption, Static web hosting**, and **Transfer acceleration** for **S3 buckets**.
- Installed and set up **Web Servers (Apache and Tomcat)** in **AWS Linux VMs** and Installed and set up **MySQL (Master and Slave) Server, Multiple MySQL** Instances with a different port.
- Setup/Managing **VPC, Subnets** in **AWS**; making the connection between different zones; Blocking suspicious **IP/Subnet** via **ACL**, and Setup/Managing **Databases** on **Amazon RDS**.
- Experience in Setting up the build and deployment automation for **Terraform scripts** using **Jenkins**.
- Wrote **bash shell scripts** for the automation of daily tasks and was involved in the development of automation scripting to deploy some applications.
- Worked and troubleshoot **Git Repositories** on **Production, Staging, Development**, and **Local Servers**.
- Maintaining the Linux **Firewall** for **network traffic** and reporting any issue found to the security team.
- Built, installed, bridged, configured, and tested virtual services including **Ubuntu, RHEL 6, 7, and 8; Centos 6 and 7 and 8, in VMware Workstation**.
- Troubleshooting Linux network, security-related issues, capturing packets using tools such as **Iptables, Firewall, LDAP, DHCP, NSF, FTP, Postfix wrappers**, and **NMAP**.
- Experience in using monitoring tools such as **Nagios** for **general disk space** usage and conduct systems performance **monitoring** and **tuning**.

Environments: - Windows, Windows Server, **Unix/Linux, Active Directory, Terraform, Jenkins, RedHat, Nagios, Networking, DNS, Wireshark**.

Client: On Passive, Hyderabad, India

January 2012 – March 2014

Build & Release Engineer

Responsibilities:

- Implemented a **Continuous Integration and Continuous Delivery (CI/CD)** pipeline with Jenkins and GitHub.
- Configured and maintained Jenkins to implement the CI process and integrated the tool with ANT and Apache Maven to schedule the builds.
- Took the sole responsibility to maintain the CI server.
- Performed 24/7 assistance and on call deployments of application codes to production environments.
- Worked in all areas of **Jenkins** setting up CI for new branches, build automation, plug-in management and securing Jenkins and setting up master.
- Automated the bundling process and reduced all the manual intervention needed and merged that to the Jenkins job.
- Installed and configured configuration tool such as Puppet to create PFS (package, file, service) using puppet master in puppet nodes by using modules.

- Worked on MAVEN as a build tool on java projects for the development of build artifacts on the source code and Maintained build related scripts developed in shell for Maven builds, Created and modified build configuration files including POM.xml
- Resizing volumes to meet customer requirement, dealing with logical Volume Manager (LVM) performance issues.
- Worked on setting up the new repos, managing the permissions for various GIT branches.
- Integration of Puppet with Apache and developed load testing and monitoring suites in Python.
- Troubleshooting, **Security, Backup, Disaster Recovery, Performance Monitoring** on **Red Hat Linux Systems**.

Environment: Python, Puppet, TDD, **Red Hat Enterprise Linux**, Jenkins, SVN, Nagios, ANT, MAVEN, Nginx, JAVA, J2EE, MySQL, Oracle WebLogic, LDAP, ACL, NIS, DNS, FTP.