Resume

Anurag Biswas

DevOps Engineer | Kubernetes, Docker, CI/CD | Cloud Architect | Automation Enthusiast

+1-859-509-8029
anuragbiswas@live.in
linkedin.com/in/anurag-biswas
https://anurag.acceleratron.in

PROFILE

With 8+ years of experience in roles ranging from Application Support Engineer to Web Administrator and Data Engineer, I have a strong foundation in ensuring the smooth operation of applications, optimizing web systems, and harnessing data for insights. In the last 2+ years, I transitioned to DevOps, mastering the art of automation and continuous integration. I now seek new opportunities to apply my diverse skill set and cross-functional expertise to innovative projects.

EXPERTISE

★★★★★

- Kubernetes
- Docker
- Troubleshooting Abilities
- Apache Tomcat and HTTPD
- UNIX Shell and Windows Batch Scripting
- Security Configuration Management
- Runtime Environment Setup
- Data Management in Oracle, MySQL, and SQL database
- Agile / Service Now Platform (ITIL Framework)

★★★★☆

- Cloud
- Jenkins
- Terraform
- Prometheus
- Bitbucket
- Ansible

Certified Scrum Master PSM I

ITIL V3 Certified

Azure Cloud Administrator Certified

Oracle Cloud Associate Foundation

Kubernetes/ Docker Fundamental Certified

EXPERIENCE SUMMARY

Tata Consultancy Services, Cloud Support Engineer | 2018 – Current

Wipro Technologies, Application Support Engineer | 2013 – 2018

EDUCATION

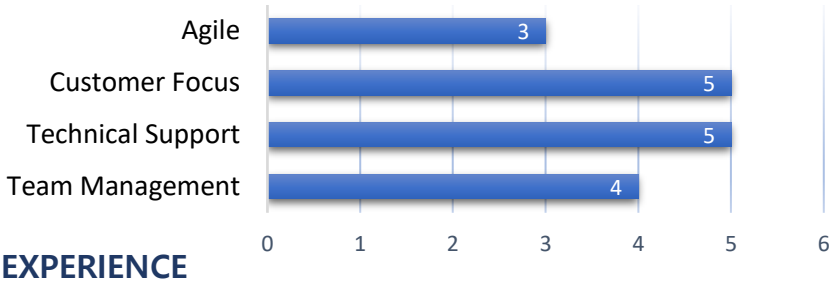
M. Tech in Software Engineering from BITS, Pilani | 2016

Bachelor of Computer Applications from WBUT | 2012

ACHIEVEMENTS

- Appreciated by business key user from Lexmark for successful infrastructure & data migration.
- Star performer award as a certificate of appreciation from TCS.
- Excellence performer award from Wipro.
- Ranked as third position in Bachelor's in Computer Application(BCA).

BUSINESS SKILLS



EXPERIENCE

Client	**Lexmark**	Oct 2021 – Till date
Role	DevOps Engineer	
Org.	**Tata Consultancy Services**	
Description	Lexmark was formed on March 27, 1991 when investment firm Clayton & Dubilier completed a leveraged buyout of IBM Information Products Corporation, the printer, typewriter, and keyboard operations of IBM.	

- Orchestrated and managed containerized applications using Kubernetes and Docker, ensuring efficient deployment, scaling, and maintenance of microservices.
- Automated the CI/CD pipeline with Jenkins, significantly reducing deployment times and enhancing the overall development process.
- Employed Infrastructure as Code (IAC) principles with Terraform to provision, configure, and maintain cloud resources, resulting in a more agile and scalable infrastructure.
- Implemented monitoring and alerting solutions using Prometheus, enabling proactive issue detection and resolution in the production environment.

- Maintained version control and collaboration using Bitbucket, ensuring streamlined development workflows and effective team collaboration.
- Leveraged Ansible for configuration management and automation of routine tasks, enhancing system reliability and efficiency.
- Worked within Agile methodologies, actively participating in sprint planning, stand-ups, and retrospectives to ensure a seamless integration of DevOps practices.
- Demonstrated strong scripting skills in both Shell and Python, enabling the automation of tasks and the development of custom tools to improve operational efficiency.
- Collaborated with Azure cloud platform to design, build, and manage scalable, highly available infrastructure for applications.

Used skills *Kubernetes, Docker, Jenkins, Terraform, Prometheus, Bitbucket, GitHub, Ansible*

Client **Lexmark** Jun 2018 – Sep 2021

Role Senior Application Support Engineer

Org. **Tata Consultancy Services**

Description
- Administered and managed Apache HTTPD static deployments and Tomcat application server deployments, ensuring the efficient operation of web services.
- Streamlined operations by automating iterative tasks and batch jobs using UNIX Shell scripting and Windows batch scripting, resulting in improved efficiency and delivery quality.
- Successfully set up and maintained production, acceptance, and development webservers for Lexmark, guaranteeing consistent web service availability.
- Collaborated closely with the installation and configuration of security settings and load balancers, enhancing web server security and performance.
- Implemented CA SiteMinder for Single Sign-On (SSO) functionality, strengthening web server security and providing a seamless user experience.
- Adapted quickly to new IT Service management tools, such as ServiceNow, and effectively integrated them into daily operations.
- Demonstrated basic hands-on experience with JBoss installation, broadening the range of platforms and tools managed.

Used skills *Web Server Administration, Automation, Webserver Setup and Maintenance, Security Configuration, IT Service Management Tools, Shell/Windows Batch Scripting*

Client **Lexmark** Feb 2013 – May 2018

Role Application Support Engineer

Org. **Wipro Technologies**

Description
- Monitored and maintained IT service support functions within the Remedy tool, including change, asset, service level, and service request management.
- Acted as the primary point of contact for incident management, collaborating closely with 2nd and 3rd line support teams to ensure swift issue resolution.
- Provided essential support to the Tech team for PLM/Enovia-related issues, effectively managing and resolving these challenges by engaging the customer's development team.
- Spearheaded security enhancement initiatives to fortify system integrity and safeguard sensitive data.

- Demonstrated proficiency in Shell scripting, streamlining and automating regular iterative tasks on UNIX systems.
- Leveraged technical expertise to interface with various tools and platforms, including HP ALM, Sabrix, and MoveIT DMZ, contributing to the seamless operation of critical IT services.

Used skills *IT Service Management, Incident Management, Technical Support, Security Enhancement, Shell Scripting, Technical Proficiency*