

OBED PAUL P

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I am an Applications and Systems Support Engineer with ~4 years of experience specializing in CloudOps. My expertise encompasses the administration, troubleshooting, design, deployment, and automation of scalable, highly available systems across various cloud platforms. I am dedicated to ensuring efficient system operations and thrive in collaborative environments where I can deliver effective solutions. With a strong eagerness to embrace new challenges, I seek opportunities to leverage my skills to enhance organizational success and drive substantial value.

CORE COMPETENCIES

Configuring Services | Team Leadership | Fast Learning and Extensive Research on New Technologies | Troubleshooting & Fix | Cloud and Application Support | Documenting and Knowledge Sharing | Pager Oncall

EXPERIENCE

Systems Engineer | Tata Consultancy Services

June 2021 – Present

- Worked on over 200+ cloud-based Service offerings across **public and private cloud environments**, ensuring optimal configuration, performance, and security, while supporting app teams **across 10 environments (Dev, AT, PROD, RETAIL/PAYMENTS)** running 3000-4000 microservice applications.
 - Spearheaded the **deployment and management of cloud environments**, implementing **Infrastructure as Code (IaC)** using **Terraform and GitHub Actions to automate** provisioning and lifecycle management of services.
 - Supported cross-functional teams by **troubleshooting System and Application issues** and their resolution, **sharing knowledge** on scaling and optimizing cloud-native applications, and advising on cloud migration strategies.
 - Developed and **maintained robust IAM policies, roles, and user groups** to manage access controls for AWS and other cloud resources.
 - **Designed and executed Disaster Recovery (DR) and Business Continuity (BC) plans**, including **creating technical documentation** on the **SDLC process, Naming Conventions, Data Governance Workflows, and recovery procedures** for data warehouse and cloud services across cloud environments for \$135 Billion Client.
 - **Automated CI/CD pipelines** enabling seamless deployments for multi-cloud environments across Dev, AT, Prod, and Retail environments.
 - Performed **SSL certificate management** for multiple environments, ensuring timely updates and proper **certificate rotation on load balancers and CDN** to maintain system security.
 - **Collaborated with Business Units, Governance, Legal and Privacy, Security, and Application Teams** to ensure solutions **met privacy, compliance, and quality standards**.
 - Contributed to the **automation of infrastructure** management and application support using **Python and Shell scripting**, enabling efficiency in daily admin tasks
 - Played a key role in improving infrastructure reliability, working on scaling memory container space, and managing load balancing across multiple environments.
 - Supported **monitoring and optimization** efforts using Wavefront, Looker, CloudWatch and other system and logs monitoring tools to ensure high availability and minimal latency.
 - **Leading the team**, performance **report generation** monthly/quarterly, writing and **assigning KPIs, mentoring juniors**
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EDUCATION

Bachelor of Engineering in Electrical and Electronics Engineering | Chennai Institute of Technology
Graduated May 2021

- Earned a distinguished CGPA of 8.19/10
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SKILLS

- Cloud Platform Administration:
 - Linux-based servers (Apache, Memcached, database, docker, Jenkins), VMware Tanzu (PCF), Kubernetes, VMware ESXi, AWS, and various services from platforms (GCP, Azure, OpenStack, Looker, Entrust, Kafka, etc.).
 - User and access maintenance, monitoring, service configuration on request, Change/Incident/Requests management.
- Support:
 - Troubleshooting System (Ops) and Application issues (java, python, etc.) and resolving/providing apt resolution within the set SLA, CI/CD for multi-cloud environments, containerized application deployment, and workflow automation concerning VPC, instances, templates, snapshots, microservices, monitoring tools, SFTP, Artifactory, IAM and SSO, Entrust certificate manager, etc.,
- Automation & IaC:
 - Terraform, GitHub Actions, Cron Jobs, Jenkins
 - Docker, and Garden Containers for infrastructure automation.
- Programming & Scripting:
 - Shell scripting in Linux servers, HTML/CSS, Python (Flask, REST APIs, SQL Alchemy, JSON, Requests, NumPy), and Adequate SQL knowledge for administrative responsibilities.
 - CI/CD & DevOps: Git, Artifactory, Jenkins, ServiceNow, Jira, and Confluence, Qualipso.
- Monitoring & Performance:
 - System and log monitoring tools like Wavefront, Looker, CloudWatch, Rancher, etc.,
- Security & IAM:
 - SSL certificate management, Load balancers, Domain DNS hosting (Godaddy), CloudFront + WAF, AWS Route 53, IAM roles, and policies in cloud, security groups.
- Requirements Analysis: Converting business, legal, privacy, and governance requirements (requirements gathering) into technical deliverables.
- Stakeholder Communication: ServiceNow, Slack, Pagerduty, Jira & Confluence, Qualipso, Outlook, Teams, Webex & Zoom
- Compliance Integration: Implementing infrastructure and application solutions aligned with governance standards.
- Risk Management: Addressing compliance and quality risks during development and deployment.
- Documentation:
 - SDLC process, Naming Conventions, Data Governance Workflows
 - Producing precise technical documentation for workflows and processes and New Issues and fixes.
 - Confluence, ECM tools like Qualipso and Documentum content Server
- Technical Leadership:
 - Requirements Gathering, Mentoring,
 - Acted as a key point of contact, Leading decision meetings, and collaboration with other teams and stakeholders.
 - List out and assign KPIs to team members based on their skills and capabilities
 - Analyzing teams' performance, generating Monthly/Quarterly performance reports, working with individual members to enhance performance

LANGUAGES

- English (Fluent)
- Tamil (Fluent)
- Malayalam (Intermediate)
- Hindi (Beginner)
- Japanese (Beginner)

HOBBIES

- Playing Guitar/Keyboard
 - Reading Manga/Watching Anime
 - Driving
 - Playing Football
 - Trying Self-paced Projects
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KEY ACHIEVEMENTS

- **High-Priority Retail Environment Fix:** Delivered a critical fix ahead of schedule, preventing significant service disruptions and earning an On-the-Spot Award.
- **Informatica & Snowflake Integration:** Deployed six IaC-based environments using Terraform and GitHub Actions on AWS, integrating Informatica and Snowflake within an accelerated timeline.
- **Design and Configure Pharmaceutical Data Warehouse:** Led the seamless transition of a pharmaceutical project, delivering architecture, compliance documents, and operational scripts with zero downtime, earning the Beyond Excellence Award.
- **Self-Service User Access System:** Developed a Python-based RESTful service to automate user access management, reducing administrative overhead and improving operational efficiency.
- **Scalable Infrastructure Management:** Supported 200+ cloud-based services across 10 environments (Dev, AT, Prod, Retail) running 3000-4000 microservices, ensuring optimal performance and security.
- **Chaos Engineering Initiatives:** Conducted controlled failure experiments to identify and address system weaknesses, improving overall system resilience and reliability.
- **Consistent Excellence:** Achieved the highest project rating of 4.85/5 and maintained an "A" band performance rating throughout my tenure.

WHY I AM AN EXCELLENT FIT FOR THE ROLE

- **Hands-On Expertise:** Proven experience in configuring, administering, and troubleshooting complex systems, ensuring high availability and performance.
 - **Automation & Efficiency:** Skilled in automating infrastructure and deployment processes, reducing manual effort, and improving efficiency.
 - **Security & Compliance:** Strong background in implementing secure and compliant solutions, including IAM policies and disaster recovery plans.
 - **Chaos Engineering:** Demonstrated ability to proactively identify and address system weaknesses, improving overall resilience and reliability.
 - **Collaboration & Leadership:** Adept at working with cross-functional teams, mentoring juniors, and driving process improvements.
 - **Award-Winning Performance:** Recognized with On-the-Spot and Beyond Excellence Awards for delivering exceptional results.
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