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## N NV Prasad

Senior Cloud Operations targeting opportunities in Project Management and Team Management with expertise in sustaining organizational, establishing actionable solutions, building employee value, driving vision and achieving critical strategic goals in IT industry

### Education & Credentials

2011

Master of Business  
Administration from  
Sikkim Manipal  
University

2004

Master of Computer  
Applications from  
Osmania University

### Executive Profile

- Technology and business visionary offering a career of over 14 years of specialization in end-to-end **Service Delivery Management, Project Management, PAAS and SAAS Cloud Operations, DevOps Engineer, Middleware Admin and Application Support**
- Experience of formulating IT strategies to improve competitive positions & business performance and achieve better business results by developing a vision and executable roadmaps that aligns technology and business
- Exhibited excellence in Cloud Migration, Consolidation & Transformation Projects, Cloud Services, Solutions, Consultancy & Deployment and Customer Support Service Delivery
- Developed solutions to optimize, enhance, manage the clients' business in the best possible way with end-to-end execution of the solution identification exercise involving client interaction, development of workflow solution, solution customization, configuration & implementation
- Problem solver with a passion for quality and process; skilled in grasping the big picture, conceptualizing, developing, implementing solutions & partnering closely with business leaders & stakeholders
- Possess knowledge of ITIL concepts & techniques for Information Technology (IT) infrastructure, development and operations and addressing queries of clients regarding networks & information system/software and extending support to rectify the same while ensuring on quality & service delivery norms
- Effective team leader with excellent influencing skills to sustain growth momentum while motivating peak individual performances while adhering to organization's goals & objectives

### Core Competencies



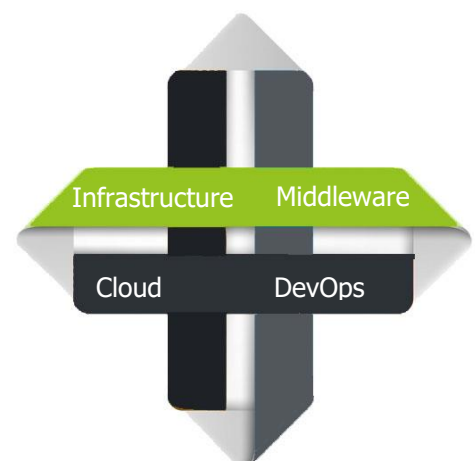
#### Technical Skills

- Application Support
- Change & Incident Management
- Customer Relationship/ Stakeholder Management
- Risk Management
- Technical Support
- Escalation Management
- Cloud Infrastructure Management

#### Leadership Skills

- IT Project Lifecycle Management
- People & Resource Management
- Delivery/Release Management
- IT Operations Management
- Process Enhancements/ Operational Efficiency
- IT Roadmap Governance
- IT Solution Design

### Key Skills



## Career Timeline



## Technical Skills

**Operating System**  
**Cloud Computing**  
**DevOps Tools**  
**Web Servers**  
**Middleware**  
**Scripting**  
**Monitoring Tools**  
**ITSM**  
**RDBMS**

Linux/Unix(RHEL,OEL,UBUNTU), Solaris, Windows  
Oracle, AWS & AZURE  
Chef, Git, Jenkins, Docker, Kubernetes & Terraform  
Apache, OHS & NGinx  
Weblogic 9i /10g/11g/12c, SOA & Oracle IDM  
Shell Scripting, Python scripting  
OEM, ELK, Grafana & Zabbix  
ITIL & JIRA, Rightscale CX, Confluence  
Oracle 10g/11g, 12c

## Professional Experience

### Jan'14-May'19 with Oracle India Private Ltd. as IT Principal Consultant

- Planning and coordinating post-implementation and maintenance support; leading team members, allocating resources and guiding them till final delivery
- Holding review meetings and coordinating with other team members for defining best practices for project support
- Suggesting technology-based solutions for enhancing functional efficiency and achieving business excellence and managing risks and planning for contingencies to ensure minimal effect on deliverables
- Managing end-to-end root cause analysis and driving operational changes, drawing upon professional concepts and recognizing job-related problems; understanding the standard mission of the professional group and vision
- Following escalations and change control processes, monitoring progress, conducting systems analysis sessions and tracing risks & mitigating the same while executing requirements study and estimation
- Conducting RCA and suggesting technology based solutions for enhancing functional efficiency and achieving excellence
- Facilitating meetings, project reviews, conference bridges and on-line meetings to disseminate and drive changes
- Preparing & presenting various daily/ weekly/ monthly MIS reports and assessing the effectiveness of change management approach
- Streamlining processes in compliance with business functions to support global IT delivery standards; spearheading corrective action plans
- Suggesting appropriate technology-based solutions for enhancing functional efficiency and achieving business excellence
- Developing & maintaining healthy business relations with clients and ensured high customer satisfaction matrices by achieving delivery & service quality norms



### Personal Details

**Date of Birth:** 25<sup>th</sup> March 1980

**Languages Known:** English, Hindi & Telugu

**Address :** Kukatpally,Hyderabad-72

# ANNEXURE

## Projects Managed

### Project1

Designation: IT Principal Consultant  
OCI & OCI-C PAAS Operations

#### Role:

- Leading a team who are implementing Oracle Cloud services which includes Compute, IAM, VCN, Block & object storage, Load balancer, Databases for PAAS services
- Using OCI console and CLI for deploying and operating Oracle Cloud services
- Monitoring availability and performance metrics of production and pre-prod environments using OEM and other monitoring tools like Grafana
- Owning & leading operation/incident management of level L2 on assigned PAAS services
- Handling escalation incidents/problems related to our supporting applications, memory leaks, database query slowness, load/performance issues
- Working hands-on to create automated, containerized cloud applications and implement DevOps processes to deploy those applications
- Managing JIRA for tracking & updating project tasks, releases and issues. Prioritized JIRA issues and take an action based on severity
- Implemented new PAAS releases in non-prod and validated artifacts before apply them in Production environments
- Leading a team of DevOps engineers who manages PAAS services hosting on both OCI & OCI-C clouds
- Working with various stakeholders, project managers and development teams to define and implement a cloud-based hosting solution

### Project2

OCI Cloud Utilities – Industry Cloud

#### Role:

- Managed all aspects of application administration tasks such as installation, configuration, clustering, monitoring, deployment, JDBC configuration, load balancing, troubleshooting and maintenance on WebLogic application servers
- Worked with Development teams to automate the CI/CD process and an environment setup using tools like Git, Jenkins, Ansible & Chef
- Worked closely with Server, Network and Storage Team to provision new VM's, subnet's & file systems
- Configured the High Availability (Cluster) systems for PROD environments
- Applying Critical Patch Updates for WebLogic, SOA, OHS and Java
- Plan, implement and test disaster recovery solution to ensure business continuity in the event of a failure on IT related services or infrastructure
- Deploy new releases of supporting applications and prepared standard operation procedure (SOP) documents
- Supervising administration and maintenance of IT infrastructure
- Manage, control and monitor the installation, operation and maintenance of IT infrastructure
- Participated in RCA/CAP meetings along with Professional Service teams and Client Delivery Managers
- Adhere to ITIL standards and used many ITSM tools like JIRA, CX for Project management, Release management and Incident management
- Executed and enhanced automation scripts written using Chef and Ansible to provision and configure applications
- Addressed PagerDuty and various monitoring alerts

### Project3

HDM, MDM, SMP & ALM

Designation: Technical Specialist

### Project4

Infinys IRB/Geneva

Designation: Systems Analyst

### Project5

Billing & Portfolio Applications

Designation: Systems Analyst

### Project6

Atlys, Infinys/Geneva

Designation: Associate Prog/Analysis