

OBED PAUL P

<https://obedpop.com> | (+91) 9444130125 | obedpaul.p@gmail.com | www.linkedin.com/in/obed-paul-p | [Github](#)

I am an Applications and Systems Support Engineer with 3.8+ years of experience specializing in DevOps. 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 | Pager Oncall | Troubleshooting & Fix | Cloud and Application Support | Team Leadership | Fast Learning and Extensive Research on New Technologies | Documenting and Knowledge Sharing

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 3000-4500 microservice applications each.
 - 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 \$140 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 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, 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 3000-4500 microservices each, 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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