**Viswanath Naidu**  ****

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**PROFESSIONAL SUMMARY**

* 12 years of Professional IT experience, including Site Reliability Engineering, Cloud Infra Management, Incident Management, Configuration Management, Production Support, automating provision, build and deployment process using CI/CD and Isac tools, focusing on high availability and scalability in Azure Cloud.
* Lead SRE team members to create and maintain Recovery Procedures, RCA s in collaboration with other engineering teams
* Perform Incident Management and Change Management to maintain the continuous availability of all Cloud Infrastructure
* Ensure all SRE and operating procedures are maintained and executed.
* Maintain a 24x7 production environment with a high level of service availability and perform quality reviews, manage operational
* Provide mentorship to a growing SRE team on core SRE principles and tools.
* Ensure highest level of uptime to meet the customer SLA by implementing system wide corrections to prevent reoccurrence of
* Worked as Point of contact for all Major Incidents(P1&P2).
* Establish continuous process improvement cycles where the process performance, activities, roles and responsibilities, policies, procedures, and supporting technology are reviewed and enhanced where applicable.
* Working in a 7x24x365 fast-paced supporting multiple clients with the ability to work a flexible schedule.
* Azure Cloud and DevOps consultant with concentrations on Azure IAAS / PAAS.
* Strong experience on Terraform, Azure Devops.
* Strong expertise on DevOps concepts like Continuous Integration (CI), Continuous delivery (CD) and Infrastructure as Code (IaaS), Cloud Computing etc.
* Worked with different components of iPaaS solution Azure provides, Service Bus, Functions and Logic Apps to use connectors and create workflows.
* Experience in dealing with Windows Azure IaaS-Virtual Networks, Virtual Machines, Cloud Services, Express Route, Traffic Manager, VPN, Load Balancing, and Auto-Scaling.
* Experience with VM auto scaling, scale sets and load balancers for VM.
* Experience in provisioning and configuring RHEL, Centos, Ubuntu and installation of packages for Linux Servers.
* Proficient with Configuration Management tools & Build management tools such as Ansible, Maven.
* Excellent working knowledge on Microsoft SQL Server 2005/2008/2014.
* Experience in working on source control tools like GitHub (GIT).
* Configured and Monitored CI CD pipelines using AZURE repo.
* Proficient in Deployment automation using PowerShell Scripting
* Experience in Kubernetes orchestration for Docker Containers which handles scheduling and manages workloads based on
* user-defined parameters.
* Experience in Docker tools like Docker swarm and compose. Docker Swarm provides native clustering functionality for
* Docker containers, Docker Compose used to run the multi-Docker container applications.
* Experience in general Systems Administration and Change Management, Software Configuration Management.
* Worked with Docker on multiple cloud providers, from helping developers build and containerize their application (CI/CD) to deploying either on public or private clouds.
* Experience in the areas of Virtualization with installation, support of VMware windows servers.
* Continuous improvement of system and application monitoring and automation
* Identify and automate manual workarounds and process improvements
* Proactive monitoring of Monitor the availability, latency, scalability, and efficiency of all services
* Perform periodic on-call duty as part of the SRE team
* Participate & contribute in daily huddles and status meetings
* Document task/ workflow analysis and comments in a concise, effective manner such that it can be easily understood by participant
* Develop and deliver client-specific operational training; monitor ongoing adherence to SOPs to ensure high quality
* Work with the client team across shores to deliver against client requirements
* Proactively identify training needs and provide necessary coaching as required to BOA’s
* Proactively seek performance feedback to build & enhance knowledge
* Build and leverage partnerships across shores to deliver against client requirements
* Create robust documentation & SOPs for transition of activities between Ops and Shared Services, combined with ongoing coaching
* Document task workflow analysis and comments in a concise, effective manner such that it can be easily understood by the broader team.

**EDUCATION**

* Bachelors in computer science, JNTU – 2011
* Master in Telecommunications, FIU - 2015

**Certifications:**

* **AWS** Certified Solutions Architect Associate
* Hash Corp Certified Terraform Associate
* Docker Certified Associate

**TECHNICAL SKILLS:-**

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| --- | --- |
| **Version Control Tools** | Subversion, GitLab, GitHub and Bitbucket |
| **Build Tools** | ANT, Maven, Ivy, Gradle, Bazel and Microsoft Build |
| **Continuous Integration Tools** | Jenkins, Bamboo and TFS. |
| **Artifact Management Tools:** | Jfrog, Artifactory and Nexus |
| **Cloud Providers** | AWS, Azure and GCP  |
| **Configuration Management Tools** | Chef, Puppet, Ansible and Terraform |
| **Bug Tracking Tools** | Jira, REMEDY, Confluence and Bugzilla. |
| **Monitoring Tools** | Splunk, Datadog, New relic, CloudWatch and Nagios |
| **Scripting Tools:** | Bash, Python, Groovy, Ruby and PowerShell |
| **Application Servers/ Middleware:** | Apache Tomcat, IIS, Nginx, WebSphere and JBOSS |
| **Amazon Web Services** | EC2 , S3, IAM, Route53, ALB, SES, SNS, RDS, Dynamo DB, ECS, Lambda, API GW, ECS, EKS, WAF, CloudFront and AWS Guard Duty |
| **Azure Cloud Services** | Virtual Machines, Virtual Networks, Azure functions, Resource Groups, Storage, Cosmos DB, Active Directory, Front Door, Azure Service Bus, and Azure Monitor |
| **Container Technologies** | Docker and Kubernetes |

**PROFESSIONAL EXPERIENCE**

**Best Buy Richfield, NJ**   **June 2023 to till date**

**Role: AWS DevOps**

* Proficient in using GCP services such as Compute Engine, Kubernetes Engine, Cloud Storage, Cloud SQL and Cloud Pub/Sub for designing, deploying and managing cloud-based solutions.
* Working as a DevOps Engineer in the areas of designing CI/CD process, Process automation, Build and Deployment, Release management, Cloud Computing, System Administration, Data Centre Operations, Software Configuration Management and Cloud infrastructure management.
* Working with AWS services like EC2, VPC, ELB, S3, EBS, Elastic Beanstalk, AMI, SNS, RDS, DynamoDB, IAM, Route 53, Auto scaling, Lambda, Cloud Front, API GW, Cloud Watch, Cloud Trail, Cloud Formation and Security Groups.
* Hands-on experience in building CI/CD pipelines using tools like Jenkins, Bitbucket, and Git for continuous integration and deployment of code changes to the GCP environment
* Working with AWS developer tools like AWS Code Commit, Code Build, AWS Code Deploy and Code Pipeline.
* Proven ability in monitoring and troubleshooting GCP services and applications for performance, availability and incident response.
* Experience in implementing security practices and measures for protecting sensitive data and mitigating potential security threats on GCP
* Proficient in using GCP monitoring and logging tools like Stackdriver, Prometheus, and Grafana for real-time visibility and analysis of system metrics and logs
* Implementing DevSecOps strategy across the organization to run security checks at the different phases of the DevOps SDLC cycle.
* Configuring security scan tools like Static and Dynamic testing at each stage of the DevOps process and completely migrated the existing DevOps workflows to DevOps model.
* Excellent troubleshooting and problem-solving skills with the ability to troubleshoot complex system issues on GCP.
* Strong understanding of DevOps principles and experience with tools such as Git, Jenkins, and Ansible
* Proficient in scripting languages like Bash, Python, and/or PowerShell for automating deployment, scaling and management tasks in GCP.
* Experience with database management in GCP, including data migration and replication
* Implementing the Continuous integration and Continuous deployment (CI/CD) process to reduce the critical code release time to 1 hour from 8 hours of manual release.
* Working with Terraform to define and manage infrastructure as code, enabling version-controlled and repeatable infrastructure deployments.
* Utilizing Terraform automation capabilities to automate the deployment of virtual machines, networking components, load balancers, and other infrastructure elements.
* Creating and maintaining the AWS CloudFormation templates and deploying them to different environments like Dev, QA, UAT and Prod.
* Creating the CloudFormation templates in AWS to create and deploy services like EC2, ELB, ASG, RDS and CloudWatch alarms.
* Creating and maintaining AWS S3 buckets and policies with the help of terraform to store the important objects.
* Created High Availability (HA) infrastructure in AWS cloud and implemented Disaster Recovery (DR) strategies for the application and database in cloud.
* Implementing a serverless architecture using API Gateway, Lambda, and Dynamo DB and deploying AWS Lambda code from Amazon S3 buckets.
* Developing Python scripts to automate server provisioning, configuration management, and deployment processes, reducing manual intervention and improving efficiency.
* Utilizing Python to parse and analyses log files, facilitating efficient troubleshooting and debugging of applications and infrastructure.
* Configuring CMake to support custom build configurations, such as release, debug, and profile builds, to optimize application performance and facilitate debugging.
* Setting up and configuring Apache Kafka clusters to provide a distributed and fault-tolerant event streaming platform.
* Migrating the on-premises application to the cloud with the help of AWS services such as EC2 , S3, RDS, SNS, SES and SQS.
* Using Kubernetes to manage containerized applications using its nodes, Config Maps, Selector, Services, and deployed application containers as Pods.
* Kubernetes cluster administration and the continuous delivery systems using Helm Charts.
* Implementing Kubernetes to provide a platform for automating deployment, scaling, and operations of application containers across clusters of hosts.
* Working with Kubernetes and Amazon Elastic Kubernetes Service (EKS) to manage containerized applications and orchestrate container deployments.
* Orchestrated Kubernetes clusters on AWS, ensuring efficient resource utilization.
* Creating Docker images, Compose Docker Registry and handling multiple images primarily for middleware installations and domain configurations.
* Working with several docker components like Docker Engine, Hub, Machine and Docker Swarm.
* Writing Ansible scripts, creating Ansible playbooks with different plays for deployment workflow and using Ansible to configure tomcat servers and maintenance.
* Creating Ansible Playbooks from scratch using YAML functions and utilizing setup and automate the CI/CD pipeline and deploy microservices.
* Contributing to the Ansible Galaxy role-sharing service with roles, pull requests, reviews and Contribute to the Ansible support knowledgebase.
* Working with Ansible Tower to manage the multiple nodes, manage the inventory for different environments and automating the cloud deployments using Ansible, and AWS Cloud Formation Templates.
* Set up the Ansible and Ansible tower as configuration management tool, to automate repetitive tasks, deploying the critical applications and scheduling jobs.
* Developing Chef cookbook recipes in ruby to install and deploy the application code and using configuration changes to overwrite attribute values for different environments like Dev, QA, UAT and Production.
* Creating Highly available AWS RDS instances for SQL, PostgreSQL, and Oracle databases with the help of terraform in AWS.
* Responsible for installing, configuring, upgrading, and administering SQL, PostgreSQL, and Oracle servers in AWS.
* Involving in Setting up Continuous Integration Environment using Jenkins and responsible for design and maintenance of the GIT Repositories.
* Running the test cases with the Selenium to test web applications across various browsers.
* Creating the custom Datadog dashboard to view the all the AWS services dashboards, alerts, and events at one single place.
* Automating the builds of micro services, backend, frontend, and databases using Team City and deploying using Octopus Deploy and PowerShell.
* Working on Octopus Deploy to deploy the application securely on to both on-premises and cloud servers.

**Environment:** Terraform, CloudFormation, AWS, DevOps, Cloud Migration, SDLC, Jenkins CI/CD, Argo CD, SQL, PostgreSQL, Oracle, Groovy, Hash Corp Vault, Chef, Ansible, Puppet, Docker, Kubernetes, API, Apache Kafka, Agile, ELK, Python, Shell, Microservices, Octopus, .Net, JAVA/J2EE, C/C++, CMake, Linux, Windows, Unix, MS Build, Maven, Gradle, SVN (Sub Version), GitLab, Selenium, Nexus, Artifactory, SonarQube, Datadog and Splunk.

**COX Communications, Atlanta, GA Mar 2022 to June 2023**

**Role: Site Reliability Engineer**

* Experience in Site Reliability Engineering (SRE) and DevOps methodologies for building and maintaining highly available and scalable infrastructure on GCP
* Developed and managed the One-Data platform using Splunk queries, Prometheus, Grafana dashboard and Service-Now.
* Web application performance baselining, analysis, tuning, capacity planning, and demand forecasting.
* Enabled authentication in own web ASP .NET based API
* Migrated ASP .NET bases applications thru Azure Web Apps.
* [Deployed ASP.NET Core apps to Azure App Service](https://learn.microsoft.com/en-us/aspnet/core/host-and-deploy/azure-apps/)
* Deployed dashboards in Dynatrace for both operations and various lines of business.
* Used Dynatrace to perform RCA and quickly drill down to correct error fault path and error hot spots.
* Assist with the development and implementation of DevOps SRE solutions for large-scale distributed web applications across multiple tiers and data centers.
* Experience troubleshooting problems and working with cross-functional teams for resolution.
* Good knowledge and experience in using Splunk, Prometheus, Grafana, and Alert manager for logging and monitoring.
* Developed Automation Script using Shell Script and Python for the Linux platform.
* Supported patching activities and validated different docker services & servers.
* Working with Azure Cloud services like Azure VMs
* Monitor performance and history of infrastructure with tools such as CloudWatch, Datadog.
* Design, develop, and execute automated tests to validate solutions and environments.
* Document current and future configurations, processes, and policies.
* Availability for On-call after-hours support. Respond to support requests and coordinate Customer support
* teams where appropriate.
* Azure Functions, Azure Blob Storage, ARM Templates and Cosmos DB.
* Maintained servers and services running in the servers.
* Work with engineering leadership to design and develop systems and processes in support of the migration of selected systems from a monolithic architecture to microservices.
* Provide regular reports and dashboards to the engineering staff and Senior Leadership on the efficiency of core systems and SRE response/resolution times.
* Deliver 24x7 support for critical systems through the utilization of communication and alerting tools for fast response times, e.g., Jira, ITSM, and Slack.
* Detail-oriented with the ability to catch minor errors which can result in major problems.
* Designing and configuring patch management systems
* Familiarity with hosted application service provider environments, including remote administration of servers and devices.
* Evaluate Linux systems and make recommendations to improve security, scalability, performance, and availability.
* Reviewed function codes, executed heap dump analysis, managed GIT repositories, and completed all the other activities to keep the platform healthy.
* Experience in integrating non - standard logs and sources into Splunk including SQL queries, scripted inputs and custom parsers.
* Extensive knowledge of a tier Splunk installation, Indexer, Intermediate, Heavy forwarder, Search heads, UFs and apps.
* Splunk Application support to onboard various applications to the Splunk Command Center.
* Configured and created Roles, Groups, Users and Group Members in the organization for various business groups and well versed with Splunk access roles.

**Anthem, Inc. Norfolk VA Aug 2020 to Mar 2022**

**Role: Azure DevOps Engineer**

**Responsibilities**:

* Written Templates for Azure Infrastructure as code using Terraform to build staging and production environments.
* Developed Cloud Formation templates to create custom sized VPC, EMR, Dynamo DB, subnets, EC2
* Worked closely with multi-disciplined teams to drive estimates, delivery plans, and retrospectives, identified and managed engagement risks, and flagged major issues early.
* Operated in a consultative role within the working team and provided hands-on management of the delivery stream.
* Built and managed a high performing team of delivery managers resulting in a 30% increase in team productivity.
* Hired and managed contract resources or agencies for specific projects or to augment team staffing.
* Developed and managed the One-Data platform using Splunk queries, Prometheus, Grafana dashboard and Service-Now.
* Web application performance baselining, analysis, tuning, capacity planning, and demand forecasting.
* Enabled authentication in own web ASP .NET 4.7 based API by using Azure AD B2C
* Migrated Java bases applications thru Azure Web Apps.
* [Deployed Java Core apps to Azure App Service](https://learn.microsoft.com/en-us/aspnet/core/host-and-deploy/azure-apps/)
* Deployed dashboards in Dynatrace for both operations and various lines of business.
* Used Dynatrace to perform RCA and quickly drill down to correct error fault path and error hot spots.
* Assist with the development and implementation of DevOps SRE solutions for large-scale distributed web applications across multiple tiers and data centers.
* Experience troubleshooting problems and working with cross-functional teams for resolution.
* Good knowledge and experience in using Splunk, Prometheus, Grafana, and Alert manager for logging and monitoring.
* Developed Automation Script using Shell Script and Python for the Linux platform.
* Supported patching activities and validated different docker services & servers.
* Monitor performance and history of infrastructure with tools such as CloudWatch, Datadog.
* Designed and developed monitoring to improve the observability and reliability of for applications using Splunk.
* Helped to improve engineering quality, operation excellence and evolution of Splunk Observability’s web applications, web services, and APIs
* Configured Microsoft add on for Splunk to send data from Azure event hubs to Splunk
* Responsible for setting up monitoring using Splunk for capacity planning, system health, availability, and optimization of infrastructure
* Helping application teams in on-boarding Splunk and creating dashboards/alerts/reports etc.
* Provide regular reports and dashboards to the engineering staff and Senior Leadership on the efficiency of core systems and SRE response/resolution times.
* Extensively involved in infrastructure as code, execution plans, resource graph and change automation using Terraform.
* Deliver 24x7 support for critical systems through the utilization of communication and alerting tools for fast response times, e.g., Jira, ITSM, and Slack.
* Detail-oriented with the ability to catch minor errors which can result in major problems.
* Designing and configuring patch management systems
* Created Terraform templates for provisioning virtual networks, subnets, VM Scale sets, Load balancers and NAT rules and used Terraform graph to visualize execution plan using the graph command.
* Experience with the Azure logic apps with different triggers and worked on ISE environment in logic apps
* subnets, Azure network settings, DHCP address blocks, DNS settings, security policies and routing.
* Integrated Log Analytics with Azure VMS for. monitoring the files, store them and track metrics and Used Terraform as a tool, Managed different infrastructure resources Cloud, VMware, and Docker containers.
* Performed bulk load of JSON data from s3 bucket to snowflake Used Snowflake functions to perform semi structures data parsing entirely with SQL statements.
* Managed Azure Infrastructure Web Roles, Worker Roles, VM Role, SQL, Azure Storage, AD Licenses,
* Virtual Machine Backup and Recover from a Recovery Services Vault using
* PowerShell and Azure Portal.
* Performed migration migration setup from SVN to GIT using Bitbucket
* Implemented Atlassian Stash along with GIT to host GIT central repositories for source code a across products, facilitate code reviews and login audits for Security Compliance.

**Environment**: Azure, Office 365, GIT, GitHub, Azure AD, Terraform, Maven, Jenkins, Docker, Kubernetes, Python, Shell Scripting, PowerShell, JFrog Artifactory, LDAP, Nagios, Ansible

**Charter Communications, Denver Area Mar 2018 to Aug 2020**

**Role: AWS Devops Engineer**

 Responsibilities:

* Administered Jenkins, proposed and implemented branching strategy suitable for agile/scrum development in a fast-paced engineering environment.
* Used build triggers to create a schedule for Jenkins to build periodically or on a specific date/time.
* Integrated Docker container orchestration framework using Kubernetes by creating pods, config Maps and deployments.
* Used EKS clusters and maintained pods/containers with autoscaling, health check probes, resources allocation by using automated scripts in YAML.
* Worked closely with developers to maintain healthy environment by establishing and applying appropriate branching, labelling/naming conventions with GitHub repos.
* Experience in designing Cloud Formation Templates (CFTs) to create EC2 instances, RDS, CloudWatch, S3, ELB, Auto-Scaling Groups, Route53 record sets and other services on AWS.
* Written Chef Cookbooks for various DB configurations to modify and optimize end product configuration, converting production support scripts to Chef Recipes and AWS server provisioning using Chef Recipes.
* Implemented Chef Recipes for Deployment on build on internal Data Centre Servers. Also re-used and modified same Chef Recipes to create a Deployment directly into Amazon EC2 instances.
* Established Chef Best practices approaches to systems deployment with tools such as vagrant, bookshelf and test-kitchen and the treatment of each Chef cookbook as a unit of software deployment, independently version controlled.
* Responsible for CI/CD process implementation using Jenkins along with Shell scripts to automate routine jobs.
* Deployed EC2 Instance, adding (EBS) block level storage volume to increase the availability of the website.
* Implemented AWS Code Pipeline and created CFT JSON templates in Terraform for infrastructure as code.
* Experience in Setting up the build and deployment automation for Terraform scripts using Jenkins.
* Managed Red Hat LINUX user accounts, groups, directories, file permissions and Sudo rules.
* Worked on using Chef Attributes, Chef Templates, Chef recipes, Chef files for managing the configurations across various nodes using RUBY.
* Worked on CloudWatch service to monitor and maintain infrastructure. Also, created alerts in case of any unusual activity with the containers.
* Using Splunk logging system to get essential logs in finding problems and created dashboards to monitor application stability.
* Deployed the EAR and WAR archives into WebLogic and Apache Servers.
* Used PostgreSQL to control job flow, persist data (business current view) and to create delta files using SQL.
* Improved agility and operational performance by organizing more efficient workflows and business processes.

**Ericsson, Plano, TX Oct 2015 to Mar 2018**

**Role: DevOps Engineer**

* Designed and deployed a multi-service AWS application for high availability and scalability.
* Managed cloud applications and executed successful on-premises-to-AWS migrations, choosing the best-fit services.
* Migrated VMware VMs to AWS, utilizing Opcode Chef Cookbooks for streamlined configuration.
* Transitioned Linux environments to AWS/RHEL, employing auto-scaling capabilities.
* Worked on OpenStack cloud integration and CI/CD within AT&T Integrated cloud services.
* Implemented a multi-node OpenStack KILO Architecture with various core services.
* Developed RBAC Tempest API Test Cases and Unit Test Cases for Neutron, Glance, and Nova services.
* Conducted research, monitoring, and provided solutions for operational challenges.
* Managed Chef Cookbooks, overseeing deploy agents, load balancers, and LDAP server updates.
* Worked with NFV Management, including VNF package operations and Juniper Contrail for network virtualization.
* Established continuous integration practices using JIRA, Jenkins, Bamboo, and Stash, offering product training.
* Managed integrated build pipelines with Jira, GIT, Stash, Bamboo, Jenkins, Docker, Antifactory, and Nexus.

**BSR Technologies, Hyderabad, India Oct 2011 – Dec 2013**

**Role: System Engineer**

**Responsibilities:**

* Worked closely with Project Managers to understand a code/configuration release scope and how to confirm a release was successful.
* Interacted with client teams to understand client deployment requests.
* Using Chef deployed and configured Elasticsearch, Logstash and Kibana (ELK) for log analytics, full text search, application monitoring in integration with Lambda and CloudWatch.
* Experience using WebLogic application servers and Apache tomcat web server for deployments.
* Experienced in troubleshooting, Configuring and deploying various enterprise applications in WebLogic, WebSphere and Tomcat.
* Identify new tools and technologies that will make the release and SCM process more efficient, repeatable, reliable and cost effective.
* Manage Code Repository by maintaining code repository in GIT, improve practices of branching and code merge to custom needs of development team.
* Maintained and administered GIT source code repository, GitHub is used as remote system.
* Initially used Ant for writing build.xml for building JAVA/J2EE applications later on migrated to Maven.
* Maintained settings.xml in MAVEN for permissions to users and deploying the artifacts directly to Nexus Repository.
* Defined dependencies and Plug-ins in Maven pom.xml for various activities and integrated Maven with GIT to manage and deploy project related tags.
* Created Jobs for Builds and Deployments, installed several plug-ins in Jenkins to support multiple tools required for the implementation of projects.
* Installed Jenkins and perform troubleshooting during installation to implement the CI process for the JAVA application builds.
* Developed entire frontend and backend modules using Python on Django Web Framework.
* Automated the deployment process by writing Python scripts in Jenkins.
* Responsible for Plugin-Management in Jenkins according to requirement Upgrading and Degrading Plugin Versions.
* Experienced in setup of Puppet Agents, Puppet Master both in Puppet Enterprise, Open Source and developing Catalogs using Puppet language.
* Responsible for creating Puppet modules and manifest files from scratch and experience in editing existing puppet manifests and automated manual installation process using puppet.
* Managed deployment automation using Puppet, Roles, Profiles, Collective, Hiera, and Custom Puppet modules, Ruby.
* Used Puppet to manage Web Applications, Configuration Files, Database, and Packages.
* Involved in Scrum Meetings, product backlog and other scrum activities and artifacts in collaboration with the team.
* Automated Integration testing with custom VMWare scripts and custom frameworks using Microsoft Coded UI
* Installed, tested and deployed monitoring solutions with Splunk services.
* Splunk implementation, configure, maintain, troubleshooting Splunk/Linux systems.
* Developed Splunk infrastructure and related solutions as per automation toolsets.

**Environment:** GIT, Maven, Jenkins, Puppet, VMWare, WebLogic, WebSphere, Tomcat, Splunk, Python, MySQL, JAVA