



## **Prashant Kumar Chandrakar**

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### **Experience Summary:**

- Offering total 7+ years of experience including 7 years in WebSphere Administration & IT Operations, with international exposure and expertise in diverse range of technologies within multiple industry settings.
- Currently working with Cognizant Technology Solutions Ltd. as Associate Operations Manager – IT IS.
- Strategist with repeated success in developing long term roadmaps for critical infrastructure, applications and processes.
- Expert in consulting on object-oriented distributed information systems, enterprise application integration, hardware and software development processes, deployment, customer interaction, and end-user organization.
- Comprehensive knowledge of project management principles and practices, defines and creates schedules, statements of work, directs, and coordinates projects by establishing a work plan, arranging staffing, assigning duties, producing reports, and ensuring the progression and completion of the project as per the quality, time and cost parameters.
- Skills in defining KPIs & SLAs for the network/server department, operations management and project management for the network/server domain.
- Strong in providing installation, configuration, troubleshooting, backup and recovery in multiple Application and Web Servers highlighting IBM WebSphere Application Server 4.0/5.0/6.0/7.0, WebSphere MQ , WebLogic, Apache Web Server, I-planet, IBM HTTP Server, LDAP server, IBM edge server, CA Siteminder, IBM Portal server on various environments.
- Proficient in configuring and supporting IBM WebSphere Application Servers in the development, testing and production environments.

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- Worked on various Automation project (application monitoring & after word actions) use Shell script, jython for WAS changes, and vaadin for web based GUI representation..
- Superior communication, analytical, problem solving and people management skills.

## **Education**

### **Bachelor in Engineering**

Branch: Electronics & Telecom (2004 – 2008)

Collage: Bhilai Institute of Technology,

Pt. Ravi Shankar University, India.

### **Scholarship**

PM TROPHY MCM Scholarship provided by Steel Authority of India Limited (SAIL), during 2004 to 2008 (for graduation).

## **Skill Summary:**

### **Operations**

- Technology Roadmaps,
- Budgeting & Cost Control
- Service Delivery,
- Project Management,
- IT Operations,
- IT Infrastructure Improvement
- KPI/ SLA Management

### **Package:**

- IBM WebSphere Application Server, IBM Http Server
- IBM WebSphere MQ,
- WebLogic Application Server, I-Planet
- WebFocus server (including client & reporting caster)
- CA Siteminder,
- IBM Portal Server,
- SunOne LDAP Server,
- IBM Edge Server.

### **Scripting**

- Shell Scripting, Jython

### **Programming Language:**

- Java, JSP, Servlet, vaddin framework

### **Operating System:**

- AIX, Linux, Solaris, HP-UX
- I-series (only basic like login start/stop application).

## **Certificates:**

- o ITIL v3 Foundation
- o IBM Certified System Administrator: WebSphere Application Server Network Deployment V8.5.5 and Liberty Profile
- o IBM Certified System Administrator: WebSphere Application Server Network Deployment V8.0
- o IBM Certified System Administrator: AIX 7
- o IBM Certified System Administrator: WebSphere Application Server, ND v6.1
- o Business English Certificate from University of Cambridge (Preliminary)

## **Employment History**

### **Company 1:**

*Cognizant Technology Solution, Pune*

**Associate Operation Manager**

Duration: 30 **Sept 2013 to till date**

Client: **Lloyds Banking Group (Financial domain)**

WebSphere Production Support, including various versions of WebSphere Application Server and WebLogic 10g. Experience includes supporting Midrange Server Operations (includes Linux, AIX, Sun Solaris).

### **PROJECT DESCRIPTION**

Worked on Production Support:

Team size: 21

Support Hour: 24x7 from India

- Managing the project without any single escalation till date.
- Proactively identified the gaps in the current WebSphere environments (DEV, UAT, LUAT and PROD) related to security which is the utmost requirement and sent the same to the customer. This is the value add to the current Lloyds engagement.
- Suggested scripts for WebSphere installation / configuration / fixpacks / uninstall and this has been accepted by the client.
- Providing 24\*7 Production Support from Offshore. Responsible for supporting various applications of Lloyds Banking Group which are running on WebSphere Application Server and WebLogic Application Server.
- Supporting WebSphere Application Server, IBM Http Server, Weblogic, IBM Portal, WebSphere MQ.(MQ in non-Production environment).
- Assisting developers/application owners with problem resolution as necessary.
- Involved in bridge calls with other team leads and developers for resolving the high priority issues for high availability production systems and also supported deployment into Pre-production and Production Environments (manual & thought deployment tool).
- Tickets are routed through SM7 tool as incidents, change tickets and problem tickets.
- Troubleshooting various problems in different stages using logs files.
- Providing problem determination and resolution, and change implementation adhering to problem and change management processes.
- Conducting root cause analysis by looking at thread, heap dumps, JVM logs.
- Performing Java heap analysis to find the memory leaks and reduce memory consumption.

### **Skill Gained:**

- IBM WebSphere Application Server v6.1/v7.0/v8.5.5 - IBM Http Server
- Oracle WebLogic Server 10g
- IBM Portal Server
- OS : Linux, AIX, Solaris

### **Achievements:**

- Certificate of Appreciation from Client for providing extensive support during new FileNet version support.
- Patched 380+ WebSphere servers from old version to 6.1.0.47 in 30 days (all dev environment).

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## **Company (2):**

*Amdocs Development Center India Pvt Ltd., Pune*

**Senior Subject Matter Expert – (WebSphere, WebLogic, MQ, WebFocus)**

Duration: **26 Sept 2011 to 26 Sept 2013**

Application Support for Development, UAT & Production Environment for client AT&T, Which includes Installation/configuration/upgradation of WebSphere Application Server v7.0, IBM HTTP Server, WebLogic Application Server 10g, I-Planet, WebFocus v7.0 Server/Client/Report Caster.

Application Support of ST & Dev Environment for Amdocs Products & Tools, which includes WebSphere Application Server v7.0, IBM WebSphere MQ, Genesis (Ant based Amdocs tool for environment creation),

Experience includes supporting Midrange Server Operations (includes HP, AIX, Solaris).

## **PROJECT (I): DESCRIPTION**

Worked on Dev, UAT & Production Support for client AT&T

Team size: 8 members (India) & 5 members (US),

Client: **AT&T (Telecom. Domain)**

Support Hour: 17x5 + 2\*24 from India

Supporting infrastructure for different applications, deployed in totally different environments. As an administrator, I was supporting IBM WAS v7.0, IBM HTTP Server, Load balancer, WebLogic application server, I-Planet, WebFocus server, client and Report Castor. My responsibilities are:

- To install & manage cluster environment for all applications and provide support for them.
- Deploy enterprise application through console and scripts, for all the applications in WebSphere, WebLogic and WebFocus servers. This also includes, making all necessary changes in script for upgraded environment.
- Configuring of JDBC Providers, Data Source, Virtual Hosting. Global Security, LDAP at preferred scope and created users roles.
- Configuration of application in servers level and application level also.
- Automate new changes in environment for time utilisation.
- Create JYTHON scripting for starting, stopping servers, installing application, creating custom properties, JVM changes, synchronising of nodes etc.
- Involved in troubleshooting and resolving problems encountered and Documentation of all procedures and any other important issue.
- Work with scripting languages for WSADMIN like JYTHON and SHELL scripts.

## **Skill Gained:**

- IBM WebSphere Application Server v7.0
- Oracle WebLogic Server v10g
- WebFocus Server/client/Report Caster v7.0 (reporting tool)
- IBM Http Server & I-Planet

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## PROJECT (II): DESCRIPTION

Worked on Dev, UAT environment for Amdocs Product ACS (as primary) / OMS (as secondary).

Team size: [ACS] 2 members (Infra-cc-integration), [OMS] 3 members (Infra-cc-integration).

Support Hour: 9x5 from India only.

Supporting Amdocs Product (ACS & OMS) testing & development environment, In which **Amc Genesis Tool** is used for creating environment. As an administrator, I was supporting IBM WAS v7.0, IBM WebSphere MQ and creating scripting in jython, Shell (bash), Java & Ant.

I am involved in various project for automating day to day jobs, alerting and afterword action task. I also created GUI based application for displaying / reporting all the event in timeline bases for proper understanding of nature of issue.

My responsibilities are:

- Implement new changes in Genesis, as Genesis is Ant based tool. I was involved in creating/update new changes for application in genesis. Testing those changes in various environment and Deliver it to various clients.
- Genesis uses jython script for creating WebSphere environment and applying all WebSphere changes on it. My task was to create jython script for new changes, test those scripts, and include it in Genesis Tool.
- Create MQ environment to support application requirements.
- Apart from that, I worked with various clients for new Application setup mainly for ACS & OMS application. And Traveled **Mexico** for the same for client Orange.
- I was also included in various automation projects on client request. Where my task is to create script to full fill there requirement mainly to automate the environment for any kind of alerting or afterward actions.
- Performance monitoring for applications, by investigation java core dump, heap dumps & native logs etc. and request PMR in case required.

### **Skill Gained:**

- IBM WebSphere Application Server,
- IBM WebSphere MQ,
- Genesis (Amdocs tool),
- Ant scripting,
- Jython scripting for WebSphere configuration,
- Unix Shell scripting for automation,
- Vaadin for GUI representation.

### **Achievements:**

- Travelled to Mexico (Guadalajara) to demonstrate Amdocs product (ACS & OMS) to client O2 and provide product details and path forward regarding various version of products.
- Certificate of Appreciation and 120\$ from Client for automating the development environment using shell script, jython & vaadin (for GUI representation).

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### **Company (3):**

*MphasiS an HP company, Pune*

**Senior Infrastructure Engineer – ST, ET, PR (UAT & production environment)**

Duration: 11 Nov 2010 to 23 Sept 2011

Client: **Royal Bank of Scotland (Financial domain)**

Middleware UAT & Production Support, including WebSphere Application Server v6.x/v7.0, IBM HTTP Server, IBM Portal server, CA Siteminder, IBM Edge server (Load Balancer) and SunOne LDAP. Experience includes supporting Midrange Server Operations (includes Linux, AIX).

### **PROJECT DESCRIPTION**

Worked on UAT & Production Support.

Team size: 5 (India-WAS) 4(India-MQ),

Support Hour: 16x5 from India

- Responsible for installation/configuration/upgrade of WebSphere & WebLogic Application Server. General task were – deploy ear/war file and do the configuration changes according to application need.
- Worked on installation/configuration/upgrade of web-server like IBM Http Server and i-planet. Also configured web-server plugins for IHS & web agent for Siteminder.
- Provided support for IBM portal server for code and content deployment, also created cluster environment and provided support for same.
- Also involved in CA Siteminder policy Server configuration and support for applications. Major support incident were connectivity failure with web agents & DB's.
- As a part of admin, provided support for LDAP servers (add new users & changed privileges), and configured Load Balancer (IBM Edge component) & check traffic for applications.
- As administer, I was also involved in providing configuration suggestions for application team according to their needs.
- Worked on horizontal clustering and vertical clustering for Work Load Management (WLM) and Fail over.
- Made all necessary change in slapd.conf file in LDAP for creating/changing privileges for users and groups.
- Know how to work with JYTHON scripting for automation of day to day jobs.
- Involved in troubleshooting and resolving problems encountered and Documentation of all procedures and any other important issue.

### **Skill Gained:**

- IBM WebSphere Application Server v5.x / 6.x,
- IBM Http Server,
- Portal Server,
- IBM Edge Server (Load Balancer),
- SunOne LDAP Server,
- CA Siteminder,
- Linux, AIX, Solaris.

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#### **Company (4):**

*HSBC Software Development (India) Private limited, Pune*

#### **WebSphere Administrator - Production Environment**

Duration: 09 June 2008 to 08 Nov 2010

Client: **HSBC Bank (Financial domain)**

WebSphere Production Support, including various versions of WebSphere Application Server and IBM HTTP Server. Experience includes supporting Midrange Server Operations (includes Linux, AIX, HP, Sun Solaris, windows and a bit of I-Series).

#### **PROJECT DESCRIPTION**

Worked on Production Support:

Team size: 2 (HSBC GLT India) + 7 (HSBC UK),

Support Hour: 16x5 from GLT India

- Responsible for WebSphere application server admin as well as IBM HTTP Server Administration on Linux, AIX, Solaris.
- Involved in IBM WebSphere Application server V6.1 installation, configuration and management.
- Worked on horizontal clustering and vertical clustering for Work Load Management (WLM) and Fail over.
- Deployed enterprise applications from the admin console and configured environment accordingly.
- Having good knowledge at configuration of WAS V6.0/v6.1 including profiles management.
- Analysed native log files using the Log Analyzer and diagnosed application server problems and interacting with IBM support (PMR services) to solve problems.
- Monitored Applications, Generated thread dumps / Heap dumps to check for system objects using IBM Thread/Heap analyzer.
- Know how to work with JYTHON scripting for starting, stopping servers, installing application and Synchronizing of nodes.
- Involved in troubleshooting and resolving problems encountered and Documentation of all procedures and any other important issue.
- Well known with scripting languages for WSADMIN like JYTHON and SHELL scripts.
- Have experience with Wily Intro-scope or other tools like (Control M jobs).
- In addition, also supports deployment (code & content) for 2G Portal WebSphere environments.

#### **Skill Gained:**

- IBM WebSphere Application Server v5.x / 6.x
- IBM Http Server
- IBM Portal Server
- OS : Linux, AIX, Solaris

#### **Achievements:**

- Certificate of Appreciation from Client for providing stand-alone support during team unavailability.

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## **Personal Profile**

**Name** : Mr. Prashant Kumar  
**Father's Name** : Mr. R. N. Chandrakar  
**Date of Birth** : May 05, 1986  
**Present Address** : A-402 New Market Plaza, Clover village, Kedari nagar, Pune,  
**Permanent Address** : 7 / C, Ruabandha Sector, Bhilai Nagar, Durg Distt. Chhattisgarh, India  
**Language known** : Hindi, English.  
**Hobbies** : chess, cricket, drawing.  
**Passport** : available

## **My Assets**

I consider myself equipped to handle the responsibility as team member or individually.

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