

## Contact

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(LinkedIn)

## Top Skills

Java  
JavaScript  
SQL

## Languages

Hindi (Native or Bilingual)  
English (Full Professional)

# Amit Gujral

DevOps Engineer  
Sydney, Australia

## Summary

A hands-on application developer with Work experience in Optum Technology (A UnitedHealth Group Company) and Wipro for Application Development and Maintenance projects. With a strong application development background, I'm able to effectively work in DevOps, ITSM, Communications, Knowledge & Learning, Incident Management, Problem Management, Service Management, Service Request and Change Management. My strengths and expertise are focused on merging the gap between IT and Business to provide valuable user-centered results.

UnitedHealth Group (Fortune 6) is the largest Healthcare provider in US.

## Key Skills

- ITSM / ITIL
- DevOps
- Service Management
- Technical Troubleshooting
- Customer Service
- Team building & coaching
- Global Team Management
- Recruitment
- Vendor Relationship management
- Knowledge Management
- Budgeting
- BCP and DR planning
- Product Lifecycle Management
- Estimation
- Pre sales and RFP Response
- Kanban, Lean Sigma
- Asset and configuration management
- CSI
- Quality Assurance
- Capacity Planning

## TECHNOLOGY PROFICIENCY

BPM: Pega

Programming Languages: Java/J2EE, Salesforce APEX, ANDROID, HTML5, JavaScript, XML, XSLT, JSON, AJAX, Shell Scripting, SOA, REST, SOAP

Frameworks: Spring, Spring Batch, Spring MVC, Struts, Hibernate, Node.js, Quartz, JUnit  
Database: Oracle, MySQL  
Cloud: AWS  
APM: New Relic, AppDynamics, HP Sitescope  
CI/CD: Jenkins, AnthillPro, Cruise Control, ANT, Maven, Gradle  
Version Control: SVN, GitHub  
Service Desk: HPSM, xMatters  
Security: Fortify  
Automation: Selenium, Chef, Macros  
Containers: Docker, Control-M  
AppServer: WebSphere, WebLogic, Tomcat  
CMS: Documentum  
Platforms: Windows, Unix, Linux

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## Experience

### HCL Technologies

DevOps

May 2018 - Present

Sydney, Australia

### Agami Technologies

DevOps Consultant

August 2016 - December 2017 (1 year 5 months)

New Delhi Area, India

- Developed proof of concept for evaluation and recommendation of various DevOps tools for suitability to Various clients requirements
- Actively managed, improved, and monitored cloud infrastructure on AWS, EC2, S3
- Application Performance Monitoring

### UnitedHealth Group

8 years 6 months

Developer - Application Performance Management

July 2014 - April 2016 (1 year 10 months)

Gurgaon, India

Individual Contributor Role - Cross-Functional Technical Consultant

responsible for continuous improvement in application availability using proactive application monitoring tools. APM tools help to increase application

stability, up-time, and user experience benefiting both our customers and our business.

- Created POC for evaluation of various APM tools and made recommendation.
- Created Knowledge docs for understanding, configuration, creation of various monitoring metrics/graphs, training plans for application teams to leverage monitoring data and metrics in innovative new ways.
- Created project plan for effective and phase wise roll-out of APM tool (New Relic) across various application.
- Recruitment for various open positions

The Optum Technology Performance & Stability team owns the strategy, design, and implementation of the Application Performance Management as a Service (APMaaS) platform. We manage a variety of End-User Performance Monitoring tools including Dynatrace Application Monitoring, User Experience Monitoring, New Relic, and , HP SiteScope, Ruxit to analyze and troubleshoot multi-billion dollar, high priority applications.

Technologies - Java/J2EE, WebSphere, New Relic, Dynatrace, Ruxit, SiteScope, SharePoint, Word, Excel, PowerPoint, HPSM, xMatters

#### DevOps Developer & Operator

April 2009 - June 2014 (5 years 3 months)

Gurgaon, India

United Command Center (UCC) supports high priority production applications. It is a 24x7x365 center which monitors all of UnitedHealth Group's enterprise infrastructure. When a fault or impact to service is detected, remediation action is initiated to restore service and minimize impact to customers.

#### Accomplishments -

##### Incident Management

- Facilitated high priority war rooms
- Drove process improvement through root cause analysis
- Help drive alert monitoring, notification (paging out), ticket generation, classification, investigation, and diagnosis complying to Standard Operating Procedures
- Assist with troubleshooting, escalation, and driving service restoration activities

## Problem Management

- Delivered a new "Proactive Problem Management" process to reduce high priority incidents and Mean Time To Resolution (MTTR), ultimately providing large cost savings to business
- Communicated with application teams (Business & IT)
- Infrastructure health monitoring and predictive analytics via Netuitive platform (utilizing HP Sitescope, HPSM, DynaTrace, xMatters)

## Release Management

Role: Project and Release Management in UnitedHealth Group's Employer and Individual (E&I) LOB. My main focus in this role was supporting a suite of customer-facing applications.

### Accomplishments -

- Completed quarterly and monthly production releases
  - Brought several new vital business applications supporting increased user base
  - Perform cross-functional (PM, SA, Design, Development, QA, etc.) management for prioritizing new and enhanced development efforts, responsible for multiple projects simultaneously
  - Involved with status meetings with the business as well as handling issues
  - Anticipated risks and issues and act proactively to address them
  - Gather and update project materials, complete budgeting, forecasting, project documentation, business flows, and lessons learned documents
  - Worked with global development and support teams
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- Recruitment for various open positions

## Technical Project Coordinator & Developer

November 2007 - March 2009 (1 year 5 months)

Gurgaon, India

Project and release management managing global software development teams, with a primary focus on providing technical solution, coding, scheduling and budgeting. Primary projects involved new application builds with secondary focus on enhancement projects.

- Development of new application to construct a new Health Statement Engine, which delivers 49 million health statements to members annually, saving \$30M per year via EOB suppression
- Created and automated data reports for clients

- Recruitment for various open positions

## Wipro Limited

2 years 7 months

### Pre Sales Consultant

July 2006 - October 2007 (1 year 4 months)

Bengaluru Area, India

#### Individual Contributor Role

- Experience of creating response proposals for RFPs, prepared presentations and presenting it to clients
- Worked with Wipro service business lines and domain consultants to craft solution for RFPs and proactive pitches.
- Probed customer and asked relevant questions to get necessary clarifications on requirements
- Works with SMEs to come up with specific product offerings based on market demand
- Made presentation of the solution to the client

- Recruitment for various open positions
- Hiring College Graduates through various campus recruitment drive

## Senior Developer

April 2005 - June 2006 (1 year 3 months)

Bengaluru Area, India

- Production Support for Invoice scanning and payment application for Accounts Receivable department
- Production Support for in-house Metrics application built on Balanced Scorecard framework

Technologies - Java/J2EE, Documentum, Kofax Capture, Sybase, WebSphere, JavaScript, Struts

## UBS

### Senior Developer

October 2003 - March 2005 (1 year 6 months)

London, United Kingdom

#### Individual Contributor Role

- Application Development and Migration from Model 1 to Model 2 Architecture for in-house Metrics application built on Balanced Scorecard framework

- Production Support for Invoice scanning and payment application for Accounts Receivable department

Technologies - Java/J2EE, Documentum, Kofax Capture, Sybase, WebSphere, JavaScript, Struts

## Wipro Limited

### Developer

August 1999 - September 2003 (4 years 2 months)

Bengaluru Area, India

- Implementation of mobile solutions for Daiwa Securities which moved their trading platform to mobile in year 2000 using CHTML (HTML without JavaScript)
- Automation of testing using winrunner for Marsh (a insurance broking and risk management company)
- Application Development of decision support system for Mizuho Securities
- Application Support for various clients like charles schwab, E\*Trade, Credit Suisse

Technologies - Java/J2EE, WebLogic, Struts, TopLink, iPlanet AppServer, WebSphere, Tomcat, HTML, JavaScript, CHTML, NetScape, WinRunner, Oracle database, UNIX, Linux, XML, XSLT, SAX and DOM Parsing,

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## Education

### Netaji Subhas Institute of Technology

Bachelor's degree, Engineering · (1995 - 1999)