

Narsimha Chintakunta

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PROFESSIONAL SUMMARY

IT support & infrastructure engineer with 7+ years delivering Level 1/2/3 operations across Windows/Linux servers, endpoint and application support, identity/access, and mission-critical production environments. Experienced across the **IT service lifecycle management** (including **incident management**, **problem management**, change, and **service level management**) with strong documentation and stakeholder communication habits. Hands-on with AWS/Azure, networking fundamentals (VIP/LB, VPN/SSO, DNS), monitoring/alerting, and automation using Python/Bash to reduce toil and improve MTTR. Comfortable in **agile/scrum** delivery models and on-call rotations, partnering with globally distributed teams to ship reliable IT services.

EDUCATION

University of New Hampshire M.S., <i>Information Technology</i>	Jan 2020 - Jan 2021
Anurag group of Institutions B.Tech, <i>Information Technology</i>	Jan 2015 - Jan 2019

SKILLS

Programming Languages: Python, Bash, Shell scripting

Frameworks & Libraries: WebSphere Liberty, WebSphere 8.x/9.x, JBoss EAP 6.x/7.x, Apache Tomcat, WebLogic, AppDynamics, Dynatrace

Databases: Oracle 10g/11g, SQL Server, MySQL, IBM DB2

Tools & Software: Jenkins, Azure DevOps, Maven, Nexus, Git, Datadog, Splunk, Control-M, Cron, Okta, IIS, F5, NAM, Remote support & ticketing (ServiceNow/Jira), Knowledge base / SOP documentation, Endpoint troubleshooting (Windows/macOS), Mobile support (Android/iOS)

Cloud Platforms: AWS (EC2, VPC, S3, IAM, Terraform), Microsoft Azure (VMs, Azure DevOps), Kubernetes

Soft Skills: ITIL frameworks, IT service lifecycle management, Incident management, Problem management, Service level management, Root cause analysis, Preventative fixes, Change coordination, Security compliance, Customer communication, On-call / production support

WORK EXPERIENCE

Wisconsin Department of Transportation | Infrastructure / Middleware Administrator – Level 3 Nov 2022 - Present

- Provided Level 2/3 operational support for Windows Server and RHEL 9 environments and WebSphere/Liberty platforms supporting 100+ production applications, partnering with end users, app teams, and vendors to restore service quickly.
- Owned **incident management** for high-severity outages: triaged alerts, coordinated bridge calls, executed runbooks, and drove restoration while maintaining clear stakeholder comms and ticket hygiene.
- Drove **problem management** through structured root cause analysis (RCA) and preventative fixes, reducing repeat incidents by standardizing configs, tuning JVM settings, and tightening monitoring thresholds.
- Implemented **service level management** practices by defining operational SLAs/SLOs for uptime and response, tracking trends, and prioritizing remediation work based on impact and recurrence.
- Managed user access and endpoint/server authentication workflows using Okta SSO/MFA and custom SAML, supporting secure onboarding/offboarding and least-privilege access controls.
- Delivered patch management and system updates across production and staging hosts, coordinating maintenance windows, validating post-patch health, and ensuring security compliance.
- Shrank incident detection time by building Datadog dashboards and alerts for JVM memory, Liberty heap, and thread pools, enabling faster diagnosis and improved MTTR.

- Cut manual release effort by automating deployment workflows with Azure DevOps pipelines, Git, Jenkins, Maven, and Nexus, improving consistency across environments.
- Documented troubleshooting procedures, runbooks, and ISR/ASR/RFC change records to support **ITIL frameworks** and audit-ready production changes with rollback plans.
- Coordinated F5/VIP and NAM access-manager changes (load balancing, routing, and access policy updates) with internal/external stakeholders to maintain secure, highly available application access.

Cloudfen | Middleware / WebSphere / JBoss Administrator

Feb 2021 - Oct 2022

- Provided day-to-day Level 2 operations for 50+ JBoss and WebSphere instances across dev/QA/prod, resolving application, OS, and connectivity issues via ticket queues and on-call support.
- Applied **ITIL frameworks** to **IT service lifecycle management**: executed **incident management**, led **problem management** RCAs, and partnered with change coordinators to plan low-risk deployments.
- Led a zero-downtime migration from JBoss 4.x to 6.4 and WebSphere 8.x from POC through production cutover, coordinating stakeholders in an **agile/scrum**-style cadence with clear sprint goals and release checklists.
- Administered AWS-hosted environments, using Terraform to provision EC2 infrastructure and integrating Kafka streaming with Kubernetes to support scalable workloads and faster environment bring-up.
- Improved troubleshooting speed by deploying AppDynamics and Splunk, creating health/performance dashboards and actionable alerts to shorten time-to-diagnosis during incidents.
- Improved application stability and security by tuning JVM heap sizing/garbage collection, configuring SSL for encryption and client authentication, and hardening baseline server settings.
- Maintained operational reliability for scheduled backups and batch jobs via Control-M and Cron scheduling, validating job outcomes and escalating failures based on defined service targets.
- Handled access administration by customizing privileges, duties, and roles based on business requirements, ensuring compliant provisioning and clean deprovisioning.

University of New Hampshire | Research Graduate Assistant

Jun 2020 - Dec 2020

- Provided hands-on IT support for Linux and Windows lab environments, troubleshooting workstation, software, and network connectivity issues for students and faculty.
- Supported endpoint setup and re-imaging tasks, user account provisioning, and basic access controls, documenting repeat fixes as quick-reference guides.
- Collaborated with faculty on infrastructure/system analysis for research deliverables, organizing tasks in an **agile** workflow to meet milestone dates.

Bitcode Technologies | Linux Administrator

Jun 2018 - Nov 2019

- Administered core infrastructure services (DHCP, DNS, NFS) and managed backup scheduling, system logging, and patch management via RPM/YUM to keep systems secure and supportable.
- Built and maintained Linux application hosts, deploying Apache Tomcat applications and supporting release activities with Git-based workflows.
- Provided Level 1/2 support for user access issues (accounts, groups, sudo) and troubleshooting for disk, CPU, memory, and process performance across multiple servers.
- Resolved daily technical issues across RHEL, AIX, and Windows using SSH and remote administration tools; documented recurring fixes to improve first-contact resolution and reduce escalations.
- Supported incident triage and escalation by correlating system logs, network symptoms, and application behavior, contributing to **problem management** RCAs and long-term fixes.