

ARPITA MAHARANA

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Dedicated SRE & Application support Engineer having 3.5 years of IT experience in Investment Banking domain. Technology known AWS, Linux, Sql, SRE.

OBJECTIVE:-

To pursue a challenging career in the field of IT in an adeptly managed organization that provides excellent opportunity to produce quality software, and working for the growth of the organization by implementing **CI/CD**, automating infrastructure through python and sql queries and managing cloud-based services.

BRIEF PROFILE :-

- A software enthusiastic having 3.5 years understanding of **SDLC**, **ITIL Process & Agile** project Architecture. Have worked with many cross functional teams of globally distributed clients.
- Implementing file processing in **CI/CD** pipeline and check alert mails and error logs in **Kibana**.
- Maintaining Application through **ELB**, **ALB** & Auto scaling group . Automate monitoring, log analysis, and system healthchecks of Micro services **24*7** via **Grafana**.
- Analyse the incident to with team in production environment as well as to onsite site reliability team when ever application support required.
- Ticket tracking through service now and **SLA** based incident.

WORK EXPERIENCE

- Worked as “**SRE Support Engineer**” in IBM (Payroll Jyotsna Tech Digital Ventures) from September 2023 to July 2025.
- Worked as “**Application Support Engineer**” in Anemone Digital World Pvt. Ltd. from December 2021 to August 2023 .

ACADEMIC CREDENTIALS

- **2021: Master of Computer Application (MCA)** From Biju Pattnaik University of Technology **8 CGPA** .
- **2018: Bachelor of Computer Application (BCA)** from Utkal University securing **72.49%**.

SKILL SET

Operating system	Linux, Windows
Database	MS SQL
Tools	AWS, Linux, SQL, Github, ETL, Kibana, ServiceNow, ITIL, Jira, MS-Office

Project : 1

Title : Regression and Support

Tools : Linux, Sql, AWS

Technologies : Linux, ITIL

Regression Operations is a part of **Fidelity International** release management in which the product is tested, validated and signed off by each teams before the release. We use to receive the product binaries as per the devops process and this use to be as of a daily basis where we maintain around 50+ linux servers and 80+ windows servers based on the environments and product versions. When we get the binaries we use to apply them in to the regions and make sure that there is no issue in the package. Once the binaries and applied we run test cases in form of legacy and API BDD format and the results are shared to all teams for validation.

Roles and Responsibilities:

- Developed and automated **deployment scripts** to reduce manual intervention by integrating with **Fidelity International** proprietary deployment tools.
- Involved in **environment setup and configuration** for clients as per **Fidelity policies** and roadmap adoption.
- Provided **support for SQL Server and Oracle environments**, ensuring smooth functioning and issue resolution.
- Created and maintained **Confluence documentation pages** for knowledge sharing and process standardization.
- Collaborated with **System Administrators, DBAs, and NSG teams** to maintain region stability and resolve critical server issues.
- Coordinated with **SysAdmin and DBA teams** for server patching and database patching activities.

Project : 2

Title : Suntrust Global Payment Platform (SGPP)

Tools : AWS

Technologies : **Linux, sql**

The Suntrust Global Payment Platform is a multi-currency system that helps corporations and financial institutions make secure cross-border payments. As part of the support team, I worked on maintaining application environments on AWS and Linux servers, assisting with deployments through Jenkins pipelines, and coordinating closely with development and QA during releases. I monitored applications and containers on Kubernetes to ensure uninterrupted services, used SQL for troubleshooting and data checks, and actively participated in Agile ceremonies to provide updates and support smooth delivery across environments.

Place: Bangalore