

Gowshick Ram R

Production Support Engineer

Madurai | India -625006 | +91 9715161020 | gowshickram.mdu@gmail.com

SUMMARY

Tech-savvy and customer-focused Technical Support Engineer with 2.5 years of experience in Production support and monitoring, proficient in Linux, Python, Shell Scripting, CDN technologies and Search Indexing . Experienced in handling real-time incidents, analyzing logs, and resolving issues using tools like Dynatrace, Akamai, Jira and ServiceNow. Seeking to leverage my support background and technical skills in a dynamic role and innovative projects.

SKILLS

Languages: Python , Shell Script

Tools: Dynatrace, Jira, ServiceNow, Akamai CDN, Algolia Search Analytics

OS: Linux

Concepts: Incident/Change Management, Log analysis, Alerts monitoring, Api monitoring, Release Support

Platforms: Azure Devops Releases

WORK EXPERIENCE

TATA CONSULTANCY SERVICES -Production Support Engineer Nov 2022 - Present

- Monitored daily ETL Workflows and ensured smooth execution of data pipelines
- Investigated and resolved real-time job failures using linux CLI Tools and log analysis
- Created Shell Scripts for task automation and log parsing
- Responded to incidents and service requests via Service Now and Jira, ensuring SLA compliance.
- Collaborated with cross-functional teams to escalate critical issues.
- Utilized Dynatrace for application performance monitoring and root cause analysis.
- Managed CDN configuration and caching issues using Akamai tools
- Performed data indexing into Algolia search post ETL processing
- Conducted sanity checks on web applications after deployments to ensure stability
- Configured URL redirection and caching rules using Akamai Edge configuration
- Joined bridge calls and incidents calls to address critical outages and perform root cause analysis
- Performed health checks and monitored APIs and application status daily.
- Provided support during production releases and performed release validation checks

EDUCATION

Master of Computer Application - MCA

Sastra University - Thanjavur

Bachelor Of Science in Computer Science - B.sc. (CS)

Thiagarajar College - Madurai

SOFT SKILLS

Analytical Thinking | Team Collaboration | Communication | Problem-Solving