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