Smily Gupta
System Engineer
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Summary:
Motivated System Engineer with proficiencies in Google Cloud Platform (GCP), Linux command line, Databrick, Service now, Airflow, BMC control-m, Splunk, Putty, CICD pipelines & enterprise monitoring tools. 2+ years of experience in technical field with a customer-centric approach to help deliver the best experience to customers on their support engagement. Experienced working in SLA based 24*7 Application support projects. Proficient in isolating, diagnosing, reproducing, and fixing technical issue. Demonstrated talents in guiding teams in different applications. Expertise in different monitoring tools & offers almost 2years of experience in operations-oriented roles.

Career Objectives:
To work in an organization with a professional work driven environment offering the opportunity to explore technical skills and to learn technologies which would enable me to grow while fulfilling organizational goals.

Work Experience:

Tata Consultancy Services, Noida   **2021-Present**

Associate System Engineer (1yr 4months)
- Worked closely with the teams including, platform, production, helpdesk and software development to support and implement the configurations.
- Hands-on experience with CI/CD pipelines, serverless architecture and devops activities. Working on priority incidents and timely resolution within SLA timeframe and effective in handling Incident Management and change management.
- Identify and analyze issues, make recommendations and implements solutions.
- Worked and having basic knowledge of HTTP Protocols response &error codes.
- Worked on pipelines and made the file configurations changes as per the client requirements (JBOSS Server).
- Release Management: As a team member we assist in the planning and coordination of the application releases, updates, and ensure a smooth deployment process.
- As a part, of one of the projects we make sure to establish, monitor, and evaluate the applications to identify vulnerabilities and problem trends with a focus on improving overall availability and performance.
- Analysis creating reports and presenting process enhancement solutions.

System Engineer (1yr-Present)
- Diagnosing deployment failures and major issues working with Dev, RXC and R&D Team parallelly to fix the issue.
- Duplicating and troubleshooting the product and technical issues faces by clients.
- Working within escalation processes to resolve more advanced issues.

- Working and handling incidents, changes and Services Request.
- Working with L3 Team and Troubleshooting the issues in infrastructure (Utilization issue, connectivity issue etc), logs and events.
- Follow procedural documents to assist in the troubleshooting and resolution of issues.
- Experience in working with Linux, Airflow, Splunk, Control-m jobs and basic knowledge of SQL queries.
- Monitoring environment using Splunk, airflow and service now for alerting and for processing of messages and analysis messages are stuck.
- Working on Airflow and Databricks issue (depends upon the tasks issues), creating notebooks in the Azure databricks and manually updated the issues happened.
- As a L2, we worked on error codes, code navigation, data analysis and business requests.
- Finding RCA and preparing the implementation plan and implementing the steps.
- Joining L1 & L2 incidents related bridge calls and resolving the issues.
- Managed and tracked all the infrastructure incidents and requests.
- Troubleshooting the alerts and faults in the prevailing system.
- Work as a Team with colleagues to resolve issues in production with SLA.

Awards & Achievements:

- Awarded with "Elevate Wings Award" and "Xcelerate Warrior Certificate " for good performance and keen to learning something new constant appreciation from the shift leads and managers for handling the customer related issues.

Education:

College/School	University/Board	Degree/Standard	Passing year	Percentage
Model Institute Of Engineering and Technology	University Of Jammu	BTech	2019	71%
Kendriya Vidyalaya Lakahnpur	CBSE	12th	2015	78%
Kendriya Vidyalaya Kathua	CBSE	10th	2013	8.2 Cgpa

Professional Certifications:

- Google Cloud Platform- Cloud Digital leader: **Udemy**
- Google Cloud Leader Certification: **Google**

Personal Information:

Date Of Birth	05-20-1998
Marital Status	Single
Gender	Female
Languages Known	Hindi, English, Punjabi, Dogri
Hobbies	Watching shows and movies, listening to music, Reading Books
Strengths	Time Management, Analytical approach towards every platform, team player, Technical Mindset

I hereby declare that all the above information is in correct with fact or truth up to my knowledge and I bear the responsibilities for the correctness of the above mentioned particulars.

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