

SAHIBA CHAUHAN

Seattle, WA | chauhansahiba2@gmail.com | +1(206)841-2375 | [linkedin.com/in/sahiba-chauhan-20/](https://www.linkedin.com/in/sahiba-chauhan-20/)

EXECUTIVE SUMMARY

Systems Analyst with over 10 years of IT experience across telecom and cloud domains. Performed root cause analysis on Linux operating systems and cloud platforms within 7-day turnaround times, reducing customer complaint tickets by up to 60%. Skilled in server management and cloud platforms (Azure, AWS, GCP)

WORK EXPERIENCE

Accenture

A global leader in consulting with \$64.1 billion revenue in 2023

Bengaluru, India

Root Cause Cloud Analyst - Problem Management

07/2023-01/2024

- Resolved 1,000+ cloud and virtual server outages for major US companies such as Under Armour and McDonalds and delivered root cause analysis reports within the 7 day SLAs
- Led 500+ daily 1 hour meetings with 20+ team members across the server, application, and network teams to triage 1,000+ server outage tickets that came in
- Created a 100+ page document that analyzed the types of server outages that were happening in a 6 month period and categorized them by issue type and provided 3 recommendations to improve resolution time

Cloud Senior Analyst - Server Management

10/2021-07/2023

- Analyzed 500+ monthly escalations using Tableau and Excel to identify root causes and delivered 5 actionable recommendations to upper management that improved customer satisfaction by 15%
- Led cross-team alignment initiatives, optimizing workflows between engineering and external vendors, and contributing to a 10% increase in monthly profits by addressing automation inconsistencies
- Troubleshoot and resolved critical issues, including server outages, database failures, network latency, and application crashes, reducing system downtime by 50% and improving user satisfaction

Tata Consultancy Services

#1 globally in IT services and consulting with \$27.9 billion revenue in 2023

Bengaluru, India

Technology Analyst - Server Management

09/2020 - 10/2021

- Drove a 70% expansion in client base by improving automated processes, decreasing error rates, and achieving a 10% performance increase in service procedures
- Collaborated with cross-functional teams to migrate 200+ databases to a secure cloud infrastructure and optimized network configurations to enhance system reliability
- Mentored a team of 20+ employees, implementing training sessions to enhance technical expertise and team efficiency
- Worked with other infrastructure teams to help with internal documentation and process enhancement, assisting in the roll-out of new software functionalities and enhancing the user experience for staff members
- Conducted evaluation of new technologies and software, resulting in the adoption of a new cloud-based infrastructure and a 30% reduction in operational costs

TeamLease Digital Pvt. Ltd.

Bengaluru, India

A workforce solutions company specializing in skill development, training, and placement services

Senior Systems Engineer

01/2019 - 09/2020

- Led a team of 10 to identify and address system inefficiencies such as server downtime in Linux-based environments, resulting in a 15% reduction in downtime

- Identified and resolved memory allocation issues on Linux servers, which were causing delays in application processing and slow system responses, reducing customer complaint tickets related to system slowness by 60%
- Performed upgrades and maintained compliance across over 300 servers, ensuring reliability and alignment with industry standards
- Assisted customers by explaining scheduled downtime extensions for system maintenance and ensuring all technical issues were addressed during off-peak hours

Wipro Technologies

India's #1 outsourcing services company with 250,000 employees

Bengaluru, India

Software Engineer

03/2014 - 12/2018

- Streamlined server monitoring processes to proactively identify and resolve issues before clients reported them, improving system uptime, reducing the need for reactive support and increasing response efficiency by 40%
- Delivered a software migration initiative for a telecommunication brand ahead of the deadline, driving operational improvements and enhancing system reliability
- Implemented a system for auto-escalating overdue tickets, ensuring clients' concerns were always addressed promptly, resulting in faster resolutions and improved client satisfaction
- Reduced average incident response time by 40% by introducing a set of predefined incident response templates and improving incident documentation

EDUCATION

University of Washington – Michael G. Foster School of Business

Seattle, WA

Master of Science, Information Systems

Expected Graduation date: June 2025

Systems Analyst-related Relevant courses:

- Information Technology and Organizational Strategy
- Business Data Analysis
- Operations and Business Process Management
- Introduction to Data Mining and Analytics
- Advanced Database Systems and Data Warehouses

Amity University - Amity School of Engineering and Technology

Noida, India

Bachelor of Technology, Computer Science

Completion: May 2013

SKILLS

- Language: SQL, Python, Powershell
- Tools: JIRA, Tableau, SAP, SUSE Linux, Microsoft Excel, Snowflake, Figma
- Cloud Platforms: Azure, AWS, GCP

LEADERSHIP ACTIVITIES

Rotary Club, Judge Panel

07/2022 – 06/2024

- Reviewed the performance of 200 students on essay writing, poster writing and slogan making on the event of Independence Day