

Shivani Shah

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SUMMARY

Dynamic professional with over 3 years of experience as a Site Reliability Engineer, adept at fostering collaboration and effective communication. Proficient troubleshooter with expertise in cloud infrastructure and a strong passion for implementing agile methodologies. Committed to optimizing system reliability and performance through leading Infrastructure as Code practices. Aspiring top-tier Site Reliability Engineer with experience and dedication.

EDUCATION

Northeastern University, San Jose | *Master of Science – Information Systems* **Expected May'24**

Gujarat Technological University, India | *Bachelor of Engineering – Electronics & Communication* **Jun'19**

SKILLS

Languages: Python, SQL, Search Processing Language (scripting language for Splunk)

Tools/Platforms: Splunk, AWS, Thruk/Nagios, SSMS, Lucidchart

DevOps Tools (CI/CD): Kubernetes, Puppet, Terraform, Jenkins, GitHub, GitLab

Operating System: Linux

WORK EXPERIENCE

Crest Data Systems **Mar'19 – Jul'22**

Site Reliability Engineer, E3

- Collaborated with a **global team** to provide Splunk platform support in agile methodology
- Proficiently tackled troubleshooting, resolved configuration issues, and swiftly resolved data ingestion challenges, ensuring uninterrupted service for nearly **6 teams daily**
- Provided security access by okta groups, enabling approximately **10 teams per week** to gain necessary access to work smoothly
- Developed dashboards from scratch resulting in a **25% reduction in manual tasks** and assisting multiple teams
- Optimized performance of automated tasks by modifying Shell, Ruby, and Python scripts which lead to a **30% increase in efficiency**
- Identified and removed unnecessary elements, resulting in **cost savings** and improved operational efficiency
- Ingested data and extracted requested fields for **optimized searching**
- Played a key role in successful **stack migrations and upgrades**, actively implementing thorough pre-checks and post-checks, resulting in seamless transitions and improved system performance
- Designed and **implemented monitoring alerts** using Splunk, SPL, AWS, GitLab, Thruk, and OMD
- Utilized Nagios for monitoring, Terraform for IaC, Puppet for configuration management, and AWS for managing instances to **enhance system performance and streamline processes**
- Facilitated the creation and maintenance of detailed **technical process documentation**, enabling seamless and efficient execution of cloud operations

Software Intern

- Gained practical experience in utilizing infrastructure and configuration-related tools, including Puppet, Jenkins, Terraform, and Ansible, while developing a foundational understanding of Splunk and AWS

PROJECTS

Predict life expectancy using Linear Regression **Nov'22 - Dec'22**

- Developed a Python-based Linear Regression model to predict life expectancy by performing Exploratory Data Analysis and data preprocessing

Handwritten number recognition **Oct'22 – Dec'22**

- Implemented handwritten number recognition through JavaFX and TensorFlow, combining a user-friendly GUI and a 92-95% accurate prediction model

CERTIFICATIONS

- Splunk Core Certified User
- Splunk Enterprise Certified Admin
- Splunk Core Certified Power User