SHIVANI SHAH

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EDUCATION

MS in Computer Software Engineering, Northeastern University **Sep 2022 - May 2024**
Relevant Coursework: Networking & Cloud Computing, Database Management, Data Structures & Algorithms

BEng in Electronics and Communication, Gujarat Technological University **Aug 2015 - Jun 2019**

SKILLS

Languages/OS:	Python, SQL, SPL (scripting language for Splunk), Linux
Observability Platforms:	Splunk, Thruk/Nagios, Prometheus, Grafana
AWS Services:	Lambda, EC2, S3, CloudWatch, IAM, VPC, RDS, SNS
DevOps:	Kubernetes, Docker, Helm, Pulumi, Packer, Jenkins, Puppet, Terraform, GitHub Actions, GitHub
Databases:	MySQL, PostgreSQL, SSMS
Certifications:	Splunk Enterprise Certified Admin, Certified Kubernetes Admin (CKA)

EXPERIENCE

Site Reliability Engineer, TikTok **Aug 2024 - Present**

- Managed service reliability for a global e-commerce platform, ensuring **99.99% uptime for 100M+ users, scaled for 30% higher traffic, & fault tolerance** in a cloud-native environment
- Optimized system health by tracking **SLIs/SLOs for critical revenue systems** which improved **reliability** by **20%**, reduced **disruptions** by **40%**
- Leveraged RDS to resolve customer payment issues & developed a dashboard to simplify payout and settlement records which fixed **85%** of issues within **24 hours**
- Streamlined incident management with detailed **post-mortems** & contributed to **on-call rotations**, improving response times by **15%** & resolution time by **30%**

Site Reliability Engineer, E3, Crest Data Systems **Jun 2019 - Jul 2022**

- Resolved configuration & data ingestion issues, ensuring uninterrupted service for **6+ teams daily**
- Automated certificate expiry monitoring & alert notifications with **Python**, boosting efficiency by **30%**
- Developed dashboards which resulted in **25% reduction in manual tasks** and assisting multiple teams
- Enhanced system performance using **Nagios, Terraform, Puppet, and AWS in CI/CD workflows**
- Identified vulnerabilities and saved **20%** debugging time through alerts with **Splunk, AWS, and GitLab**

Software Engineer Intern, Crest Data Systems **Mar 2019 - Jun 2019**

- 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

RELEVANT PROJECTS

Cloud Native Web Application **Sep 2023 - Dec 2023**

- Developed a cloud-native web application with **RESTful API** and optimized EC2 server configurations, leading to a **30% reduction in deployment time**, and ensuring **scalability** based on traffic demands
- Orchestrated AWS deployment of the application using **EC2** and **RDS**, securing configurations and implementing **GitHub Actions** to streamline **CI/CD workflows** for a **25%** improvement in deployment efficiency
- Utilized **Pulumi** for IaC on AWS and crafted custom **AMIs with Hashicorp Packer** by developing **shell scripts** for consistent deployment, resulting in a **20%** reduction in setup time
- Enhanced system reliability by **15%** through secure configuration, DNS implementation with **Route53, AWS CloudWatch** logging/metrics setup, and integration of **Lambda** for automated emails and GCP cloud storage