

TAUFIQUE AHMED

taufiqueahmad63@gmail.com | +91 9569627589 | <https://www.linkedin.com/in/taufique0509/>

PROFESSIONAL SUMMARY

Results-driven ProdOps Engineer with 3+ years of experience in SQL, Unix/Linux, cloud-based troubleshooting, and workflow automation. Adept at managing incident resolution, optimizing ETL processes, and enhancing system performance. Familiar with Redshift, Snowflake, JIRA, and support processes (SLAs, OLAs, Application Support), with a strong ability to collaborate across teams and ensure system reliability in fast-paced environments. Comfortable working night shifts and rotational shift

EXPERIENCE

Infosys | Technology Analyst

Hyderabad, IND | 03/2021 – Present

- **Cloud-based Troubleshooting:** Worked with Redshift and Snowflake for data warehousing and application support.
- **SQL & Unix/Linux:** Developed SQL queries for day-to-day tasks, performed tweaks in existing stored procedures, and automated ETL workflows.
- **Incident Management:** Led troubleshooting efforts, root cause analysis, and resolution of system issues, ensuring 99% system uptime.
- **Support Processes (SLAs, OLAs, Application Support):** Experienced in handling SLAs and OLAs to ensure service reliability and application support effectiveness.
- **Workflow Automation (JIRA):** Utilized JIRA for ticketing, tracking, and workflow automation to streamline processes and improve operational efficiency.
- **Deployment & Maintenance:** Managed UAT/PROD & GRID deployments with a 98% success rate, ensuring minimal downtime and process continuity.

SKILLS & TOOLS

Technical Skills: Business Intelligence & Dashboarding, Workflow Automation, ETL Development, Project Management & Agile Methodologies SQL, Unix/Linux, Redshift (Basic), Snowflake (Basic), Cloud-based troubleshooting & data warehousing, ETL development & optimization, JIRA, Support Processes.

Soft Skills: Incident & Stakeholder Management, Problem-solving & Root Cause Analysis, Communication & Adaptability, Time Management & Decision-Making.

EDUCATION

SRMCEM | Bachelor's In Technology (ECE) | GPA : 7.01

Lucknow, India | 09/2016 – 09/2020

PROJECTS

Employee Attrition Analysis Using Power BI

- **Processed and analyzed large datasets in Power BI, ensuring accuracy and extracting actionable insights.**
- **Developed** interactive dashboards and reports, **identifying key attrition trends to support strategic workforce planning.**