**YOUR NAME**

Email **| +91 \*\*\*\*\*\*\*\*\*\* | Linkedin URL**

**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**

**Company | Role** ***City, IND*|mm/yyy – to**

* **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**

**College** | Course | **GPA** : \*\* *City, Country* | **From(mm/yyy) – To**

**PROJECTS**

**PROJECT NAME**

* **Details**
* **Details**