**Nikita Gautam**

**Software Engineer**

Mobile : 7566460239 Email : nikitagautam2895@gmail.com

**Career Objective :**

To obtain a position where I can utilize my technical skills for the enhancement of Oracle database systems

**Professional Summary:**

* 4.3 years of experience facilitating troubleshooting solutions online and in real time with a wide range of monitoring application and technology skills.
* Experience in Handled docker issues by taking thread dumps and monitored node health.
* Launching EC2 volume and creating and importing them using AWS.
* Ensured support of all critical service management processes including; Incident Management, Problem Management, Change Management & Application Enhancements.
* Skilled and experienced in SQL,PL SQL with wide knowledge of a variety of programs and procedures.. Able to work well independently or as part of a team
* Experience for incident management (P1,P2,P3, Proactive tickets ) .Taking/ Corrective steps to resolve them and Coordinating with external Teams and third party vendors.
* Collaborated with multi-vendor global teams like business analysts, front end developers and testers.
* Worked closely with ADBA, Problem Management Team and other Development Team identifying errors and exceptions and to clarify the same update scripts as well as resolve defects creating trouble tickets.

**Professional Experience:**

**Infosys Ltd | Pune**

**Application development and support**

**Project name- Northern Trust**

**Duration- Dec 2019 till current date**

* Cash 4 is a banking application which deals with Northern trust client.
* Working as an application development and support for Critical and Non-Critical application .
* Automated and orchestrated the deployment of various Microservices using docker, Kubernetes, Git, Jenkins.
* Analysed logs/events of pods for RCA of issue and worked closely with developers to resolve issues.
* All activity are ticketed and tracked in ticketing system like SNOW.
* Adapt in shell scripting and automation of day to day activities such as disk space issues, file transfer.
* Hosting Weekly Status call with all stake holders for future plans as well as pending issues.
* Refine and automate regular processes, track issues and update the documents accordingly

**Tech Mahindra** | Pune

**Application Production Support**

**Project Name-** AT&T

**Duration- Oct-2016 to Nov 2019**

* OCE is a middle ware application responsible for order processing and shipment services of AT&T mobility.
* Identifying the issues based on errors with high volumes and impacting key business flows. Come up with detailed analysis and recommendations.
* All activity are ticketed and tracked in ticketing system like Itrack. .
* Monitor and maintain prod health of microservices on daily basis.
* Build on-premises servers/infrastructure to support new enhancements /increased traffic.
* Worked closely with business, development and other teams, assisting in overall support while providing rapid problem resolution to meet service level agreements (SLAs).
* Implementing infrastructure/application health monitoring tools, such as Nagios/Introscope/Splunk/.
* Drive the outage calls, enumerate the incident details, ensuring minimum downtime to the applications, coordinating with various teams and sending the cumulative status report to the teams across.

**Technical Skills:**

* Devops Skills: Docker, Kubernetes, Weblogic, Linux, Webservers , Jenkins,
* Application Tools: Putty Application/System Monitoring, Incident Management, Introscope, Splunk
* Programming: Linux, Shell Scripting
* Operating Systems: UNIX/Linux operating system, Windows

**Personal Information:**

**Name**

**Nikita Gautam**

**Father’s Name**

**Mr. A.k Gautam**

**Date Of Birth**

**29/06/1995**

**Email**

**Nikitagautam2895@gmail.com**

**Gender**

**Female**

**Language Known**

**Hindi and English**

**Permanent Address**

**D401, Maxima society,wakad,pune**

**Achievements :**

* Rewarded with BRAVO and PAT ON THE BACK awards in two consecutive Quarters for best practices guiding team and contributing effectively towards achieving the Targets.