

Arsh Sharma

E: arshsharma96@yahoo.com | M: [+1 \(778\) 988-3301](tel:+17789883301) | LinkedIn: [/in/arshsharma](https://in.linkedin.com/in/arshsharma) | GitHub: [arshsharma96](https://github.com/arshsharma96)

TECHNICAL SKILLS

- Programming Languages: Python, Java, SQL, KQL, PHP, JavaScript
- Frameworks: Flask, React
- Scripting: Bash, Python
- Platforms: Linux (RedHat, Ubuntu), MacOS
- DevOps Tools: Git, GitHub, Docker, Ansible, Jenkins
- Database: PostgreSQL, MySQL, Oracle
- Application Software: Kibana, Elasticsearch, AppDynamics, ServiceNow
- Agile Tools: Jira

EDUCATION

Douglas College

Post Baccalaureate Diploma, Computing & Information System

New Westminster, BC

Dec 2022

- Specialization in Emerging Technologies and web technologies
- Worked as a Peer Tutor at the Learning Centre and Student Teaching Assistant for CSIS Department
- Employed as private tutor by Varsity Tutors for programming courses in Java, Python, Linux, C, C++, SQL, MS Access
- Guided 100+ students in computer languages, data structures and algorithms

Guru Nanak Dev University

Bachelor of Technology, Electronics & Communications

Amritsar, Punjab, India

May 2017

- Specialization in Digital Communication
- Headed departmental organization named Electronics Student Forum as Convener with more than 50 members
- Organised and handled Blood Connect NGO Amritsar City activities as City President

EXPERIENCE

Capgemini India Private Limited

Pune, Maharashtra, India

DevOps Engineer

July 2020 – Dec 2021

- Designed dashboards in Kibana & AppDynamics which helped reduced the BAU activity by 30% and MTTR by 84%.
- Implemented automated reports using Kibana advanced watcher saving 2 hours of BAU each day
- Developed bash scripts for detailed incident analysis reporting improving BRR by 40%
- Proposed & implemented automation solutions to clients using Python leading to 15% reduction in delivery time
- Built and deployed Ansible Playbooks for change validations reducing the deployment time by 20%.

Production Support Specialist

Jun 2017 – Jun 2020

- Maintained 99.5% availability SLA for all the Apple, Samsung and Google E-Wallets
- Drove reduction & implementation time for change by 30% by streamlining SOPs and standardizing methodologies
- Monitored application health in real time using AppDynamics, Kibana, Splunk and Java application logs
- Effectively communicated with the client to understand business requirements and address customer needs
- Created and executed SQL, bash and python scripts for client reports, incident analysis and application changes.
- Spearheaded knowledge sharing sessions on applications, monitoring tools and Linux
- Collaborated with various team for implementing successful changes and resolve outages

HONORS & AWARDS

- Awarded Best Team in Capgemini Discover Project for performance and timely delivery to the client
- Achieved the honour of Star of the Month within the Capgemini India organization
- The client rewarded with Global Resources Exceptional Achievement Tribute Award for exceptional deliveries