### Experience



A Simran Mary

Production Support

# Objective

Aiming to become part of an established organization as a Production Support Analyst who is highly organized, analytical and detail-oriented.

## Technologies

Sql, Splunk, Dynatrace, Ignite, Toad, Service Now

Awards and Recognition

Published a Research Paper in the International Journal of Computer & Mathematical Sciences, IJCMS, ISSN 2347-8527, Volume 7, Issue2, February 2018.

## Details

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#### Tata Consultancy Services

##### March 2020 – Till Date

**Role: - Site Reliability Engineering**

Site Reliability Engineer involves the implementation of strategies that increase system reliability and performance through on-call rotation and process optimization. It also adds automation for improved collaborative response in real-time, besides updating documentation, runbook tools, and modules to ready teams for incidents.

**Responsibilities:**

* Implemented and Supported services through activities such as monitoring availability (Splunk, Dynatrace and big panda), system health and incident response.
* Support and improve upon existing high-availability solutions.
* Improve system performance, application delivery and efficiency through automation, process refinement.
* Engage in communication across all areas of the project.
* Troubleshooting and monitoring production system to ensure the highest uptimes are maintained.

##### September 2018 – Till March 2020

**Role: - Power BI Analyst**

My job primarily involves responsibility to transform raw data into relevant insights via interactive and simple-to-understand dashboards and reports. I’ve been closely working with the client and the stakeholders in keeping the data at check and to report & resolve any concerns if any breach in data is found.

The work revolving around my project is extremely important to keep the product running with the best quality data which gives me more of an enthusiasm to work efficiently and justify my being in the project.

**Responsibilities:**

* Generate extract data from Bl databases to support dive deep activities.
* Prioritize, optimize and deliver timely updates for metrics.
* Automate reports and tools with a combination of SQL, Excel.
* Partner with stakeholders to understand business challenges and provide data analysis to help drive projects.
* Uncover trends and correlations through data mining and analysis to develop insights that can improve the business and help make effective decisions.
* Building dashboards and tools that will allow our team and cross-functional partners to self-service their data needs whenever possible.

### Education

### MSC in Computer Science - St. Francis College For women - 2018

### BSC Computers Electronics - St. Francis Degree College - 2016

### 12thSri Chaitanya Junior College - Board of Intermediate - 2013

### 10thSt. Francis Girls High School - SSC – 2011

### Strengths

* Ability to learn/use a wide variety of open-source technologies and tools.
* A strong bias for action and ownership.
* Problem solving skills.
* Good knowledge in Microsoft Office (Word, Excel, Outlook, etc.)
* Strong organizational skills along with the ability to meet deadlines under any circumstances.
* Possess strong written and oral communication skill.
* Strong decision-making skills.