

# SHIVAM GANGWAR

Technical Solution Engineer — 2+ Years Experience

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## Profile Summary

Technical Solution Engineer with hands-on experience in managing production-grade environments at Ericsson. Skilled in server administration, troubleshooting ENM and ENIQ platforms, and optimizing system performance for large-scale telecom clients. Experienced with Kubernetes-based deployments, Docker containerization, and resolving distributed system issues across customer infrastructures.

## Experience

<b>Technical Solution Engineer</b>	<b>Feb 2024 – Present</b>
<i>Ericsson</i>	<i>Noida, Uttar Pradesh</i>

- Managed and supported production-grade ENM and ENIQ environments for large telecom clients such as RJIO, ensuring high system availability.
- Performed end-to-end troubleshooting of distributed systems deployed on Kubernetes clusters, resolving node, pod, and service-level issues.
- Enhanced system performance through proactive monitoring, root-cause analysis, and automation of routine cluster and server operations.
- Handled global L3 escalations, collaborating with Customer Units to ensure high availability and performance of customer production servers.

## Projects

### Multi-Service Web Application with Docker Containerization | *Python, Flask, Node.js/Express, Docker Compose*

- Developed a microservices-based application with Node.js/Express frontend and Flask backend communicating over REST APIs.
- Containerized all services using Docker and orchestrated them using Docker Compose.
- Built and pushed Docker images to Docker Hub and maintained version control using GitHub.

### CI/CD Pipeline Implementation using Jenkins | *Jenkins, Docker, AWS EC2*

- Implemented a CI/CD pipeline using Jenkins Declarative Pipeline for automated builds and deployments.
- Integrated GitHub for SCM automation; triggered builds on code commits.
- Automated Docker image builds, version tagging, and deployment on AWS EC2.
- Used Docker Compose for service lifecycle management and orchestration.

## Technical Skills

**Programming:** Python

**Databases:** MySQL, MongoDB, PostgreSQL

**DevOps:** Jenkins, Docker, Kubernetes, Ansible, Terraform, Git/GitHub

**Cloud:** AWS

## Education

### National Institute of Technology, Hamirpur

2019 – 2023

*B.Tech in Electrical Engineering*

CGPA: 8.14

## Trainings & Certifications

### Instructor-Led Training

Nov 2025

*Kubernetes and Helm*

### Instructor-Led Training

Nov 2023

*RedHat RHEL RHCSA Rapid Track (RH199)*

### CloudTrain DevOps Associate

Dec 2025