

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

Technical Solution Engineer

Feb 2024 – Present

Ericsson

Noida, Uttar Pradesh

- 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