

SHIVAM GANGWAR

Technical Solution Engineer - 2+ years

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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 (Ericsson Network Manager) and ENIQ (Ericsson NetworkIQ) platforms, and optimizing system performance for large-scale customers Globally. Experienced in working with Kubernetes-based deployments and Docker containerization as part of customer infrastructure, ensuring reliable operations and effective issue resolution across distributed systems.

Experience

Technical Solution Engineer, Ericsson

Feb 2024 – Current

Ericsson

Noida, Uttar Pradesh

- Managed and supported production-grade ENM (Ericsson Network Manager) and ENIQ (Ericsson NetworkIQ) environments for large telecom clients like RJIO, ensuring high system availability and performance.
- Performed end-to-end troubleshooting of distributed systems deployed on Kubernetes clusters, resolving node, pod, and service-level issues within customer-managed infra.
- Improved system efficiency through proactive monitoring, root-cause analysis, and automation of routine operational tasks across server and cluster environments.
- As a L3 Global Engineer(GE), I have handled critical troubleshooting, collaborated with Customer Units (CU) teams to resolve complex issues and helped ensure High Availability(HA) and performance of Customer servers.

Projects

Multi-Service Web Application with Docker Containerization | *Python, Flask, Node.js and Express.js, Docker compose*

- * Designed and developed a full-stack microservices application with a Node.js/Express frontend and a Python/Flask backend, communicating through REST APIs.
- * Containerized all services using Docker, created individual Dockerfiles, and orchestrated the complete multi-service architecture using Docker Compose.
- * Deployed and tested the application end-to-end, published images to Docker Hub, and managed the complete project using GitHub for version control. .

Technical Skills

Programming Language: Python

Database: MySQL, MongoDB, PostgreSQL

DevOps: Jenkins, Docker, Kubernetes, Ansible, Terraform, Git and Github

Cloud Platforms: AWS

Education

National Institute of Technology, Hamirpur H.P

July. 2019 – July 2023

B. Tech In Electrical Engineering

CGPA: 8.14

Trainings

Instructor Led Training

November 2025

Kubernetes and Helm

Instructor Led Training

November 2023

RedHat RHEL RHCSA Rapid Track (RH199)