

## Contact

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## Top Skills

JSON

automation scripting

AI Integration

## Languages

English (Full Professional)

Hindi (Professional Working)

Tamil (Full Professional)

## Honors-Awards

First Ball Sixer Award

Above & Beyond Best Engineer Award

# Shiak Khalifa B

Senior NOC Engineer at Freshworks | SaaS | AI & Automation | AWS | Grafana | PromQL | JavaScript | N8N | Flowise | MySQL | Training AI Models

Chennai, Tamil Nadu, India

## Summary

Experienced Senior NOC Engineer at Freshworks, specializing in SaaS and AI-driven automation solutions.

With a strong background in monitoring AWS infrastructure, implementing incident automation, and integrating AI technologies, I strive to optimize operational efficiency and enhance user experiences.

Skilled in JavaScript, N8N, Flowise, JSON and Azure AI, I have a passion for leveraging technology to streamline processes and drive innovation.

Recognized with the Above & Beyond Best Engineer Award for contributions to automation projects.

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## Experience

### Freshworks

3 years 1 month

#### Senior Noc engineer

October 2023 - Present (1 year 5 months)

Built Version 3 of Incident Automation integrating AI for dynamic Slack form functionality.

Implemented AI for sentence rephrasing and grammar correction using JS, N8N, Flowise, and Azure AI.

Automated content posting to Slack channels for product teams and stakeholders.

Generated AI-driven timelines for incident resolution, reducing manual work from 15 minutes to 3 minutes.

Developing AI RAG module for first-level NOC tasks and automation scenarios.

Awards & Recognition: Above & Beyond Best Engineer Award for contributions to automation and AI implementation.

## Noc Engineer

February 2022 - Present (3 years 1 month)

Tamil Nadu, India

Monitoring AWS Infra and Application Alerts.

Tools Used: Freshservice, Prometheus, Grafana, Kibana.

### Key Tasks:

Monitoring AWS infra and application alerts.

Log analysis using Prometheus, Grafana, and Kibana.

### Automations:

Auto-posting alerts to Slack channels.

### Linux troubleshooting:

Restarting services.

Clearing disk space.

Logging into clusters.

Booting additional pods.

Deleting pods.

Monitoring spam requests, troubleshooting, and validating user and account information.

### Incident Automation

#### Responsibilities:

Handling incident outages, initiating and driving bridge calls.

Assisting on-call teams by connecting with multiple teams (SRE, Product, DB) to resolve issues promptly.

Updating status pages for customers.

Broadcasting information to stakeholders via Slack.

### Projects

#### First-Level Incident Automation:

Posted incident info to stakeholders via Slack using N8N, JavaScript, and MySQL.

#### End-to-End Incident Automation (Version 2):

Built a single dynamic interactive Slack form using JS and N8N for multiple product status pages, stakeholder notifications, and internal tracking.

Reduced manual intervention, consolidating the work of three engineers into one and decreasing response time from 20 minutes to 7 minutes.

Added modules: Update Info Form, Edit Specific Post Form, Edit Overall Post Form, Resolve Info Form, Delete Current Post Form, Delete Overall Post Form.

#### Awards & Recognition:

First Ball Sixer Award: Awarded within the first six months for significant contributions to automation projects

#### Datazoic Inc.

##### Product Support Engineer

August 2021 - January 2022 (6 months)

Tamil Nadu, India

Database Monitoring and Maintenance: Monitored SQL databases for performance and addressed issues proactively.

Troubleshooting and Resolution: Identified and resolved SQL errors, performance issues, and data inconsistencies.

Administration: Configured databases, managed security, and optimized SQL queries for efficiency.

Customer Support: Provided technical support, documented solutions, and conducted user training.

Collaboration: Worked with cross-functional teams on projects and continuous improvement of database operations.

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## Education

#### Dr MGR Educational and Research Institute

Bachelor of Science - BSC, Computer Science · (2017 - 2020)