

Md Shahnawaz Momin

Production Support Engineer | Airflow | SQL | Hadoop | Azure | Incident & SLA Management

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Professional Summary

Results-driven Production Support Engineer with 4+ years of experience supporting enterprise healthcare analytics and Big Data platforms in 24x7 SLA-driven environments. Expertise in L2 incident management, Apache Airflow pipeline monitoring, SQL/Hive data validation, Linux log analysis, and root cause analysis (RCA). Hands-on experience in support automation, SLA monitoring, incident trend analysis, and proactive alerting using Python-based solutions to improve MTTR and production stability.

Technical Skills

Production Support: Incident, Problem & Change Management | RCA | SLA | MTTR | Runbooks | Monitoring & Alerting

Big Data & ETL: Hadoop (HDFS, Hive, YARN, Impala) | Apache Airflow | PySpark | Cloudera

Databases & Querying: SQL | Hive | Data Validation | Performance Troubleshooting

Cloud & Monitoring: Azure Monitoring | AWS (EC2, S3, Redshift)

Tools & Scripting: ServiceNow | Jira | Linux CLI | Python Basics | Shell | Power BI

Professional Experience

IQVIA India Pvt. Ltd., Bengaluru — Production / Product Support Analyst (Mar 2022 – Apr 2025)

- Resolved 40–60 production incidents per month via ServiceNow and Jira with 100% SLA compliance.
- Monitored and recovered 100+ Apache Airflow ETL jobs weekly, ensuring uninterrupted healthcare reporting.
- Performed root cause analysis on recurring failures, reducing repeat incidents and improving stability.
- Executed SQL/Hive validation across large healthcare datasets to maintain reporting accuracy.
- Conducted Linux and Hadoop log analysis for real-time backend troubleshooting.
- Received Impact Award for excellence in ETL monitoring and production stability improvement.

DVS Solutions, Bengaluru — Big Data Support Intern (Feb 2021 – Jan 2022)

- Implemented an end-to-end Big Data pipeline to import MySQL sales data into HDFS using Sqoop.
- Created Hive external tables on HDFS data and executed analytical SQL queries for business reporting.
- Generated insights including total revenue, product-wise sales, and top customers, demonstrating hands-on experience with Hadoop, Hive, HDFS, and Sqoop.

Industry Project Experience

Real-Time ETL Monitoring & Alerting System

- Built automated monitoring for Apache Airflow ETL pipelines using Python, SQL incident logging, and email alerts.
- Implemented failure detection and SLA breach alerting to reduce manual monitoring effort and improve response time.
- Enabled historical incident tracking for RCA and developed Power BI dashboard for SLA and MTTR trends.

Automated SLA Breach & Incident Trend Analyzer

- Developed a Python-based analytics solution to monitor SLA compliance, MTTR, and incident trends from ticket data.
- Generated automated reports, visual trend charts, and email alerts for SLA violations.
- Identified repeat failure patterns, improving operational visibility and root cause resolution efficiency.

Professional Development (2025 – Present)

- Building Production Support automation solutions using Python and Airflow.
- Practicing advanced SQL troubleshooting and performance analysis.
- Learning dashboarding, monitoring and observability concepts (Power bi /Grafana / Splunk fundamentals).

Education & Certifications

- Bachelor of Engineering (Mechanical Engineering) — VTU, 2020 | 7.5 SGPA
- Power BI Certification — Intellipaat – May 2025-jan 2026
- Azure Databricks Certification — Microsoft Learn