

## 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 24×7 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