**Nikhil Ganapuram** Infra Analyst

[nikhilnetha124@gmail.com](mailto:nikhilnetha124@gmail.com) Hyderabad, India

# www.linkedin.com/in/nikhil-ganapuram-7a5949221

# PROFILE

• Experienced IT professional with over a 2.5 years of expertise, specialising in Cloud, and DevOps and Systems Administration.

• Proficient in implementing multiple monitoring, observability and logging solutions.

• Strong analytical skills, effective communicator, and dedicated team player, Incident management and troubleshooting.

# SKILLS

**Container Orchestration**

Kubernetes, GKE

**Cloud**

Google Cloud Platform (GCP), Azure

**Incident Management**

Service Now

**Scripting**

Shell Scripting, Python

**Nginx**

Webserver, Reverse proxy

**Container Technology**

Docker, containerd, Podman, Buildah

**Infrastructure as Code (IAC)**

Terraform

**CICD**

Jenkins

**Logging tools**

GCP Stackdriver

**Databases**

MS SQL Server

**Frameworks**

ITIL, Agile

# CERTIFICATIONS

Associate Cloud Engineer (GCP)

Advanced Bash Scripting

# PROFESSIONAL EXPERIENCE

2022/04 – present **AIG (American multinational insurance corporation)**

Hyderabad

Created in • **ShellScripting** (crons) to monitor various system functionality.

**ITIL**•  framework of support using Service Nowticketing tools.

Regular maintenance of Weekly grid servers reboot process, calc central•  bouncing and critical feed backups

**Incident management** handling priority incidents and paging multiple teams on requirement.

Troubleshoot system issues disk space, cpu issues, memory issues and other• business applications and services in Windows servers.

Troubleshooting application issues based on logs, system events and escalate to necessary teams.

Regular reports generation using SQL queries in production EOD/SOD batch•  job.

Weekly & Monthly ticket & effort tracking with JIRA tickets to analyze and•  segregate the repeating issues and work on a permanent fix with Dev.)•  through regular upload of any updates received.

|  |  |
| --- | --- |
| **EDUCATION** |  |
| 2021  Hyderabad | **Bachelor of commerce (B. Com) In Computers**  Osmania university |

# LANGUAGES

* English
* Telugu
* Hindi