

# Nikki Rani

## Site Reliability Engineer



R6 A1202, Life Republic, Marunji,  
Pune, Maharashtra, 411057



<https://www.linkedin.com/in/nikki-rani-080508a9>



7903698251



nikkirani825@gmail.com

### Professional Summary

Accomplished consultant with demonstrated ability to **challenging assignments** and create effective technical solutions applicable to **Retail** domain. Possess solid 5 years of extensive support responsibility with excellent results. **Sterling communicator**, with emphasis on building strong **client relationships**. Proficient and experienced collaborator, with valued experience.

### Career Snapshot

- Versatile professional offering **5 years** of rich experience of ITSM/ITIL best practices for complex, global IT organizations
- **Proactive** self-starter known to initiate process, System improvements to increase system stability and staff productivity.
- Excellent **communication and analytical skills** and competent to consistently provide solution to complex business problems and deliver under pressure situations.
- Currently working on Enterprise project for prestigious **McDonald's Cooperation** client at **Cap Gemini India Pvt. Ltd .**, Pune
- Expertise knowledge of **Change Management and ITIL processes**.
- Proficient in framing information technology strategies to assist with future need and managing operating systems such as **Linux & Windows** Server.
- Ability to automate daily monitoring reports with the help of **Shell scripting** and a fast learner of new technologies to apply them for automation as and when required.



### Skills



Team Building and Leadership.



Very Good



Teamwork mindset



Excellent



Flexibility



Very Good



Creative and Problem Solving



Very Good



Customer service



Excellent

2015 - Current



## Computing Proficiency

**Operating System** : Linux, Windows Server

**Environment** : AWS Cloud Environment

**Database** : SQL Server

**Scripting Languages** : Linux Shell Scripting,

**Ticketing Tool** : ServiceNow, JIRA,



## Work History

### Consultant

*Capgemini India Pvt. LTD., Pune, MH*

- McDonald's is one of the biggest Retail clients.
- Nature of the project is to provide support for all production & non-production web-based application across the global.
- Trouble-shooting and debugging issues related to Production Servers.
- Regular housekeeping of production servers launched on **ec2**.
- Uploading images on **S3**.
- **Deployment** of code in **agile** methodology.
- Working on functional and non-functional **incidents** on service café raised by End User and ensuring SLA is maintained in the application.
- Working on **Service requests** raised by end users/other teams on service café.
- Raising and driving changes by ensuring proper **change management** process is followed.
- Raising **problem tickets** for frequently occurring incidents and assigning them to product team.
- Knowledge transfer to the new joiners and junior peers.
- Documenting the day to day activities in form of SOP, runbooks etc.
- job scheduling and monitoring, maintenance of the "run" book, service level agreement monitoring and maintenance, problem resolution, issue escalation and general maintenance of the production processes.



## Education

### Bachelor of Technology:Computer Science Engineering

*Dhaneswar Rath Institute of Engineering and Management Studies-  
Cuttack,Odisha*

- B. Tech (Computer Science Engineering) from Biju Patnaik University of Technology with 77%. [Year 2011-2015]
- 12th from D.A.V Public School ,Jamshedpur (JH) with 83.6% [Year 2011]
- 10th from D.A.V Public School ,Jamshedpur (JH) with 82.4% [Year 2009]

2009 - 2015



## Accomplishments

- Supervised team of 8 staff members.
- Awarded Star Performer of Team award by Capgemini.
- Awarded best Team award by Capgemini.



## Trainings

- AWS SYSOPS
- Security Awareness Training.
- Automation Engineer Practitioner Certification
- ITIL
- Linux Shell Scripting



## Personal Profile

**Name:** Nikki Rani.

**Father's name:** Mr. P.R.Roy.

**Mother's name:** Mrs. Ranju Roy.

**Gender:** Female

**Marital Status:** Married.

**Date of birth:** 12th Jul, 1993.

**Nationality:** Indian.

**Pan Number :** CACPR4308A

**Passport Number:**