Nikki Rani

Site Reliability Engineer

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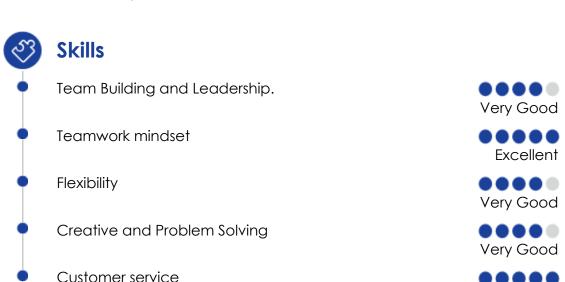
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Professional Summary

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.



Excellent



Computing Proficiency

Operating System: Linux, Windows Server **Environment**: AWS Cloud Environment

Database: SQL Server

Scripting Languages: Linux Shell Scripting,

Ticketing Tool: ServiceNow, JIRA,

2015 - Current



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.



2009 - 2015

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 Technologywith 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]



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: