

# SHIVANI SHAH

Fremont, MA

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## EDUCATION

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**MS in Computer Software Engineering**, Northeastern University Sep'22 - May'24

Relevant Coursework: Networking & Cloud Computing, Database Management, Data Structures & Algorithms

**BEng in Electronics and Communication**, Gujarat Technological University Aug'15 - Jun'19

## SKILLS

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**Languages/OS:** Python, SQL, SPL (scripting language for Splunk), Linux  
**Tools/Platforms:** AWS, Splunk, SSMS, Thruk/Nagios, GitHub  
**AWS Services:** Lambda, EC2, S3, CloudWatch, IAM, VPC, RDS, SNS  
**DevOps:** Kubernetes, Docker, Helm, Pulumi, Packer, Jenkins, Puppet, Terraform, GitHub Actions  
**Databases:** MySQL, PostgreSQL  
**Certifications:** Splunk Enterprise Certified Admin, Certified Kubernetes Admin (CKA)

## EXPERIENCE

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**Site Reliability Engineer, E3** Jun'19 - Jul'22  
Crest Data Systems *India*

- Proficiently tackled troubleshooting, resolved configuration, and data ingestion challenges, ensuring uninterrupted service for nearly **6 teams daily**
- Automated certificate expiry monitoring & alert notifications with **Python**, boosting efficiency by **30%**
- Developed dashboards which resulted in **25% reduction in manual tasks** and assisting multiple teams
- Utilized Nagios for **monitoring**, Terraform for **IaaS**, Puppet for **configuration management**, and AWS for **managing infrastructure** in **CI/CD** environment to enhance system performance and streamline processes
- Created **monitoring alerts** using **Splunk**, **AWS**, **GitLab**, **Thruk**, and **OMD** which identified vulnerabilities efficiently, saving debugging time by **20%**
- Conducted thorough prechecks and postchecks for smooth **stack migration and upgrades**
- Enabled seamless cloud operations through creating and maintaining **technical process documentation**

**Software Engineer Intern** Mar'19 - Jun'19  
Crest Data Systems *India*

- Gained practical experience in utilizing infrastructure and configuration-related tools, including Puppet, Jenkins, Terraform, and Ansible, while developing a foundational understanding of Splunk and AWS

## RELEVANT PROJECTS

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**Cloud Native Web Application** Sep'23 - Dec'23

- Developed a cloud-native web application with **RESTful API** and optimized EC2 server configurations, leading to a **30% reduction in deployment time**, and ensuring **scalability** based on traffic demands
- Orchestrated AWS deployment of the application using **EC2** and **RDS**, securing configurations and implementing **GitHub Actions** to streamline **CI/CD workflows** for a **25%** improvement in deployment efficiency
- Utilized **Pulumi** for IaC on AWS and crafted custom **AMIs with Hashicorp Packer** by developing **shell scripts** for consistent deployment, resulting in a **20%** reduction in setup time
- Enhanced system reliability by **15%** through secure configuration, DNS implementation with **Route53**, **AWS CloudWatch** logging/metrics setup, and integration of **Lambda** for automated emails and GCP cloud storage

**Airline Reservation Management System** Jun'23 - Aug'23

- Designed and implemented key components of an efficient Airline Reservation Management System, including **ERD design**, complex **SQL queries**, **DDL statement** implementation, and Power BI data visualizations