SHIVANI SHAH

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EDUCATION

MS in Information Systems, Northeastern University   Expected May'24
Relevant Coursework: Cloud Computing, Database Management, Data Structures & Algorithms

BEng in Electronics and Communication, Gujarat Technological University   2015 - 2019

SKILLS

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, Kustomize, Pulumi, Packer, Jenkins, Puppet, Terraform, CI/CD
Databases:	MySQL, PostgreSQL
Certifications:	Splunk Core Certified User, Splunk Power User, Splunk Enterprise Certified Admin

EXPERIENCE

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**
- Optimized performance by **automating tasks** with Python, Shell, and Ruby, boosting efficiency by **30%**
- Developed dashboards which resulted in **25% reduction in manual tasks** and assisting multiple teams
- Utilized Nagios for **monitoring**, Terraform for **IaaC**, 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

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 Amazon Machine Images **(AMI) with Hashicorp Packer** 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