

# Shobha Ganesh

shobhaganeshn6@gmail.com  
4807692153

DevOps/ Site Reliability Engineer with 17+years of experience with Tata Consultancy Services - facilitating agile application updates, building, scaling, and automating infrastructures.

## Skills

### Frontend Development

#### 1. HTML5/CSS3 Proficiency

- Skilled in creating semantic and accessible HTML structures.
- Experienced in using modern CSS techniques, including Flexbox and Grid Layout.

#### 2. JavaScript Expertise

- Proficient in ES6+ features (e.g., arrow functions, async/await).
- Strong understanding of the Document Object Model (DOM) and event handling.

#### 3. React Development

- Experienced in building single-page applications using React.
- Familiar with React Hooks.

### Backend Development

#### 4. Node.js Proficiency

- Skilled in building RESTful APIs and web services using Express.js.
- Experience in asynchronous programming and using middleware.

#### 5. Database Management

- Proficient in ES6+ features (e.g., arrow functions, async/await).
- Experienced in NoSQL database management using MongoDB, including schema design and aggregation frameworks.

### Full-Stack Development

#### 6. Full-Stack Application Development

- Capable of developing full-stack applications, integrating frontend and backend technologies seamlessly.
- Experienced in deploying applications using cloud platforms (e.g., Render, Netlify).

### Version Control and Collaboration

#### 7. Version Control with Git

- Proficient in using Git for version control, including branching, merging, and pull requests.
- Experienced in collaborative workflows using GitHub.

### Testing and Debugging

#### 8. Testing Frameworks

- Familiar with testing libraries like Jest for unit testing JavaScript applications.
- Experience in debugging and troubleshooting code in development environment.

### Other Skills

#### 9. Responsive Web Design

- Skilled in creating responsive designs that work across various devices and screen sizes..
- Experience in using libraries like Bootstrap, Chakra UI to reach responsiveness.

#### 10. Performance Optimization

- Experienced in optimizing web applications for performance and speed, including modularization.

## Career Profile

Project	Genesys Voice SRE [[AMEX]
Period	Since March 2022
Description	Genesys is a part of American Express Technologies (AMEX) framework that provides contact center solutions to mid sized and large businesses. Designs the complete call flow between the Agents and Customers for call handling.
Role	SRE/ Devops Engineer
Responsibilities	<ul style="list-style-type: none"> <li>✓ Monitoring issues with Config Server, SCS, Messaging Server, Interaction Server and its connectivity with GA/GAX, Servers Disk/Space and Consumption.</li> <li>✓ Working on issues WDE/ GAAP VR and WFM and Ask Amex applications. Also working on issues with Pulse/GI2, Speech miner.</li> <li>✓ Providing GA/GAX, WFM access to Agent and Team leads..</li> <li>✓ Involved in Proactive Issue Resolution and Driving the Issue resolution calls to ensure business is BAU. Perform Root Cause Analysis and design and deliver solutions</li> <li>✓ Joining High Severity Issue calls and MIMs. Driving the bridge to collect every detail from business and CCPs to help in issue resolution. Engage various teams needed and co-ordinate between the teams for faster resolution.</li> <li>✓ Participation in on-call rotation, triaging and addressing production issues</li> <li>✓ Opening Problem ticket and Jira card for repetitive issues and working on finding a permanent resolution.</li> <li>✓ Performing Postmortem analysis of the issue and validating with business.</li> <li>✓ Working with CCPs on WebEx to resolve the tickets opened for various WDE issues like Outbound/Inbound call drops</li> <li>✓ Have used agile tools like Confluence, Jira for tracking user stories and backlogs.</li> <li>✓ Have also used observability Tools (i.e., Splunk, Grafana, etc.) for managing reports, lookup tables, summary indexes Splunk Dashboards, reports, lookup tables, and summary indexes.</li> <li>✓ Have also worked on scripting languages such as PowerShell, JavaScript for Monitoring Alerts. Monitoring of Splunk Alerts</li> </ul>

Project	Global Voice Utility – Dialer [AMEX]
Period	Since December 2015

Description	<p>Global Voice Utility group is a part of American Express Technologies (AMEX) and its Primary location is in Phoenix, AZ, USA. Predictive Dialer (application) is a piece of equipment which dials out the calls to customers and our responsibility there is to provide the complete support on the application of Voice Architecture. A vast majority of the outbound calling is in support of our credit collection efforts, a large number of calls are also made for marketing purposes to promote brand loyalty, such as a "welcome to American Express" call. GVU is involved in developing an end-to-end solution for dialer application development and enhancements. GVU also works on developing an automation process to ensure better availability of the dialer system.</p>
Role	Site Reliability Engineer
Responsibilities	<ul style="list-style-type: none"> <li>✓ Administration and Troubleshooting of Aspect Dialer 6.5.1 and 7.2 and 7.3</li> <li>✓ Implementing various changes on Unified IP, Advanced List Managements and also on Databases for Outbound and Inbound Dialing</li> <li>✓ Setting up Outbound and Inbound campaigns. Managing and monitoring the records for Agents to call customers. Managing the dial to agent ratio for various dialing methods [Predictive, Preview and Automatic dialing].</li> <li>✓ Creating UCC/ Outbound and logins/setup for Agents and business.</li> <li>✓ Develop custom application for pro-active monitoring</li> <li>✓ Effectively monitor the dialer 7.3 system and make sure the complete Inbound and Outbound call flow happens without any issues by placing test calls</li> <li>✓ Worked with Application/infrastructure support to ensure smooth migration to new system and ensured necessary monitoring tools in place for their support.</li> <li>✓ Administered DST, time of day, related scripts. Start of Day scripts, Download CPUload Scripts</li> <li>✓ Developed various new scripts for alerts and administrated the existing scripts</li> <li>✓ Configure Extensions, Vector Directory Numbers, Hunt Groups to have smooth Inbound calls</li> <li>✓ Implementing and coordinating during Avaya Enablement Services upgrades and resolving issues related to inbound jointly.</li> <li>✓ Developed various new test setups on Advanced List management for dialing out various markets</li> <li>✓ Created and maintained custom database SQL tables, external databases lookups</li> <li>✓ Managing and being responsible for patching related activities, Service Id password renewal activity and Certificate updates.</li> </ul>

Project	<b>Credit Servicing Platform [AMEX]</b>
Period	Jan 2014 to Feb 2015
Role	Technical Analyst
Responsibilities	<ul style="list-style-type: none"> <li>✓ Communicating process changes, enhancements, and modifications to the team. Work on production issues and incidents. Communicating process</li> </ul>

	<p>changes, enhancements, and modifications to the team. Work on production issues and incidents. Conducted analysis, requirements study and bug fixing.</p> <ul style="list-style-type: none"> <li>✓ Providing support during production release doing health check of servers.</li> <li>✓ Sending INS for Severity 1 tickets.</li> <li>✓ Keeping track of Issues on a daily basis and reporting onsite.</li> <li>✓ Manage team activities.</li> <li>✓ Raising of CRs as per client request.</li> <li>✓ Involved In Walkthroughs, Functional And Technical Discussions.</li> </ul>
--	---

Project	<b>Equinix</b>
Period	Jan 2013 to Jan 2014
Description	ECP is a web portal enabling customers to conduct business with Equinix worldwide. Ecp have the following modules - User Management, Services, My Account and Support. Service Request, Schedule Request and Lead Gen Request are the subdivisions of Services, which contributes to major revenue generation. Products can be categorized in to Billable and Non Billable. Cross Connect, Extended Cross Connect and Smart Hands are categorized in to Billable products. Inbound/Outbound Shipment, Conference Room, Work Visit, Access Enrollment/Removal and Trouble ticket are categorized as Non Billable.
Role	Technical Analyst
Responsibilities	<ul style="list-style-type: none"> <li>✓ Conducted analysis, requirements study and development according to the use cases, taking ownership of the features.</li> <li>✓ Manage team activities (Code Review, Bug fixing)</li> <li>✓ Raising of CRs as per client request.</li> <li>✓ Involved In Functional And Technical Discussions.</li> <li>✓ Understanding functional requirements and providing solutions to fix bugs.</li> <li>✓ Object-oriented analysis. Testing, verification and validation techniques.</li> <li>✓ Creation of the Business Requirements Document – BRD.</li> <li>✓ Administrative and reporting abilities. Knowledge of business processes.</li> <li>✓ Ability to have a business-oriented vision.</li> </ul>

Project	Tata Sky Applications Support
Period	June 2007 to Aug 2011
Description	<p>TATA SKY LTD. is a joint venture between Tata Group of companies and Star TV aiming at providing Direct to Home (DTH) television service through its state of the art technology. This project included Application Development as well as integration of heterogeneous systems like Siebel (CRM), Kenan (Billing System), VMS (Voucher Management System) and SCMS (Subscriber Card Management System), Portal, SMS and IVR to function together in an efficient and transparent and seamless manner.</p> <p>Tata Sky customers opt their packages through SMS. They also have an option to Drop the same through SMS. When the request for Drop comes from customer, it</p>

	hits Jboss through IMI and then the WAS Server. There are various validations like Subscriber ID, Package Order Date and Balance of the customer happening in EAI. After these validations the Package is dropped.
Role	Technical Analyst
Responsibilities	<ul style="list-style-type: none"> <li>✓ Have worked on skills like Servlets 2.2, Web Service, Jboss 4.2, Struts</li> <li>✓ Requirements analysis, design, construction, product configuration/customization, testing, system integration and implementation</li> <li>✓ Billing System- Kenan/FX implementation and customization</li> <li>✓ Provisioning SCMS supply, installation &amp; implementation</li> <li>✓ Customer Relationship Management (CRM) Siebel implementation and customization</li> <li>✓ Enterprise Resource Planning (ERP) systems SAP implementation and customization</li> <li>✓ Expertise in prepare Integration Test Plan which was used by functional team as well as development team. Actively participated in data modeling and business modeling.</li> <li>✓ In-depth knowledge of Software Development Life Cycle (SDLC) methodologies</li> <li>✓ Expertise in writing and implementing Test scenarios, Test cases, System testing, Regression testing and maintaining Traceability Matrices for baseline documents.</li> <li>✓ Experience in creating Seminars</li> <li>✓ Conducted the project meetings successfully by coordinating all users, technical staff and support personnel</li> <li>✓ Participate in different business operations</li> <li>✓ Assist in accomplishing production release with high quality &amp; maximum efficiency.</li> <li>✓ Provide best customer service. Review the Business needs &amp; system requirements.</li> <li>✓ Document the entire business process</li> <li>✓ Coordinate with top management in understanding different process plans, business process, and functionality in depth</li> <li>✓ Work on production issues as incidents. Performing User acceptance test immediately after every build.</li> <li>✓ Review the application structure and database design with development and testing teams.</li> <li>✓ Review the High Level Design Document [HLD] and Application Design</li> <li>✓ Completing all the QPR work [Defect sheets, HLD,E2E data mapping, baseline approvals, Release notes etc.].</li> <li>✓ Provide the support to development by reviewing the Application Design document and testing team by reviewing the Test Cases during development and testing phase.</li> </ul>

### **Education**

Bachelor of Engineering with specialisation in Electronics and Communication from MVJ College of Engineering, VTU, Bangalore 2006

## **Technical Skills**

Operating Systems : Win 98/2000/XP, Linux /UNIX  
Technology : PL/SQL, Power shell scripting,  
Tools : UCC, Unified Resource Manager, Unified Director,  
UCCReal Time Reporting, Eclipse 3.0, Server Configurator,  
Citrix, Service now, Splunk, Dynatrace, Grafana,  
Application : Aspect Unified IP and ALM Dialer, CME, GA, GAX, WFM. Genesys.

## **External Certifications:**

Certified JavaScript Developer Certification  
ITIL 2011 Foundation Certificate in IT Service Management Certification  
Sun Certified Java Programmer (SCJP) SE 5

## **Personal Details**

**Date of Birth** May 4 1983  
**Sex** Female  
**Nationality** Indian  
**Marital Status** Married  
**Location** Phoenix, United States.  
**Visa Type** H1