

# SHAIKH SHAHNOOR

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## SUMMARY:

A dedicated Server Monitoring and Operations Specialist with two years of professional experience at Reliance Industries. Skilled in maintaining server uptime, process stability, and real-time monitoring. Passionate about leveraging technical expertise and automation to enhance system performance and ensure operational excellence.

## SKILLS:

- Monitoring Tools: Grafana, AppDynamics
- Containerization and Orchestration: Kubernetes
- Virtualization: VMware
- Technical Support: Remote Monitoring, Troubleshooting, Service Desk
- Operations: Real-time Monitoring, Alert Management, Reporting, and Documentation
- Soft Skills: Team Collaboration, Knowledge Sharing, Night Shift Management
- Automation: Automating Repetitive Tasks

## EXPERIENCE:

### Server Monitoring and Operations · Full-time (Jan 2024 – Jan 2026)

#### Reliance Industries Limited

- Monitored and maintained 200+ production servers and business-critical applications (NGO Portal, I-Business, Suvidha, APIs, and Kubernetes clusters) using Grafana and AppDynamics, ensuring 99.98% uptime and system stability.
- Proactively analyzed real-time alerts to detect anomalies and performance degradation, achieving a 20–25% reduction in mean time to resolution (MTTR).
- Optimized alert configurations and escalation workflows, decreasing false positives by 30% and improving on-call efficiency.
- Automated recurring operational checks and reporting tasks with shell/Python scripts, saving ~2 hours per shift and minimizing manual intervention. Performed night shift activities with a focus on operational excellence and seamless handovers.
- Performed night shift monitoring across multiple environments, ensuring smooth handovers and zero downtime during transitions. Collaborated with cross-functional teams to enhance system performance and technical growth.
- Collaborated with DevOps and database teams to resolve infrastructure-level incidents, contributing to improved system reliability and SLA compliance.
- Authored detailed incident reports and documentation, improving team knowledge sharing and onboarding efficiency for new analysts.

## PROJECTS:

### [LINK] BLOG APPLICATION:

- Backend: Spring (Core, MVC, JDBC), MySQL
- Frontend: HTML5, CSS3, JavaScript, Bootstrap
- Developed a blog platform allowing users to view, add, and edit posts with a focus on seamless navigation and content interaction.

### [LINK] E-NOTES:

- Backend: Servlet, JSP, MySQL
- Frontend: HTML5, CSS3, Bootstrap
- Designed a note management application enabling users to create, store, and manage their notes efficiently.

### [LINK] STUDENT MANAGEMENT SYSTEM:

- Backend: Servlet, JSP, MySQL
- Frontend: HTML5, CSS3
- Built a system to manage student records, streamlining data entry and retrieval processes.

### [LINK] STUDENT MANAGEMENT SYSTEM:

- Frontend: HTML5, CSS3, JavaScript
- Created a personal portfolio website showcasing projects, skills, and contact information.

## EDUCATION:

Bachelor of science, major in Information technology

University of Mumbai | 2020 - 2023

CGPA - 8.5

## CERTIFICATION:

Completed a 4-month **Java Full Stack** course at Anudip Foundation. (Mumbai)