SHAJAHAN D

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**Profile**

IT professional with 8+ years of experience in software engineering, full-stack Python development, DevOps, and cloud-native architectures. Proven record of leading teams, architecting scalable systems, and delivering innovative AI/ML and automation solutions for enterprise clients. Experienced in developing Agentic AI solutions with production-ready, enterprise-grade architectures.

**Key Skills**

* Full-Stack Development: Python (FastAPI, Django, Flask), React, JavaScript, REST APIs, Microservices
* Architect and implement CI/CD pipelines to streamline build, test, and deployment processes.
* Ensure seamless deployment and scalability of applications through containerization tools (e.g., Docker) and orchestration platforms (e.g., Kubernetes).
* DevOps & Cloud: AWS, Azure, GitLab CI/CD,Docker, Kubernetes, Terraform, Ansible,
* Data & AI/ML: GenAI (Azure OpenAI, Ollama, RAG, Agentic AI), Data pipelines, Event-driven architectures
* Automation & Scripting: Python, Shell, Infrastructure-as-Code, StackStorm, Network Automation (Nornir, Napalm)
* Monitor application performance, troubleshoot issues, and ensure high availability through tools like Prometheus, Grafana,
* Strong experience with DevOps tools ( GitLab CI/CD, Docker, Kubernetes).
* Databases: PostgreSQL, MongoDB,
* Experience with serverless computing frameworks (e.g., AWS Lambda).

**Professional Experience**

**NTT DATA Information Processing Services – Sr FullStack Developer**

Jan 2023 – Present

* Designed, developed, and deployed GenAI-based chat system using React, FastAPI, PostgreSQL, and Azure OpenAI, improving customer self-service adoption.
* Developed network automation APIs using Python, Ansible, Nornir, and Napalm, cutting configuration times by 50%.
* Network Automation using RESTCONF APIs andNETCONF (ncclient library) to configure BGP neighbors, VLANs, pushing ACLS, retrieving operational data in JSON and QoS policies programmatically.
* Designed Ansible playbooks with Jinja2 templates to standardize and push configurations across 500+ Cisco and Juniper devices
* **Machine Learning Crash Prediction Model**

Built a Random Forest classifier to predict whether laptops or desktops are likely to crash, leveraging operating system metadata, system events, and event logs.

Performed data preprocessing, feature engineering, and log parsing to transform raw event data into meaningful predictors. Tuned model hyperparameters using grid search and cross-validation

* **Volume Prediction using XGBoost and Prophet**

Developed a hybrid time series forecasting solution using XGBoost and Facebook Prophet to predict system usage volumes / demand fluctuations with high accuracy.

Preprocessed historical data, handled seasonality and trend decomposition, and engineered lag features to improve forecast precision.

Compared model performance across multiple metrics (MAE, RMSE, MAPE), achieving significant improvement over baseline statistical methods.

Delivered actionable forecasts that enabled proactive capacity planning and resource optimization.

* Led the design and deployment of an inventory recommendation system.
* Architected and implemented CI/CD pipelines in GitLab, reducing deployment time by 70% and ensuring zero-downtime releases.
* Containerized and deployed applications in Kubernetes clusters across dev/staging/prod, ensuring scalability and high availability.
* Established observability frameworks using EFK stack, Prometheus, and Grafana, reducing incident response time by 40%.
* Mentored junior engineers, conducted code reviews, and led technical teams on cross-functional projects.
* Implemented automation workflows with StackStorm, reducing manual operations by 60%.

**AT&T Communication Services India Pvt Ltd – Senior Associate, Client Network Delivery**

Jun 2019 – Jan 2023

* Developed network automation APIs using FastAPI, Nornir, and Napalm, reducing manual configuration time by 50%.
* Built Python-based chatbots and tools to streamline customer service processes, handling large-scale order management and reducing errors.
* Automated router configuration changes with Ansible, improving compliance and deployment speed.
* Created monitoring bots for customer activation calls, improving SLA adherence and reducing outages.
* Collaborated with global teams to design and implement scalable automation frameworks supporting thousands of customer circuits.

**Cognizant Technology Solutions – System Engineer**

Feb 2017 – Jun 2019

* Monitored and troubleshot network issues (TCP/IP, OSPF, BGP, HSRP, firewalls), ensuring 99.9% uptime for enterprise customers.
* Handled incident management and root cause analysis, driving down recurring incidents by 30%.
* Supported network monitoring tools (Statseeker, FortiManager, FortiAuthenticator) to improve visibility across global customer networks.

**Education**

B.E. Electronics and Communication Engineering  
Visvesvaraya Technological University (VTU), Karnataka, India

**Certifications**

* AWS Certified Solutions Architect – Associate
* Microsoft Certified: Azure Administrator Associate

**Additional Information**

Languages: English, Kannada, Tamil

Interests: Tech Enthusiast, Guitarist