Shubham Nagariya

📞 +91-7477253723

⚲ Indore, Madhya Pradesh, India   ✉ shubhamnagariya1994@gmail.com

◎ LinkedIn: https://in.linkedin.com/in/shivom17   **GitHub**: github.com/shubhammits/

Role: System Engineer | DevOps Analyst | IAM & Application Support | Data Analyst | Tool Admin & Automation Enthusiast |

Career Objective

Proactive IT professional with 3.6 years of experience in Application and IAM Support (Saviynt, iManage) at TCS. Currently transitioning into a DevOps Analyst role with a focus on tool administration, user access management, automation support, and cross-functional collaboration. Seeking to contribute to platform operations, cloud migrations, and tool lifecycle management at respected organizations.

Technical Skills

- **DevOps Tools & Platforms:** Jenkins, Git, Docker, Grafana, Prometheus, Github Actions, CI/CD Pipelines, Containerization (Docker), Monitoring (Prometheus/Grafana), Flask, PowerBI, Excel
- **IAM & App support:** Saviynt, iManage, ServiceNow, User Access Provisioning/Deprovisioning, Workflow Testing, Role Management
- **Scripting**: Python (Numpy/Pandas), MySQL
- **Monitoring & Logs:** Application log analysis, SLA management, User Entitlement, Provisioning and Deprovisioning, Job Scheduling
- **Other:** KA Documentation, User Management (Role Based), Incident & Request Handling
- Support users with the application configurations.
- Create and manage user accounts and permissions.
- Provide user training and create documentation.
- Supporting the cloud migration activities. (OneIDM to Saviynt)
- Built interactive **Power BI dashboards** and reports using Excel-based datasets.

Professional Experience

- Tata Consultancy Services (TCS) – System Engineer
  Indore | ⏱ Dec 2021 – Present

Project 1: **GE Aerospace -** iManage Support Control center (Admin + User Access)

- Provisioned and managed user access to iManage application via Saviynt IAM platform.
- Handled 2-level approvals (Manager & App Owner), automated workflows and user entitlement issues.

- Resolved 403 Forbidden, login failures, Zscaler IP whitelisting, and configuration-related incidents.
- Created and maintained SOPs, KT documents, and handover guides for team transitions.

Project 2: Honeywell - Automation Support (Ignio Platform)

- Worked with Ignio (Cheetah version) to support automation pipelines in a live production environment.
- Collaborated with L3 teams for escalations and RCA documentation.

Key Achievements:

- 2 On-the-Spot Awards for quick resolution & client appreciation
- 2 Project-level Appreciation for KA document quality and Day-to-Day Performance
- Maintained SLA consistently with 4.2+ performance ratings

Certifications & Learning

• Learning Python for Automation – Self-paced (June 2025)
• DevOps Foundation Course – in progress (Jenkins, Git, Linux)
• Saviynt IAM Training – Internal team KT & self-learning

Projects & Documentation

• Created clear, simplified KA Documents for iManage access flow, including IP whitelisting, error resolution, and user entitlement mapping, Saviynt Workflow testing, ServiceNow Ticket handling. Create and manage user accounts and permissions.
• Worked with global teams for application migration support and access clean-up planning.

Languages

• English (Fluent), Hindi (Native)