

Thamanna Jabeen Rasik

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Professional Experience

Assistant System Engineer, Tata Consultancy Services

2020 – 2023

Project Name: IAG Cloud Migration

- **AWS Cloud Infrastructure:** Collaborated in the AWS cloud team on migrating existing middleware platform from on-premise to AWS cloud ensuring 80% scalability, reliability, and cost-effectiveness
- **DevOps Implementation:** Spearheaded the investigation and implementation of DevOps practices, including automation and CI/CD pipelines, driving a 40% increase in team efficiency and accelerating user adoption by 25%
- **Automation:** Automated routine tasks with bash scripting, reducing manual effort by 30%.
- Worked extensively on Git. Mastering branching model and security in GitHub with best practiced strategies.
- **Technical Documentation:** Curated and updated documentation, enhancing onboarding and troubleshooting processes, boosting productivity by 30%.
- **Agile Methodologies:** Leveraged Scrum/Kanban to streamline workflows, reduce lead time by 25%, and increase team productivity by 30%.

Support Analyst, Tata Consultancy Services

Project Name: IAG

- **BAU Production Support:** Ensured 100% availability and zero downtime for booking systems and airport kiosk applications.
- **Incident Management:** Orchestrated incident/ Problem management process by implementing a robust detection and tracking system, resulting in successful monitoring of 220+ monthly incidents and maintaining 95% SLA adherence; decreased average resolution times by 15% over 6 months, providing detailed analysis and recovery methods ensuring customer satisfaction
- **Troubleshooting:** Optimised troubleshooting procedures during system deployment and operations, leading to a 50% decrease in critical incidents and maintaining uninterrupted functionality for a user base of over 500.
- Successfully reduced average ticket resolution time by 20% through efficient troubleshooting and ticket management.
- **Release Management:** Facilitated the release and change management processes, ensuring smooth execution of technical changes for core applications; optimised system performance and reduced downtime by 20%.
- **System Monitoring:** Monitored system health, diagnosed and resolved issues during operations, ensuring uninterrupted service availability and minimising downtime; lowered critical incidents by 40% and improved overall system stability
- **24/7 Support:** Provided seamless on-call support for critical operational services, reducing incident response time by 50% and minimizing business operation impacts.

Technical skills

Collaboration Tools:

Scrum Framework, Microsoft Office 365

Operating Systems:

Linux, Windows

DevOps Practices:

Automation, CI/CD pipelines

CI/CD Tools:

Jenkins, GitLab, Ansible/Rex

Version Control:

Git

Scripting languages

PowerShell, Bash.

Project Management:

Agile methodologies (Scrum/Kanban)

Monitoring and Observability:

System Health Monitoring, Incident Resolution

Full Stack Development:

HTML, CSS, React.js, Node.js

Development Tools:

Visual Studio, Visual Studio Code, Notepad++

Software troubleshooting

Programming Languages:

Java, Python, C, PHP, JavaScript

Database Management:

SQL, Basic Database Concepts, RDBMS Administration

Cloud Technologies:

AWS (EC2, S3, RDS, IAM), Microsoft Azure

Certificates

AZ-900:Microsoft Azure Fundamentals

Certified in Abacus

Level 7

Educational Qualifications

Master of Computer Applications,

Shanmugha Arts, Science, Technology & Research Academy (SASTRA)

2021 – 2023 | India

Bachelor of Computer Applications, University of Calicut

2017 – 2020 | India

Business and Soft Skills

- Excellent Communication Skills
- Excellent Numerical Analysis and Troubleshooting ability
- Meticulous and Focused
- Dedicated and Reliable
- Excellent Business and Reporting skills
- Flexible and Agile to challenging tasks
- Time analysis and organisational skills
- Knowledge Sharing and Mentorship