

# VANSHIKA SINGH

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System Operations Engineer | Incident Response | Log Analysis | Monitoring, Incident Management & ITIL-Aligned Ops

## WORK EXPERIENCE

### Junior Software Engineer, Cognizant

Dec 2023–Present

- For a US banking client, I have acted as a first point of contact ensuring fast triage and restoration within defined SLAs.
- I have Performed real-time monitoring and diagnostics using various monitoring tools such as **Splunk, AppViewX, AVI, ThousandEyes, Vulcan, HyperExecute** and **Grafana** to analyze logs, metrics, and alerts, diagnosing API, authentication, gateway, and infrastructure-related failures, reducing the outage window and fast resolution of the issues.
- Supported incident escalation and on-call bridges using incident tracking tools such as **ServiceNow (SNOW), Jira, EverBridge** and **xMatters**, ensuring timely alerting, escalation, and coordination with platform, infrastructure, and backend teams during high-severity incidents.
- Conducted API validation and sanity testing, including Playwright-based automation tools, to improve release stability and reduce post-deployment incidents.
- contributed to root cause analysis (RCA) documentation and knowledge base updates in Confluence.

### Programmer Analyst Trainee, Cognizant

Oct 2023 – Dec 2023

- Gained hands-on exposure to application operations, incident workflows, and SDLC practices in an enterprise environment.
- Assisted in troubleshooting Java-based applications and validating fixes in lower environments prior to production rollout.

### Intern – AICTE Edu-Skills

Apr 2023 – Jul 2023

- Acquired foundational experience in Java application development, backend services, and collaborative project execution.

## PROJECTS

### DB Sentinel – Real-time MySQL Monitoring Dashboard – Java, React, Node.js, WebSockets, Chart.js, TailwindCSS, Gmail API

- Developed a real-time MySQL monitoring system tracking QPS, active connections, slow queries, CPU, and memory usage.
- Built an automated Gmail alerting system that triggers email notification when thresholds are breached (e.g sudden spike in slow queries, high CPU load etc).
- Used WebSockets to stream live metrics, mirroring modern observability platforms used by SRE/SRO teams.
- Currently enhancing the system, into a standalone monitoring tool that can be integrated into other applications, enabling seamless database health checks.
- Implemented threshold-based alerting with automated email notifications to simulate prod or non-prod incident detection.

Source Code – [https://github.com/vanshika1807/DB\\_Sentinel.git](https://github.com/vanshika1807/DB_Sentinel.git)

### AlertVision – FIBO Incident Visualizer– Python, CSS, React, JavaScript, Node.js Bria API

- Built FIBO Incident Visualizer as part of a hackathon, focusing on how Site Reliability and Operations teams analyze incidents under time pressure.
- The project explores how unstructured incident inputs (error messages, alerts, short descriptions) can be converted into structured JSON data and visualized to improve:

Source Code – <https://github.com/vanshika1807/FIBO-Incident-Visualizer.git>

### Companion App

- This app can provide personalized support to students in managing their academic life
- It is intentional to be integrated into educational platforms

Source Code for Admin Part – <https://github.com/vanshika1807/CompanionApp.git>

Source Code for User Part – <https://github.com/vanshika1807/CompanionApp-User-Part.git>

## SKILLS

- Languages: Java, Python
- Frameworks: Spring, Spring Boot, ReactJS
- Web Technologies: HTML, CSS, JavaScript
- Databases: MySQL, JDBC, JPA
- Development Practices: SDLC
- Version Control & Tools: Git, Github
- Web Servers: Tomcat
- Monitoring & Observability: Splunk, Harness
- Ticket creation & Issue tracking: Jira, ServiceNow, xMatters
- RCA documentation & knowledge sharing: Confluence

## LANGUAGES

- English (Fluent)
- Hindi (Native)

## CERTIFICATIONS & COURSES

- Salesforce Certified Platform Developer -I
- Digital Cloud Leader by Google

**Credly Profile URL** - <https://www.credly.com/users/vanshika-singh.f3b3e54c/badges#credly>

**Credly Profile** - <https://www.credly.com/users/vanshika-singh.7252b67d/badges#credly>

## EDUCATION

### Bachelor of Technology (B.Tech), Computer Science Engineering

Aug 2019 – May 2023

Galgotias University, Noida

- Specialization in Computer Science.

### Higher Secondary School certificate(HSC)/Class 12th

Apr 2018 – Apr 2019

Dayawati Modi Academy, Meerut

- Relevant coursework in Physics, Chemistry and Maths

### Secondary School certificate(SSC)/Class 10th

Apr 2016 – May 2017

Dayawati Modi Academy, Meerut

- Relevant coursework in class 10 in CBSE

## ADDITIONAL INFORMATION

- Participated in Dextrix 3.0 which is a hackathon organized by our college and secured 3rd position in it
- Published a research paper in YMER
- Completed various projects under the guidance of professors.
- Active participant in College cultural events & Office Hackathon