

VARDHMAN SHAHA

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SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

SKILLS

- Languages: Linux,Shell Scripting,Python,Yaml,Jason
- Tools: Git, Jenkins, Jira, Splunk

Amazon Web Services

EXPERIENCE

DEVOPS ENGINEER, 06/2020 - Current

VOICE, Pune

- Configured, managed, and monitored cloud-based services such as AWS EC2, S3, EBS, ELB, RDS using Terraform and Ansible.
- Developed automated deployment processes and scripts to ensure a smooth transition from development to production.
- Created CI and CD pipelines with Jenkins and Docker to automate the build process of applications.
- Monitored system health using Nagios and Splunk for early detection of issues.
- Maintained version control systems such as GitLab for all software development projects.
- Collaborated with developers in order to troubleshoot application related issues quickly.
- Coordinated with other teams for successful rollouts of new features or bug fixes.
- Resolved complex technical problems through root cause analysis techniques.
- Developed procedures to automate code builds and deployments.

SR. PRODUCTION SUPPORT, 05/2019 - 05/2020

Experis IT Pvt. Ltd, Pune

- Provided technical support to production systems, including troubleshooting and resolving issues.
- Created and maintained system documentation for production applications.
- Developed scripts to automate processes in the production environment.
- Analyzed system performance metrics and identified areas of improvement.
- Monitored server logs for anomalies and errors.
- Performed daily backups of production data.

- Configured user accounts in the production environment.
- Coordinated with vendors on hardware and software installation and upgrades for the production infrastructure.
- Investigated incidents reported by users regarding system availability or functionality issues in the production environment.
- Documented root cause analysis findings after investigating incidents that occurred in a live environment.
- Collaborated with development teams on bug fixes and other improvements for existing applications deployed in the production environment.
- Deployed patches and updates to existing applications running in the Production Environment.

SOFTWARE ENGINEER, 04/2018 - 05/2019

onward e services Ltd, Pune

- Monitored system performance and troubleshoot issues in production environment.
- Implemented automated build and deployment processes for applications with CI and CD tools.
- Collaborated with cross-functional teams to ensure quality assurance throughout the development process.
- Created detailed design documents, test plans, user manuals, release notes and other related documentation.
- Participated in regular meetings with stakeholders to discuss project progress, changes, challenges.
- Provided technical support to customers regarding product usage and troubleshooting issues.
- Analyzed solutions and coding fixes for software problems.
- Coordinated with project managers to meet development timelines and plan testing.
- Documented technical specifications and project testing methods for future reference.

PRODUCTION SUPPORT ENGINEER, 05/2017 - 03/2018

Sellcraft Global Solutions Pvt. Ltd, Pune

- Identified, analyzed and resolved technical problems related to software applications.
- Provided on-call support for critical production systems.
- Developed and implemented procedures for production support operations.
- Monitored system performance, identified issues and implemented solutions.
- Performed root cause analysis to identify underlying causes of incidents.
- Created detailed documentation of process flows and configuration changes.
- Coordinated with development teams to ensure timely resolution of incidents.
- Scheduled maintenance activities during off peak hours.
- Handled root cause analysis, implementing corrective actions when necessary.
- Monitored KPIs and implemented [Type] adjustments to increase performance.

ASSOCIATE OPS, 10/2015 - 11/2016

WNS Global Services Pvt. Ltd, Pune

- Monitored service delivery, identified areas for improvement, and implemented necessary changes to ensure customer satisfaction.
- Managed daily operations including scheduling, resource allocation, inventory

management, and customer relations.

- Provided technical support for customers by troubleshooting system issues and resolving complaints in a timely manner.
- Performed root cause analysis on any issues that arose during production or service delivery processes; developed action plans to address problems quickly.
- Integrated technology to increase efficiency and real-time accountability of operational tasks.

EDUCATION	AND
TRAINING	

T.C.College, Baramati, 2015

MCS: Computer Science

T.C.College, Baramati, 2011

BCS: Computer Science

Mahatma Gandhi High School, Karmala, 2008

HSC

Mahatma Gandhi High School, Karmala, 2006

LANGUAGES

English: First Language

SSC