SHIVANI KUNDRA

Software Engineer | NFV | Cloud Computing| Linux| DevOps

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OBJECTIVE:

To pursue a challenging career and be part of a progressive organization that gives scope to enhance my knowledge, skills and to reach the pinnacle in the computing and research field with sheer determination, dedication and hard work.

SUMMARY:

An enthusiastic professional with over 5.7 years of experience in IT Infrastructure Management and Cloud Product support. Worked on Remote IT Infrastructure management of Linux Servers and currently working on the cloud platforms to support the NFV products. Extensive knowledge of NFV and cloud concepts along with Linux (RHEL) server administration, troubleshooting and access management.

SKILLS:

- **Technology** – Network Function Virtualization, Docker, Kubernetes
- **Cloud –** Openstack, Amazon Web Services (AWS)
- **Hardware:** HP blade servers & ProLiant Series. Dell PowerEdge, IBM
- **Operation Systems:** Linux, Windows
- **Tools:** Blade logic, R, Postman
- **Languages:** Unix, Python (Basics)

AWARDS AND CERTIFICATIONS:

1. Awarded with Silver, Bronze Awards and various Star of the month Awards.
2. Received momentary appreciations
3. AWS Certified Cloud Practitioner (AWS CCP)
4. Redhat Certified System Admin.
5. ITIL Foundation Certified.

CAREER HIGHLIGHTS:

ORGANIZATION: Amdocs, Gurugram   **Sept 2019 – Present**

DESIGNATION: Software Support Engineer

Role Description:

Responsible for providing best-in-class technical support to a global customer base. Maintains ownership for the resolution of complex technical problems, including debugging, simulations, locating bugs, tool and script development for problem diagnosis, troubleshooting and reproduction. Responsible for providing resolution to issues within the parameters of contractual Service Level Agreements (SLAs).

Key responsibilities:

1. Engineering - Provides engineering expertise to troubleshoot, modify and engineer software solutions and configurations to ensure the product/solution performs within optimal design specifications.
2. Investigation - Investigates, debugs and reproduces issues, provides fixes and workarounds and verifies changes to ensure continued operability of the software solution.
3. Analysis- Analyzes production issues from business and the application/code perspective and outlines corrective actions. Performs impact assessments of the issues and contributes to the Root Cause Analysis of critical issues.
4. Quality and SLAs - Contribute to meeting the SLAs and KPIs as applicable for the account and unit - for example, responsiveness, resolution, software quality SLAs, etc. Ensures that assigned tasks are completed on time and that delivery timelines are met in accordance with the quality targets of the organization.
5. Onboarding & Knowledge Sharing - Onboard new employees and trains them on processes and knowledge sharing with team members. Takes active role in team building, including technical mentoring and knowledge transfer.
6. Communication - Communicates with internal/external customers to enhance the understanding of customer problems and verifies that an appropriate resolution has been applied.

ORGANIZATION: BA Continuum, Gurugram   **Sept 2015 – Sept 2019**

DESIGNATION: Sr. System Engineer as a Linux Administrator

Roles and Responsibilities:

1. Perform general administrator/engineer tasks that includes software installations and upgrades to Linux systems and maintaining them in accordance with established policies,   procedures and service level agreements.

2. Provide support on weekends and odd hours to ensure little to no disruption of local and operational systems during scheduled maintenance and outages.

3. Manage daily activities to include user support and system administration tasks.

4. Monitor and maintain systems for performance to agreed business expectations or beyond and maintain appropriate security environments and policies on Linux servers.

5. Identify and assist in troubleshooting system errors/faults and provide viable solutions. Involve multiple teams to provide quick resolution on high priority tickets.

6. Server health monitoring and fixing issues encountered.

7. Responsible for troubleshooting the issues on servers and provide a solution in timely fashion. Incident, Change & Problem Management and Ticket assessment.

EDUCATION:

Qualification	University	Institution	Marks (%)	Year
B Tech (IT)	Maharishi Dayanand University	PDM College of Engineering	65%	2015
Senior Secondary	CBSE	J.L. DAV Public School	70%	2011
Secondary	CBSE	St. Marks Public School	72%	2009

DECLARATION:

I hereby declare that all the information given above is true to the best of my knowledge and belief.
(Shivani Kundra)