Ankit Vishwakarma
Senior Monitoring Engineer

SUMMARY

An engineer possessing a Master's degree in Computer Applications and certifications including CCNA R&S and Google Cloud Professional Cloud Architect, has a solid foundation in IT Operations and Cloud Infrastructure. The engineer offers over 7 years of experience in monitoring and managing complex IT environments, with a track record of reducing system downtime by 30% and enhancing system performance by 5-7% through innovative monitoring solutions. Technical proficiencies include a range of Monitoring Tools such as Grafana and Splunk, Cloud Platforms like Google Cloud and Azure, and languages such as Bash and Python. They have demonstrated expertise in APM, automating cloud responses, and managing cloud resources, supporting their profile with the hands-on application of technologies and tools in real-world project environments to optimize performance and efficiency.

TECHNICAL SKILLS

Main Technical Skills	Bash (5 yr.), Python (5 yr.), Prometheus, New Relic, Datadog
Programming Languages	Python (5 yr.)
Data Analysis and Visualization Technologies	Microsoft Azure Synapse Analytics
Databases & Management Systems / ORM	Microsoft Azure SQL Server, MS SQL Server Management Studio, SQL
Cloud Platforms, Services & Computing	AWS
Amazon Web Services	Amazon Elastic Load Balancer, AWS Auto Scaling, AWS CLI (Amazon Command Line Interface), AWS ELB, AWS IAM
Azure Cloud Services	Microsoft Azure API, Microsoft Azure SQL Server, Microsoft Azure Synapse Analytics
SDK / API and Integrations	API, Microsoft Azure API, ServiceNow API
Collaboration, Task & Issue Tracking	Atlassian Trello
Scripting and Command Line Interfaces	Bash (5 yr.)
Deployment, CI/CD & Administration	CI/CD, New Relic

Logging and Monitoring	Datadog, Prometheus
Soft Skills	Mentor Aptitude
Platforms	monday.com
QA, Test Automation, Security	QA Automation
Version Control	SVN
Other Technical Skills	Amazon Command Line Interface, Cloud IAM, PaaS

WORK EXPERIENCE

Technical Support, PhonePe Payment Gateway Operations

Duration: Nov 2017 - Sep 2018

Summary: Supported PhonePe payment gateway operations, performing fraud detection and payment issue analysis.

Responsibilities: Performed fraud detection and analysis; Prepared detailed logs and escalated issues.

Technologies: Payment Gateway Systems

HCL Tech

Senior Associate, Eircom

Duration: Nov 2018 - Jun 2021

Summary: Automated monitoring responses, reduced manual interventions and enhanced user security and experience.

Responsibilities: Delivered Active Directory administration; Automated monitoring responses via Azure Action Groups; Configured AD Connect for SSO and password synchronization.

Technologies: Active Directory, Azure Cloud

Site Reliability Engineer, Pearson

Duration: Part of tenure as Senior Associate (Nov 2018 - Jun 2021)

Summary: Designed, maintained and improved cloud system health monitoring dashboards, reduced downtime.

Responsibilities: Designed and maintained monitoring dashboards; Managed SQL database operations; Provided AWS support; Automated tasks via Bash scripts; Utilized Jira for incident and change management.

Technologies: Datadog, Grafana, SQL, AWS (EC2, S3, IAM), Jira, Linux, Bash

NOC Engineer, Opstree Solutions

Duration: Oct 2021 - Mar 2023

Summary: Executed code versioning workflows, improved deployment efficiency, and monitored cloud infrastructure performance.

Responsibilities: Executed code versioning workflows; Developed and implemented resource tagging strategy; Monitored cloud infrastructure; Coordinated issue resolution and infrastructure upgrades; Led patch management and code deployments.

Technologies: Google Cloud, Bitbucket, GitHub, GitLab, Linux

Monitoring Engineer, Shift Ahead Technology

Duration: Apr 2023 - Present

Summary: Configured and maintained complex monitoring environments to ensure high availability, designed real-time dashboards, and accelerated problem resolution.

Responsibilities: Configuring and maintaining monitoring environments; Designing dashboards for system health visibility; Utilizing NRQL for data queries; Providing support, managing incidents; Collaborating on network and infrastructure issues.

Technologies: Nagios, New Relic, Prometheus, Grafana, Datadog, Splunk, Linux, Bash, Python

EDUCATION

- **MCA, Sam Higginbottom University**
- Completed in October 2018

CERTIFICATION

- **Cisco Certified Network Associate (CCNA R&S)**
- **Google Cloud Certified Professional Cloud Architect**
- **Oracle Cloud Infrastructure 2024 Generative AI Certified Profession**