Aich A

Production Support Executive, 9+ years experience
Kolkata, India
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Platform Engineer with 8+ years of experience supporting large-scale enterprise platforms across banking, retail, and government domains. Strong expertise in infrastructure support, DevOps automation, CI/CD pipelines, system reliability, cloud platforms, and enterprise application support. Proven ability to automate manual operations, stabilize production environments, support high-availability systems, and collaborate with cross-functional engineering teams. Hands-on experience with Linux, Jenkins, scripting, databases, and platform monitoring in Agile environments.

INDUSTRIES: Banking Financial Services, Wealth Management

TECHNICAL SKILLS

• Incident Management	8 years & 5 months
• Production support	6 years & 8 months
• PLSQL	5 years & 2 months
• Change Management	5 years & 1 months
• Outsystems reactive developer	2 years & 6 months

SOFT SKILLS

Technical Content Writer, Proficient in English, German, Bengali and Hindi, Microsoft Office 365 Suit Experienced, Good with leadership skills

PROJECT DETAILS

• Creating MM in Imon using Ansible — November-2024 - February-2025

Project Description: Ansible Templates take in CRQ details for listed Servers created in BMC Remedy from Splunk data. Using Service id and client secret to bypass Fed SSO MFA and share these servers to create Maintenance mode from IMON application. Disabling MM is also being done by a different template.
Responsibilities: I created the Python code for getting the data through Splunk. Also Created the Ansible Templates for getting the information with repo created in BitBucket.
Technologies: Python, Windows Powershell, Ansible Templates, BitBucket
Industry: Banking Financial Services

• RT Splunk dashboard for Management — August-2025 - December-2025

Project Description: Splunk Data from Three different sources like BMC remedy, MyCTO dashboard and Clean Console dashboard. The level of data we consumed was in GBs, so finding the proper Index and source type, source with proper query helped me create the dashboard that give out relatime data for management.
Responsibilities: Mostly communication for getting ht necessary permissions and set up proper indexation in Splunk with setting up service id and passwordless communication.
Technologies: Splunk Query Language, cognos reporting to generate data feed and load data in MyCTO and get the data back in Splunk. Html, css.
Industry: Wealth Management

EMPLOYMENT HISTORY

• Production Support Executive

Description: Platform support engineer for Horizon platform hosting 60+ enterprise applications hosted on-prem and public cloud. • Built PowerShell & Python automation to validate access, automate checks, and reduce manual effort. • Supported CI/CD pipelines using BitBucket, Artifactory, Cloudbees Jenkins, SonarCube, Ansible, QTest. Confluence. • Performed server health checks, service restarts, incident resolution, and root cause analysis. • Supported access management, API integrations, and DMZ operations. • SPOC for platform stability, daily operations, and stakeholder reporting and auditory requirements. • Supported datacenter migration activities and production releases. • Performed Disaster Recovery involving various stakeholders for 20+ high tier applications without any issues. • Worked closely with developers and infrastructure teams to resolve production issues within SLAs. • Created and maintained proper documentation for applications and their issue related work arounds. • Worked a Change manager for CRQs from creation, implementation till closure.

CERTIFICATION

• Multiple Certifications by 0

EDUCATION

• Bachelors degree in Electrical Engineering from RCC Institute of Information Technology 2013 - 2016

LANGUAGES

• English - advanced

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