

Ujjwal Garg

Associate Professional Software Engineer

With more than 2 years of relevant experience as an Associate Professional Software Engineer, I am specialized in troubleshooting and supporting the OpenShift Container Platform (OCP), proven ability to diagnose and resolve complex issues related to OCP deployments, ensuring high availability and performance and also have strong knowledge of containerization, Kubernetes, and cloud-native architectures. Rich experience in working as a lead for clients, prioritizing the protection of their valuable data, and implementing/suggesting effective measures to mitigate potential risks.



✉ ujjwalga2000@gmail.com

📞 8171604533

📍 Gurugram, India

🌐 [linkedin.com/in/ujjwal-garg-075924164](https://www.linkedin.com/in/ujjwal-garg-075924164)

WORK EXPERIENCE

Associate DXC Technology

09/2021 - Present

Gurugram, India

Key Responsibilities:

- Proficiently diagnose and resolve intricate issues affecting OCP and AKS deployments, guaranteeing high availability and optimal performance for mission-critical applications.
- Collaborate seamlessly with cross-functional teams to investigate and address customer-reported issues, delivering timely resolutions and top-notch customer support.
- Analyze system logs, metrics, and performance indicators to pinpoint root causes and implement effective solutions that enhance system performance and reliability.
- Spearhead the development and documentation of troubleshooting best practices and guidelines, empowering the team to efficiently tackle common issues and maintain robust container orchestration platforms.
- Develop and implement proactive monitoring and alerting solutions, drastically reducing issue identification and resolution times. Collaborate closely with development teams to optimize application performance on OCP and AKS, resulting in enhanced response times and scalability.
- Prepare SOPs for different level of troubleshooting.
- Prepare RCA reports on critical incidents.
- Conduct knowledge transfer training sessions to new recruits.

EDUCATION

Bachelor Of Technology

K.I.E.T. Group of Institutions - Ghaziabad, India

08/2017 - 07/2021

78.30%

Courses

- Mechanical Engineering

Intermediate

Lifeline Public School - Agra, India

04/2016 - 03/2017

68.3%

Secondary

S.R.G.M.S. School - Agra, India

04/2014 - 03/2015

9.2 CGPA

PROFESSIONAL SKILLS

Azure Kubernetes Service (AKS)

OpenShift Container Platform

Google Cloud Platform (GCP)

ACHIEVEMENTS

Successfully resolved critical issues in production OCP and AKS environments, minimizing downtime and optimizing system performance.

Developed and implemented proactive monitoring and alerting solutions, significantly reducing the time required to identify and address potential issues.

Collaborated with development teams to optimize application performance on OCP, resulting in improved response times and scalability.

TOOLS

Service Now

Microsoft Azure Portal

Putty

WinSCP

Google Cloud Platform

CERTIFICATES

Microsoft Certified: Azure Administrator Associate (01/2023 - 01/2024)

Microsoft Certified: Azure Fundamentals (01/2022 - Present)