SOWNDARYA SUBIKSHA P

Automation & DevOps Engineer

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PROFESSIONAL SUMMARY

Automation Engineer with **1.7 years** of experience at **Tata Communications,** specializing in **Python, Ansible, and Shell-based automation.** Reduced manual workload by **35%,** provisioning time by **90%**, and incident resolution time by **30%.** Skilled in Linux, Zabbix automation, ServiceNow workflows, and CI/CD-ready modules. Seeking roles in DevOps, Python Automation, Cloud Automation, and Infrastructure Automation.

TECHNICAL SKILLS

- **Programming/Automation:** Python, Bash/Shell, Ansible, YAML, JSON, SQL
- **Monitoring/ITSM:** Zabbix, ServiceNow, Incident/Change/Problem workflows
- **DevOps & Cloud:** Linux (RHEL/CentOS), Git, CI/CD basics, API integration
- **Tools & Others:** GitHub, Cron, VS Code, Troubleshooting, Basic Networking

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PROFESSIONAL EXPERIENCE

Tata Communications | Chennai, India *Junior Automation Engineer* | *Jun 2024 – Present*

- Built Python & Shell automation workflows for CloudOps and SAN/ database operations, reducing manual work by **35%**.
- Developed reusable **Python modules for APIs**, file handling, data processing, and automation logic.
- Automated **Linux server** provisioning using **Ansible**, cutting setup time by **90%**.
- Integrated **Zabbix alerts with ITSM workflows** for automated ticket creation & routing.
- Reduced incident resolution time by **30%** using automation-first troubleshooting models.
- Enhanced operational reliability using **Python logging, error-handling, and exception-based triggers**.

PROJECTS

- **Linux Server Provisioning Automation (Ansible):** Automated package installations, user management, permissions, and service configurations for consistent deployments.
- **Python Ticket Processor:** Automated validation, classification, and closure of low-risk ServiceNow tickets using **Python + APIs**.
- **Zabbix Auto-Handler:** Automated **CPU alert processing** with threshold checks, triggering remediation actions and auto-closure.

EDUCATION

- **B.Sc. Computer Science -8.53 CGPA**   Bishop Heber College, Trichy | *2024*

CERTIFICATIONS

- **Red Hat Certified Engineer Cert Prep Using Ansible Playbooks** – Tata Communication (Nov 2025)
- **Oracle Foundation Certificate** – Oracle (Mar 2025)