

# SHIVAM JOBANPUTRA, MEng, MIET

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<https://sourcemshiv.github.io>

<https://github.com/SourceShiv>

LONDON, UK

## PERSONAL STATEMENT

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I am a committed, resilient and curious individual with strong experience across software, data, and systems operations. My experience provides me with a broad foundation in programming, automation, and infrastructure management. I have developed and maintained scalable systems using technologies such as Python, SQL, Kubernetes, NGINX, Ansible, Power BI, and REST APIs, with additional experience in web development using HTML and CSS. I thrive in high-pressure, mission-critical environments where resilience and precision are essential. I am eager to leverage these skills and experiences to engage in impactful, forward-thinking projects to progress toward professional accreditation as a chartered engineer with the IET.

## EDUCATION

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September 2020 – July 2024	<b>University of Warwick – Mechanical Engineering Integrated Masters MEng</b> Achieved Grade: First Class
September 2018 – August 2020	<b>St. Dominic's Sixth Form College – A-Level</b> Mathematics (A*), Further Mathematics (A*) ( <b>Highest marks in cohort</b> ), Physics (A)
September 2013 – July 2018	<b>Hatch End High School – GCSE</b> Mathematics (9, <b>Highest mark in cohort</b> ), Chemistry (9), Physics (9), Computer Science (8), Geography (8), Biology (8), English Literature (7), Religious Studies (7), English Language (6), Music (5), German (5)

## CAREER HISTORY

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May 2025 – Present	<b>Content Guru – Software Support Engineer (with DevOps and Operations Rotations)</b> Delivering omnichannel platform support and development for enterprise clients including UK blue light services, Allianz, and AXA, ensuring reliability in mission-critical environments. Manage and resolve over 600 monthly incidents through ServiceNow, JIRA, and RedTicket while consistently exceeding SLA targets. Design and implement complex call-routing and contact centre builds for networks handling tens of thousands of daily interactions, configuring Storm platform products and integrating CRM, OpenAI, and REST APIs via Postman and Swagger to optimise workflows and improve satisfaction by over 30%. During a recent DevOps rotation, I collaborated on NGINX server upgrades and infrastructure changes using Rancher, Kubernetes (k8s), Ansible, SQL, and GitLab CI/CD. Wrote change forms, executed and tested deployments utilising PuTTY (for Linux systems), Bash, IIS, Netbox and Panorama for monitoring and validation. This strengthened system performance contributing to ongoing system optimisation and reliability improvements.
August 2021 – January 2025	<b>BUPA Cromwell Hospital – Medical Records Bank Staff</b> Distributed and managed patients' medical records, sorting and archiving over 32,000 records monthly utilizing SQL to filter data based on appointment dates. This relieved storage constraints by 40% and simplified access for colleagues. Working in a team of two, I strategized efficient workload management for haste, enhancing my data quality, automation, problem-solving and teamworking skills.
July 2023 – September 2023	<b>Rolls-Royce Submarines Manufacturing P&amp;I – Summer Intern</b> Developed a manufacturing management dashboard in Power BI, reducing briefing and management times by 60%. Meeting with project stakeholders to understand how their

data is logged in the manufacturing production line enabled me to extract, transform, load (ETL) the data whilst employing data cleansing operations. This led me to develop a dynamic dashboard featuring real-time machine status mapping, vital manufacturing metrics, and data drilldown functionality. The experience taught me to lead meetings, big data management, and to collaborate across functions to meet business objectives.

July 2017

#### **BUPA Cromwell Hospital – Medical Physics Assistant (Work Experience)**

Led a data analysis project focused on patient treatments and the top ten affected body parts, using Visual Basic macros (VBA) to remove duplicates and manipulate data for visualization. This project enhanced my adaptability by applying coding skills across different languages and scenarios. I conducted quality analysis on tomography machines to calibrate x-ray precision, developing a strong sense of responsibility for patient safety.

### OTHER ACHIEVEMENTS/QUALIFICATIONS

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- **Professional Engineering Development** – Working towards CEng qualification at IET.
- **Bright Network Couch to Coder Certificate** – Engaged in a 5-week web development program, attending webinars on cutting-edge technologies including large language models (LLMs) presented by Amazon and HSBC. I developed skills in VS Studio, HTML, CSS, JavaScript and GitHub. Following the program, I developed my own website (found at: <https://sourceshiv.github.io/>).
- **Bright Network Internship Experience UK Certificate** – Attended and engaged in a range of specialist led talks from a variety of large companies including Rolls-Royce, PA Consulting, Vodafone, and Citrix. These talks covered and helped me to develop a collection of skills such as problem solving, self-reflection, collaboration, negotiation, and organisation.
- **Largest Chess Tournament in the World** – Practising strategy and time management cultivated my ability to think steps ahead whilst making quick logical decisions under time pressure.
- **Princess Diana Award** – Achieved from an anti-bullying campaign. Became comfortable in giving advice and seeing situations from someone else’s perspective enabling me to communicate conscientiously, as I showed empathy towards the individuals being bullied.
- **Duke of Edinburgh Bronze Award** – Successfully coordinated camping expeditions and became more adaptable by accommodating team members’ schedules.

### TRANSFERABLE SKILLS, INTERESTS, AND HOBBIES

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- **Coding** – Programming skills in Python (experience with API’s), Postman, Swagger, SQL, MATLAB, DAX, M code, HTML and CSS (web development). Currently learning .NET (C#), TypeScript and React.
- **Infrastructure** – Experience and tech skills working with Gitlab, Grafana, ScienceLogic, Kubernetes, Rancher, Nutanix systems, Ansible AWS, NGINX, IIS, Splunk, PuTTY and Bash for Linux systems.
- **Networking** – Panorama, Netbox, and OCOM enables me to troubleshoot network issues.
- **Problem/Ticket Management** – Experience using ServiceNow, RedTicket, and JIRA for ticket management.
- **Research** – Collating and analysing credibly sourced publications efficiently, enables me to produce new work to complement emerging technical research topics.
- **Modelling** – Proficiency in Fusion 360, MATLAB, Simulink, Abaqus, Star-CCM+, MASTA and Power BI.
- **3D printing and DIY** – Designing and producing replacements for broken household items and prototyping.
- **Climbing/Bouldering, gym, and Mixed Martial Arts** – Keeps me disciplined, energetic, and healthy.
- **Travelling** – Experiencing new cultures and situational engineering.
- **Trading** – Trading commodities, cryptocurrencies, and stocks on individual accounts and on behalf of a society taught me trading fundamentals and economic event analysis. I learnt to develop a successful trading strategy with box system, through backtesting on Excel and replay feature on TradingView.
- **Bilingual** – I can speak English and Gujarati.
- **Musical Instrument (Guitar)** – Enhances my hand-eye coordination, creativity, and resilience to keep practising and learning a piece of music.

### REFERENCES

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References are available upon request.