

Arshdeep Ghotra

Highlights

- Over 2+ years of combined experience across technical support, data analytics, system monitoring, and operational documentation in academic and enterprise environments.
- Progressed from technical support and analytics roles into enterprise-scale operational analysis and reporting responsibilities
- Developed strong capabilities in incident documentation, SOP execution, and compliance-aligned operational reporting
- Gained hands-on experience translating technical findings into structured documentation for stakeholders and leadership
- Built cross-functional collaboration skills by working with engineering, operations, and academic IT teams
- Strengthened compliance-oriented mindset through ServiceNow documentation, audit-ready reporting, and standardized workflows

Education

- Bachelor of Science in Computer Science, Indiana State University, Terre Haute, IN- May 2025

Tools and Technologies

- Databases: PostgreSQL, MySQL, Microsoft SQL Server
- Monitoring & Log Analysis: Prometheus, Grafana, OpenSearch, Alertmanager
- Data & Analytics: Python (pandas, NumPy), SQL, Power BI, Tableau, Excel
- Platforms & Systems: Red Hat OpenShift (OCP), Kubernetes (pods, namespaces, deployments), Linux
- ITSM & Documentation: ServiceNow, SOPs, runbooks, operational documentation
- Core Skills: Incident documentation, SLA/KPI reporting, fault analysis, log analysis, technical reporting

Professional Experience

- **Sara Software Systems**
Data Analyst..... 06, 2025 - Present
 - Analyzed logs, operational metrics, and performance indicators using Prometheus, Grafana, and OpenSearch
 - Applied standardized operating procedures for configuration validation and data integrity verification
 - Documented incidents, root causes, and findings in ServiceNow, ensuring audit-ready and traceable records
 - Produced structured operational reports, trend analysis summaries, and stakeholder-facing documentation
 - Collaborated with engineering and operations teams to reduce recurring issues by 15% through data-backed insights
 - Translated technical observations into clear written narratives suitable for leadership reviews, compliance reporting, and proposal inputs

➤ **Indiana State University**

Advanced Technical Support 05, 2024 - 05, 2025

- Developed dashboards and automated reporting pipelines using Python, SQL, and Power BI, reducing manual reporting by 60%
- Performed log analysis and fault isolation to support service restoration and reporting accuracy
- Collaborated with faculty and IT leadership on requirements gathering, analytics design, and compliance-aligned reporting solutions
- Maintained detailed technical documentation, incident records, and operational summaries
- Implemented access controls and version tracking for shared analytics assets to support governance and data integrity
- Built structured datasets to support predictive analytics and performance forecasting initiatives

➤ **Glas-Col LLC**

IT Intern 10, 2024 - 12, 2024

- Developed SQL queries and Excel-based reporting tools for sales, production, and inventory monitoring
- Analyzed system and application logs to identify performance bottlenecks and operational inefficiencies
- Consolidated multiple data sources into a unified database, improving data retrieval efficiency by 35%
- Prepared structured reports and presented actionable insights to management for operational decision-making