

RIYA RAKSHIT

Jubilee Hills, Hyderabad, India

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Education

Indira Gandhi National Open University

July 2021 – July 2023

Masters of Computer Applications

New Delhi

- Computer Networks
- Digital Image Processing
- Mobile Computing
- Cloud Computing
- Machine Learning
- Security and Cyber Laws

Hansraj College, University of Delhi

July 2018 – July 2021

Bachelor of Science (Hons.) - Computer Science

New Delhi

- Data Structures
- Software Engineering
- Algorithms Analysis
- Database Management
- Artificial Intelligence
- Operating Systems
- Systems Programming
- Computer Architecture

Experience

D.E.Shaw India Pvt. Ltd.

July 2021 - Present

Senior Tech Associate

Hyderabad, India

- Provided Tier 1 Helpdesk operations and subject matter expertise in Networking, ensuring prompt technical support.
- Coordinated with internal teams for quick incident resolution and service restoration. Provided end-user support, including resolving software issues and training employees.
- Monitored and addressed critical infrastructural issues proactively, ensuring optimal trading support.
- Mentored and developed technical skills of mentee, fostering growth and relationship.
- Participated in on-call rotation to provide 24 x 7 technical support.
- Appointed as systems technical point of contact for Financial Research team.
- Evaluated new softwares participating with Contract, Legal and Infosec team.
- Managed 100% Network and 50% Linux operational escalations from Tier 0 operations.
- Analyzed, identified, and rectified production environment issues, optimizing network reliability.
- Redesigned and upgraded network infrastructure to enhance stability and performance.
- Checking blocked traffic from PaloAlto and reporting Infosec team.
- Decommissioning network devices as a part of network administration.

Projects

Offhours-Minder Slack Bot | Python, Slack SDK, Service Director

October 2023

- Created a slack bot that automatically replies to a user's message in a channel during non work hours.
- Implemented the bot using socket mode
- Used slack blocks to display the message in a user friendly way.
- Used service director to schedule the bot.

Commissioning WAN Link between Hyderabad and Gurugram Office

June 2023

- Delivered a lower latency circuit, improving communication efficiency, and ensuring cost-effectiveness
- Implemented MACSec encryption as part of the firm's global security efforts and OSPF + iBGP on the WAN.

Line Card Machine Reporter | Powershell

March 2023

- Created a powershell script that reports the machines connected to a line card.
- This script talks to the users of the machine using slack, to send out notifications during line card replacement.

Network Device Upgrades

December 2022

- Led efforts to address security vulnerabilities in Cisco and Arista devices by planning and performing upgrades.
- Ensured a seamless transition by planning upgrades, informing stakeholders, scheduling maintenance, and executing upgrades without any disruptions.
- Upgraded 16 Cisco WAN routers across all D.E. Shaw offices without disrupting regular business operations

Commissioning Intern Network in Singapore office

May 2022

- Created a network that restricts intern access.
- Reserved L2 as well as L3 VLAN, HSRP, and added RADIUS Authentication protocol for the machines to connect to this network.

Technical Skills

Languages: Python, M4, Powershell

Technologies/Tools: Linux - RHEL8, DHCP, DNS, LDAP, mail, puppet, git, kerberos authentication, bash, Jenkins, GitHub; Networking - Grafana, Panorama, PaloAlto, TACACS, RADIUS, MAB, Dot1x; Vendor relationships- Cisco, Arista, Pico Trading, ICE; Windows - Active Directory, Software Center, Exchange 2016