**Vignesh M**

**Location** Madurai, Tamilnadu, India**|** **Cell** (+91) 9095674443 **| Email** vickyjey@gmail.com

**AWS | AZURE | LINUX | TERRAFORM**

Smart **Technical Analyst** with career spent (Overall 13+ years of experience) in IT designing and planning. Talented leader with extensive knowledge of high availability architecture and concepts. Ready to tackle new challenges in project planning and development capacity

**CORE COMPETENCIES AND ACHIEVEMENTS**

* **Keen Attention to Detail.** Accurate, reliable, and diligent. Always complete projects/tasks within budgets and schedules. Can handle any ongoing challenges. Excelled in academic research and business writing.
* **Servers Utilization and Technology Skills.** Proficient use of AWS, Azure, Terraform, Linux, and Windows servers.
* **Certifications:**
* AWS Certified Solutions Architect – Associate
* Azure Administrator Associate

**PROFESSIONAL EXPERIENCE**

***Senior Specialist (AWS/AZURE)***

***HCL Technologies Ltd Feb 2020 – Present***

• Implemented AWS solutions using EC2, S3, RDS, EBS, Elastic Load Balancer, Auto scaling groups.

• Backup Setup Like Snapshots and Amazon machine images (AMIs) of the instances.

• Automating deployments using CF and Lambda in AWS.

• M4/R4 to M5/R5 instance migration using SSM.

• Defined AWS security groups which acted as virtual firewalls to control the incoming traffic onto AWS EC2 instances.

• Experience in real-time monitoring and alerting of applications deployed in AWS using Cloud Watch, Cloud Trail and Simple Notification Service.

• Utilized Cloud Watch to monitor resources such as EC2, CPU memory, Amazon RDS services, EBS volumes, to set alarms for notification or automated actions and to monitor logs for a better understanding and operation of the system.

• Creation of subnets and Route tables, Internet gateway, virtual gateway customer gateway, Create VPN connection, Create VPC peering between Many VPC's.

• Configured S3 versioning and lifecycle policies to and backup files and archive files in Glacier.

• Created monitors, alarms and notifications for EC2 hosts using Cloud Watch.

• Build cost effective cloud solutions in AWS/Azure.

• Experienced with deployments, Maintenance and troubleshooting applications on Microsoft Cloud infrastructure AZURE.

• Install and configure Virtual machines, storage account, virtual network, Azure load balancer in the Azure cloud.

• Responsible to Configuring and managing Virtual Machines, Storage, network and applications in Azure cloud.

• Configure and manage Azure load balancers to provide high availability for the applications.

• Have experience working Azure Automation including Runbooks and Terraform scripts

• Configured Network Security Groups for Subnet and NIC level for Azure Virtual Machines

• Have experience working Azure Hub-Spoke environment

• Configured Firewall between spoke to spoke environment in Azure

***Technical Analyst (Working Remotely)***

***Valai Networks (BSD Inn) Aug 2012 – Feb 2020***

***Client: Buycpanel, California***

**As an Aws Admin (2 Years of exp):**

• Proactively identified and solved complex problems impacting operations management and business direction.

• Supported devops in operational improvements and resolution of critical problems to deliver top-notch customer service.

• Assisted customers by providing exemplary helpdesk service and support.

• Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

• Administered application stacks and executed performance tuning.

• Provided status updates to those affected when issues came up.

• Installed, tested and serviced alarm systems, ensuring that they functioned correctly.

• Defined technical integration strategy and developed Integration plans.

• Launching Amazon EC2 Cloud Instances using Amazon Web Services (Linux/ Ubuntu) and Configuring launched instances with respect to specific applications.

• Installed application on AWS EC2instances and configured the storage on S3 buckets.

• Implemented and maintained the monitoring and alerting of production and corporate servers/storage using AWS Cloud watch.

• Build servers using AWS, importing volumes, launching EC2, RDS, creating security groups, auto-scaling, load balancers (ELBs) in the defined virtual private connection

• Created monitors, alarms and notifications for EC2 hosts using Cloud Watch

• Creating alarms in CloudWatch service for monitoring the servers performance, CPU Utilization, disk usage etc.

• Setting up private networks and sub-networks using Virtual Private Cloud (VPC) and creating security groups to associate with the networks

• Creating/Managing DNS records on Amazon Route 53 and go-daddy panel

• Creating/Managing AMI/Snapshots/Volumes, Upgrade/downgrade AWS resources (CPU, Memory, EBS)

**As a Linux/VMware Admin:**

• Processed over 250+ support requests received per day for technical assistance on wide range of issues related to vmware, linux and cpanel.

• Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

• Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

• Supported in operational improvements and resolution of critical problems to deliver top-notch customer service.

• Assisted customers by providing exemplary helpdesk service and support.

• Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

• Administered application stacks and executed performance tuning.

• Provided status updates to those affected when issues came up.

• Physical machine to VM conversion using VMWare converter

• Monitoring Datastore and health check of the ESXI server

• Creating/deleting/cloning VM

• Fixing spam related issues

• Fixing malware issues

• Backup/Restore MYSQL Databases

• Repairing affected Databases

• Configuring and troubleshooting Apache related issues

• Tuning MYSQL Databases

• Troubleshooting MYSQL related issues

• User management (creating users and groups) on Linux servers

• Security management (assigning file/directory permissions)

• Maintained Software Packages and Patches

• NTP Configuration on Linux servers

• Restoring data, operating systems, files and databases

• Troubleshooting Disk Quota related issue

• Installing an SSL and Wildcard certificate on the domain .

• Configuring and troubleshooting CRON jobs

***FM Engineer – Server Administrator***

***Nebula Computers Pvt. Ltd (Authorized service provider for Wipro) Feb 2008 – Apr 2011***

***Client: Honeywell Technologies and Aircel On Behalf of Wipro Infotech***

• Assisted customers with troubleshooting issues encountered while using hardware or software, providing actionable tips to resolve problems.

• Collaborated with vendors to locate replacement components and resolve advanced problems.

• Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.

• Documented all transactions and support interactions in system for future reference and addition to knowledge base.

• Removed and replaced malfunctioning components to correct hardware problems.

• Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.

• Led support team as level-three supervisor providing assistance to average of 2000+ users in 24/7 support environment.

• Processed over 50 support requests received per day for technical assistance on wide range of issues related to vmware, linux, cloud.

• Patched software and installed new versions to eliminate security problems and protect data.

• Engaged end users and answered questions via email, website live chat.

• Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

• Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

• Helped streamline repair processes and update procedures for support action consistency.

• Configured and updated Linux/Windows servers.

• Kept flexible schedule and resolved after-hours and weekend emergencies quickly and accurately.

• Increased system security and performance with proactive changes.

• Consulted users to determine areas in need of improvement.

• Improved job tasks and mentored junior team members on best practices and standards.

• Troubleshooted and resolved web application issues escalated from customer support and other departments with 99.9% success rate.

• Reviewed information and elements regularly on websites and pages for accuracy and functionality.

• Assisted in monitoring and reporting on website traffic and performance.

***Associate Faculty – Linux and Windows***

**Accel It Resources Ltd – Madurai, Tamilnadu, India *Mar* 2006 – Feb 2008**

• Conducted Windows and Linux Administration training for beginners.

• Maintained and monitored the servers, workstations and other server infrastructure.

• Delivered an exceptional level of service to each customer by listening to concerns and answering questions.

• Evaluated and supervised student activities and performance levels to provide reports on academic progress.

• Maintained accurate hardware and software inventories.

• Conducted 6 classes each week focused on linux and windows.

***Trainee Network Engineer***

**Kay Infracon Pvt. Ltd – Chennai, Tamilnadu, India Dec 2004 – Feb 2006**

• Installed wiring, cabling and devices to establish, repair and improve network operations.

• Configured all hardware devices and software settings to optimize network performance.

• Traveled around 2 times in an average 4 hours for off-site work

• Contacted manufacturers and vendors for warranty repairs and replacements.

• Designed and updated firewalls, networks, infrastructures and network scanning.

• Determined which network devices, including firewalls, routers, switches and wireless access points were malfunctioning, immediately applying troubleshooting methods for resolution.

**EDUCATION AND TRAINING**

**Madurai Kamaraj Universtiry (Distance Education – Lateral Entry), Madurai, TN, India**

B.C.A. Courses in Computer Application (Nov 2010)

**Thanapandiyan Ploytechnic college(Full Time), Madurai,TN, India**

D.C.T. in Computer Technology (Oct 2004)