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# SUMMARY

 Seasoned AWS Cloud Operations Lead with a record of success in delivering secure, reliable, and scalable cloud services. Proven ability to manage teams of engineers, prioritizes initiatives, and meets tight deadlines. Passionate about working in an innovative environment that values collaboration and customer satisfaction.

# CERTIFICATIONS

* AWS Cloud Practitioner
* Venafi Security Administrator.
* AWS Solutions Architect Associate.
* ITIL V3 Intermediate Service Operations
* ITIL V3 Foundation.

# TECHNICAL SKILLS

* Operating Systems: Redhat Linux7.9 , HP-UX and Windows 2008 & 2012
* CI/CD Tools: Jenkins
* IAC: Terraform
* Backup Tools: N2WS- CPM (Cloud Protection Manager) and Rubrik
* Cloud Services: Amazon Web Services(AWS)
* Networks: DNS, DHCP, TCP , UDP ,HTTPS
* Monitoring Tools: Splunk, Netcool, Cloud Watch, Solar Winds, Nagios and LiveNX
* Ticketing Tools: JIRA, Service Now and BMC Remedy
* Security : IAM, AWS Certificate Manager, AWS Security Hub
* AWS Services : IAM, EC2, EBS, EFS, Backup, RDS, VPC, Cloud Watch, ELB,SGs, Cloud Front

# PROFESSIONAL EXPERIENCE

***Wipro Limited***

Client: **Kellogg’s Inc**

**Role: Cloud Operations Lead**

**Duration: May’22 –till date**

* Act as the Cloud Operations Lead for the Managing, Maintenance and Support of Cloud Infrastructure services that run Kellogg’s Environment.
* Maintain a Secure Network and Systems by monitoring through Splunk Tool
* Hands on experience with the remediation of security vulnerabilities (e.g. OS/Application Patching) through Qualys Tool
* Make sure the best practices are Implemented through Strong Access Control Measures
* Maintain SLA for all Incidents, Changes, Problem and Service Request Tickets
* Create & maintain SOP for the Cloud Environment which will be knowledge of key business processes for various stakeholders.
* Own, maintain, and improve Incident and problem management processes and underlying support models documentation.
* Ensure both processes comply with Customers' contractual requirements (Notification, resolution and response time, etc.).
* Liaison with suppliers and contractors to ensure that third parties fulfill their contractual obligations, especially with regard to resolving Incidents and Problems and providing information and data.
* Conduct DR activities that are required for Prod and Non-Prod Environments
* Conduct IT SOX Audits for every 6 months as per Business Requirements.
* Participate in CAB calls and make sure that all change tickets are in place and as per the best practices of change management in ITIL

***Object win Technologies***

Client: **Wipro Technologies**

**Role: AWS Lead**

**Duration: Oct ’21-May’22**

* Maintaining Infrastructures on AWS cloud using Compute, Networking and databases services
* Perform hands-on troubleshooting of complex technical issues
* Work with external vendors like Parkplace, Signal Science and Vormetric Services
* Perform RCA and suggest long term solutions to any issue to avoid future occurrence
* Collaborate with various techno-functional teams (Operations, Build, Validation, etc.) to deliver high quality solutions/services on Cloud.
* Support the Cloud Infrastructure composed of AWS Services, CPM, Vormetric & Signal science
* Optimal resource – Space, CPU, network allocation and prioritization.
* Continuous monitoring and optimization of costs across AWS Environment
* Conducted interactive session with key business stake holders while consulting on

Business processes and policies.

***AT&T Global Business Services India Private Limited***

***Duration: Nov 2014 till Oct 2021***

***Project 1***

Client: **MetLife**

**Role: AWS Cloud Engineer**

* Evaluating performance of EC2 instances their CPU, Memory Usage, IOPS,
* Network Usages and suggest appropriate instance type for the same
* Worked on AWS Elastic load balancing for deploying applications in high

 Availability.

* Worked on AWS Auto Scaling for providing high availability of applications and
* EC2 instances based on the load of applications by using Cloud Watch in AWS.
* Take Adhoc Backups using Cloud Protection Manager Tool.
* Managing the infrastructure of applications on AWS.
* Suggesting the best possible services of cloud as per requirement.
* EBS Volumes management and working on creating snapshots for backups

Manually and using script.

 Environment: AWS IAM, EC2, EBS, KMS, Backup, RDS, VPC, Cloud Watch, ELB, SGs

 ***Project 2:***

**Client: Advance Auto Parts Inc (AAP)**

**Role: Security Engineer**

* Deploying SSL Certificate to NetScaler Load Balancer
* Create a New SSL Certificate in Venafi
* To install a certificate on NetScaler ADC using Venafi
* Move certificates from one container to another container in Venafi as per

Business requirements

* Participate in on-call processes
* Configure F5 GTM as per the requirements
* Participate in Incident &amp; problem management for anything DDI related
* Build and evolve overall DDI services including ITIL related aspects, such as

Configuration management

 **CSC INDIA PVT LTD**

**Client: UBS**

**Role: Network Ops Engineer**

**Duration: Apr 2011 till Oct ‘14**

* Responsible for handling Second level troubleshooting issues, upgrading IOS and Legacy Networks
* Scheduleandperformmaintenanceandsystemupgradesofnetworkinfrastructure
* Managing and maintaining current system security measures as well as implementing new and improved systems.
* Ensure that the principle of least privilege is applied to all employees
* Perform security reviews of third-party software and services
* Manage and oversee security awareness training initiatives
Performing on-going security tests such as vulnerability scanning and risk analysis

**Infosys Technologies**

## Client: British Telecom

**Role: Network Support Engineer**

**Duration: June 2007 till March 2011**

* Monitor and provide Network support as required
* Identifying problems and opportunities, and participate in developing solutions
* Taking leadership in owning issue resolution and driving them to completion
* Participate and own investigation and resolution of complex problems related to Network
* Document, implement and adhere to operational and technical standards, best practices, processes, and procedures(problem/change/release/request management/service/time reporting)

# EDUCATION

* B.Sc. Computer Science from Osmania University2006.