**Sai Prakash.P**

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**Career objective**

A highly skilled Information technology worked as Desktop support engineer, currently training on AWS and DevOps tools looking for a suitable position to grow and utilize technical abilities gained from past experience.

**Academic Qualifications**

* Professional Year **March 2017 - January 2018**

Performance Education (Melbourne, Australia)

Professional Training related to Presentation Skills, Communication skills, Report writing, Team building, Australian Workplace Skills and Professional Business Communication

* Master of Information Technology **July 2013 – August 2015**

Charles Sturt University (Melbourne, Australia)

-Distinction grade achieved in Computer Organization

* Bachelors of Computer Science Engineering  **August 2009 – June 2013**

DRK College of Engineering and Technology JNTU (Hyderabad, India)

-Distinction grade achieved in Computer Graphics, Design Analysis Algorithm

**Employment Experience**

**AWS administration (Intern) September 2017 - March 2018**

**Bostik Australia, Melbourne**

* Responsible for architecting, designing, implementing and supporting of cloud based infrastructure and its solutions.
* Managing Amazon Web Services (AWS) infrastructure with automation and orchestration tools such as Chef.
* Proficient in AWS services like VPC, EC2, S3, ELB, AutoScalingGroups(ASG), EBS, RDS, IAM, CloudFormation, Route 53, CloudWatch, CloudFront, CloudTrail.
* Experienced in creating multiple VPC’s and public, private subnets as per requirement and distributed them as groups into various availability zones of the VPC..
* Involved in writing Java API for Amazon Lambda to manage some of the AWS services.
* Used security groups, network ACL’s, internet gateways and route tables to ensure a secure zone for organization in AWS public cloud.
* Created and configured elastic load balancers and auto scaling groups to distribute the traffic and to have a cost efficient, fault tolerant and highly available environment.
* Created S3 buckets in the AWS environment to store files, sometimes which are required to serve static content for a web application.
* Possess good knowledge in creating and launching EC2 instances using AMI’s of Linux, Ubuntu, RHEL, and Windows and wrote shell scripts to bootstrap instance.
* Used IAM for creating roles, users, groups and also implemented MFA to provide additional security to AWS account and its resources.
* Implemented domain name service (DNS) through route 53 to have highly available and scalable applications.
* Maintained the monitoring and alerting of production and corporate servers using Cloud Watch service.
* Created EBS volumes for storing application files for use with EC2 instances whenever they are mounted to them.
* Experienced in creating RDS instances to serve data through servers for responding to requests.
* Created snapshots to take backups of the volumes and also images to store launch configurations of the EC2 instances.

**Desktop Support December 2015- February 2017**

**FUJI Xerox, Melbourne**

**Roles and Responsibilities:**

* Providing 1st and 2nd level onsite & remote support
* Strong administration and troubleshooting skills on Windows & Linux/UNIX.
* Provide desktop support including creating images specific to client requirements and deal with issues pertaining to hardware and applications
* Perform routine network maintenance checks as well as configure and manage printers, copiers, and other miscellaneous network equipment
* Experienced in configuring Print & File Sharing, mapping drives, switches, wireless access points, modem and printer;
* Experienced to deploy, configure and manage new hardware, server, backups, antivirus, Mac operating system, Smartphone, and tablets in a corporate business environment;
* Monitoring network security software, servers, workstation's antivirus status, and threat report;
* Ensure that on-site audits and network maintenance should be done in a timely manner;
* Configuring and managing backup & restore procedures;
* Experienced in troubleshooting and resolving network issues related to the server;
* Creating and Assigning users, groups and manage user rights and security;
* WDS and PXE deployment;
* Maintaining, monitoring and troubleshooting disk space, volumes, Https, site down;
* Responsible for the implementation, troubleshooting, and maintaining operations of network systems
* Experience in working with Production, Service Delivery, and Support Infrastructure, Ticketing environments on 365 \*24/7 Basis.
* Responsible for identifying, diagnosing, and resolving hardware and software problems

**SFIA generic skills**

1. Autonomy

Can plan my own work to meet given requirements and objectives can also working under supervision follow the instructions and meet all deadlines in a timely manner

1. Influence

Maintain good relation with team members and following workplace ethics. Motivation and guiding fellow team member. Highly influential and also take the opportunity for decision making according to the situation.

1. Complexity

Can take appropriate decision related to work plan the according to the priority list and make result show and also handle pressure at crucial situations in a professional manner.

1. Business Skills

Have a good understanding of business environment know who the business work and posses a systematic approach to maintaining the business. Have good communication with the colleagues to understand their business needs and managing work accordingly

**SFIA professional skills**

* Systems installation/decommissioning-HSIN 4

I can do regular installation and de-installation of software and hardware. Take action to ensure targets are met within established safety and quality procedures. Provide guidance to less experienced colleagues.

* Programming/software development- PRGM2

Designs, codes, tests, correct, and documents simple programs, or scripts and assists in the implementation of software which forms part of a properly engineered information or communications system.

* Network support-NTAS 3  
  Use required tool to monitor the network and work accordingly to the instructions provided.

**References**

Name: Siva Karunanithi Ruby Sharma

Organization: Bostik Australia Fuji Xeror

Position: IT Project Manager Human Resource

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