ABIN BABY

Address:	Eltviller straße 1, 65399, Kiedrich	**LinkedIn:**	abinbaby-abm
Email:	abinbabygem@gmail.com	**DOB:**	26-03-1997
Phone:	+49 163 9850869	**Marital Status:**	Single

Website: https://abinbaby.github.io/

SUMMARY

Motivated and adaptable IT professional with over 5 years of experience in advanced software support, system administration, and cloud-based solution management. Skilled in resolving complex technical issues, managing deployments, and supporting enterprise environments across AWS and Azure platforms. Hands-on with automation tools like Jenkins, Ansible, and basic scripting in Shell and PowerShell. Now seeking to build on this foundation in a dedicated DevOps role to deepen expertise in CI/CD, infrastructure as code (IaC), and cloud automation. Known for strong troubleshooting skills, fast learning, and effective collaboration with cross-functional teams.

PROFESSIONAL SKILLS

- DevOps & Automation: Jenkins, GitHub Actions, GitLab CI/CD, Ansible, Docker, basic understanding of Kubernetes and Terraform, Shell scripting, PowerShell, Python
- Cloud Platforms: AWS (EC2, VPC, AMI), Azure (VMs, KeyVault, Storage, Networking), GCP basics, Hybrid/Multicloud awareness
- Version Control: Git, GitHub, GitLab, SVN
- Monitoring & Logging: Azure Monitor, Log Analytics, Prometheus (basic), Grafana (basic)
- CI/CD & Deployment: Jenkins, GitLab Pipelines, GitHub Workflows
- Tools & Platforms: ServiceNow, Jira, Microsoft 365, MongoDB, MySQL, Nexus, Nginx, VMware
- Operating Systems: Linux (Ubuntu, RHEL), Windows Server, Mac OS
- Networking (Basic): OSI Model, TCP/IP, Subnetting, DNS, DHCP, NAT, Routing & Switching basics, Firewalls, VPN, Load Balancing concepts, Network troubleshooting (ping, traceroute, netstat).

CERTIFICATIONS

AWS CERTIFIED SOLUTION ARCHITECT - (MAY 2023 - MAY 2026)

CISCO CERTIFIED NETWORK ASSOCIATE - (JAN 2022 - JAN 2025)

MICROSOFT CERTIFIED SOLUTIONS ASSOCIATE - (JAN 2019)

WORK EXPERIENCE

Advanced Systems Specialist (AST) | Dormakaba Canada Inc — Sept 2023 - Mar 2025

- Provided advanced-level support for Dormakaba access control software systems
- Oversaw system installations, upgrades, migrations, and integrations for enterprise clients
- Led troubleshooting efforts across software, hardware, and networks
- Deployed AWS-based cloud infrastructure to enhance system scalability
- Trained clients and documented technical solutions for knowledge transfer
- Integrated third-party systems (PMS, Mobile Key apps) with Dormakaba solutions

Software Solutions Technical Specialist | Dormakaba Canada Inc — Jun 2021 - Sept 2023

- Conducted deployments, upgrades, integrations and migrations for access control software
- Supported certified installers and resolved high-priority technical escalations
- Collaborated with Quality and Engineering teams to reproduce and fix bugs
- Authored technical documentation and training content

Network and System Support | Asianet B&B Cable Vision   Jun 2018 - Sept 2019

- Supported and maintained LANs, workstations, internet connectivity, and peripheral devices
- Installed, configured, and troubleshot network hardware, software, and operating systems
- Monitored network performance, performed backups, and assisted with disaster recovery
- Delivered technical support to users while mentoring new hires on best practices

Technical System Analyst | Inuitive Websystems Inc   Sept 2017 - Jun 2018

- Supported the setup and maintenance of Jenkins-based build and deployment pipelines using Maven
- Assisted with source code management tasks and helped configure repositories in Nexus
- Contributed to automation efforts by writing and executing shell scripts through Jenkins
- Provided end-user support and document system changes and procedures

International Projects | Dormakaba Canada Inc

Dormakaba Global Upgrades and Migrations – Marriott & Hilton
- Spearheaded system upgrades across 9,000+ Marriott and 2,000+ Hilton properties
- Migrated on-prem servers to Marriott cloud, boosting data access and reliability
- Customized deployments per client requirements with minimal downtime
- Led advanced technical support and client communications during lifecycle

EDUCATION

Computer Programming, Networks and Security - ISI Montreal	**Sept 2019 - Sept 2021**
Bachelor of Computer Application - Calicut University	**June 2015 - May 2018**
Higher Secondary Education - Puliyanam GHSS	**June 2013 - May 2015**

ADDITIONAL INFORMATION

Languages: English (proficient), Malayalam (native), German (basic- actively improving), Hindi, French (basic)

German Driving License: Class B

Personal Traits: Fast and continuous learner , active listener, strong sense of responsibility, adaptable and open to relocation.