Arjun Singh

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Experience

NTT DATA – VOIP Engineer
Feb 2020 – Dec 2022

- Spearheaded a transformative change initiative, slashing service disruptions by 30% and boosting network stability through meticulous planning and execution.
- Led a high-performing team of 4 L1 engineers, delivering expert guidance and support for Cisco IPT Systems, ensuring timely issue resolution, and elevating team efficiency.
- Achieved an impressive 99.9% service availability, collaborating with third-party vendors to rapidly resolve network issues, minimizing downtime, and maximizing reliability.
- Revolutionized communication for 3,000+ users, designing and configuring CUCM features (Extension Mobility, Hunt Group, Pickup Group, and Route Plan), resulting in a 20% surge in user satisfaction.
- Streamlined operations by overseeing the lifecycle processes of 500+ users and devices, reducing downtime by 25%, and amplifying operational efficiency.

Certifications

AWS Certified Solutions Architect Associate (SAA-C03), Amazon Web Services (2024-2027) - Link
- Gained expertise in designing scalable, cost-efficient, and secure cloud architectures on AWS.

AWS Certified Cloud Practitioner (CLF-C01), Amazon Web Services (2024-2027) - Link
- Acquired foundational knowledge of AWS cloud concepts, services, and basic architecture principles.

AWS Certified Security Specialty SCS-C02 (In Progress), Amazon Web Services
- Developing skills to implement and manage security controls and compliance on AWS.

Cisco CCNA 200-301 Training, Udemy Online Platform - Link
- Learned networking fundamentals, including IP connectivity, security, and automation.

Linux Administration Course, Udemy Online Platform - Link
- Mastered essential Linux system administration tasks and command-line operations.

Leadership & Projects

Deployed an App with CodeDeploy
- Deployed a Java web application using AWS CodeDeploy, leveraging AWS services to build and implement a CI/CD pipeline with CodeCommit, CodeBuild, and CodeArtifact, while automating infrastructure provisioning with CloudFormation.

Query Data with DynamoDB
- Developed a serverless data-driven application using AWS DynamoDB, managing tables and querying data via AWS CLI, and gaining hands-on experience with both AWS Management Console and CLI.

VPC Monitoring with Flow Logs
- Enabled secure communication between VPCs by configuring VPC peering, route tables, and security groups, while monitoring network traffic with VPC Flow Logs to troubleshoot connectivity issues and optimize network performance.

Education

Centennial College, Toronto, Ontario, Canada - Computer Science Networking Fast-track Diploma
Courses: Virtualization for Cloud Tech, Network Security Fundamentals, UNIX/LINUX, Advanced Routing Protocols
BBDIT, Ghaziabad, India - Bachelor's in Computer Science
Courses: Operating Systems, Computer Networks, Database Management Systems, Software Engineering

Skills

Technical Tools: AWS (S3, EC2, RDS, Redshift, Glue, Lambda, CodeDeploy, VPC), GitHub, Genesys, Voyence, Server Management, Python, LAN, TCP/IP, Cisco Routing and Switching, Wireshark, Nmap, CUCM, SIP, MGCP, H.323, SBC, ServiceNow, RTMS, Jira, MS Office Suite, Visio, MS Project, Teams, SharePoint.
Soft Skills: Self Starter, Problem solving, Organizational skills, Risk Management, Startup Vision, Multitasking, Teamwork