

# Amal Suthan

1114-1350 Danforth Road, Scarborough, ON M1J1G3

+16476084856

[amalsuthan1994@gmail.com](mailto:amalsuthan1994@gmail.com)

## SUMMARY

A passionate human who is a continuous learner in different streams of Information Technology. Currently work as a System Consultant with a demonstrated history of working in the information technology and services industry. My passion for learning made me get knowledge and experience in a different field where Information Technology is essential. Experience in System Administrator and IT Technical Support using essential tools. Knowledge and experience in both Data Analytics and Cloud technologies.

## TECHNICAL SKILLS

- **Programming/Scripting:** Java, Python, Bash, PowerShell
- **Databases:** MySQL, Postgres, Elasticsearch
- **Web Applications:** Spring Boot, Angular, React
- **Operating System:** Linux/Unix, Windows
- **Networking:** TCP/IP, DNS, DHCP, SSH, SSL, HTTP, LAN, Wi-Fi, NAT, VPN
- **Cloud Platform:** AWS, Azure
- **Security Tools:** Nexus, SonarQube
- **CI/CD Tools:** Jenkins, Gitlab, GitHub, Bitbucket, Maven
- **ITSM Tools:** ServiceNow, SysAid
- **AWS Services:** EC2, RDS, ElastiCache, VPC, IAM, OpenSearch, S3, Lambda, CloudFront
- **Monitoring Tools:** Datadog, Sentry, CloudWatch, CloudTrail
- **Container Tools:** Kubernetes, Docker, AWS ECS

## EDUCATION

<b>AWS DevOps Course</b>	<b>Sep 2022-current</b>
Sazan Consulting Inc, Toronto, Ontario	
<b>Post-Graduate Certificate in Cloud Computing for Big Data</b>	<b>2020-2021</b>
Lambton College, Toronto campus, Ontario	
<b>Bachelor's Degree in Computer Science and Engineering</b>	<b>2013-2017</b>
Mahatma Gandhi University, Kerala, India	

## EXPERIENCES

<b>Systems Consultant</b>	<b>Sep 2021-Current</b>
<b>Long View Systems</b>	

### Responsibilities:

- Provide Tier 1 Support and Escalate the incidents to the correct Support team if cannot resolve the issue and manage the incident throughout its life cycle.
- Troubleshoot and diagnose technical issues remotely and resolve the tickets on time.
- Provide support to the end user with issues related to software and their computing platforms.
- Provide fully documented technical issues on the ticket management system, evaluate the client's urgency and impact of the incident and provide resolution of the incident.
- Track and escalate the outages.
- Identifying the improvement opportunities and reporting to peers and team lead to improved performance and output.

**JR Systems Administrator**  
**Total Credit Recovery Limited**

**May 2021-Aug 2021**

**Responsibilities:**

- Provide Tier 1 & 2 support and resolve problems to the end user's satisfaction concerning software, hardware, mobile devices, and network connectivity
- Monitor/respond quickly and effectively to requests received through the helpdesk ticketing system (SysAid), email, and phone
- Document and track issues, status and resolution using incident management tools
- Conduct ticket reviews, statistic reports and execute special projects as required
- Exercise sound judgment to escalate issues to senior members within the IT department
- Zoom Administration
- Fortinet VPN configuration and troubleshooting
- Create, delete and manage Email Address Exchange Admin Center
- Asset Management
- Manage user on DUO Admin
- Maintain user passwords, logins and access rights on a variety of systems including Microsoft Active Directory and Group Policy Controls
- Monitor and maintain applications and systems to maintain required compliance using ESET Security Management Center

**IT Technical Support**  
**Lulu Group International**

**Dec 2017-Dec 2019**

**Responsibilities:**

- Active Directory and Group Policy Management Controls
- Troubleshooting computer hardware, software and Mail Exchange Server issues
- Implement and test application servers, print servers and file servers
- Experience in CentOS/Ubuntu system administration
- Migrated objects between servers by using ADMT
- Inventory and Asset Management
- Maintain, configure and troubleshoot, solve network and printer issues
- Patching software and make the system up to date using SCCM
- Monitored Servers and Backups
- Ticket management using ServiceNow

**Trainings & Certifications:**

- AWS Certified Solutions Architect – Associate: Candidate ID: AWS01969717
- Microsoft Certified: Azure Administrator Associate (AZ-104): Microsoft Certification ID: 991890653
- Long View's Consulting 101
- Ticket management using ServiceNow
- Vulnerability management and Patch Management
- Agile and SDLC software development methodologies