Abhishek Sen

Cloud Engineer - Tech Analyst

- 9765387164
- senabhishek@hotmail.com
- Chennai, India

SUMMARY

Results-oriented individual with 8.4 years of cumulative experience. Proficiently versed in AWS solution architecture, IT infrastructure & Tech Support as well as customer relationship management. Competent in creating, putting into practice, and refining cloud-based solutions on the AWS platform to satisfy a variety of business requirements. Adept at using CRM software to improve customer retention, satisfaction, and engagement. Competent leader and communicator with a track record of working across teams to produce creative solutions. As a Cloud Engineer/Tech Analyst, I aim to use my knowledge and technical know-how to propel corporate success.

EXPERIENCE

Cloud Engineer - Tech Analyst   04/2022 - 04/2024
Cognex Technologies, Chennai, Tamil Nadu, India

- Helping to Set Up Cloud Infrastructure: Assist with configuring AWS services, including EC2 instances, and VPCs, in accordance with project specifications.
- Deployment and Configuration Management: Automate infrastructure provisioning and configuration management to support deployment procedures with technologies like AWS CloudFormation.
- Monitoring and Alerting: Help with the configuration of tools such as AWS CloudWatch for monitoring system performance, resource consumption, and application health. As problems arise, address them and respond to alarms.
- Security and Compliance: Assist in the implementation of security best practices and compliance guidelines by configuring IAM roles and guidelines.
- Documentation and Knowledge Sharing: Record deployment methods, infrastructure configurations, and troubleshooting techniques to support documentation initiatives.
- Learning and Development: Continually acquire knowledge through self-study, training programmes, and certifications about new AWS services, features, and best practices. Keep abreast on market developments and new cloud computing technologies.
- Problem Solving and Troubleshooting: To detect and fix technical problems pertaining to cloud infrastructure, networking, and application deployment, hone my problem-solving abilities. Learn to debug problems on my own, and when required, ask experienced engineers for it.

Freelance -SEO   01/2021 - 02/2022
Multiple projects as and when required by Start-ups & Individuals

- Suggested content creation and focused keyword optimisation techniques to boost a client's website's organic search traffic by 50% in less than six months.
- By improving landing page copy and CTAs for greater user engagement and lead generation, the website conversion rate was increased by 30%.
- Oversaw and carried out SEO strategies for numerous clients in a variety of industries with success, increasing their visibility and search engine rankings.

Sr. Associate - Ops   07/2019 - 08/2020
WNS Global Services Pvt. Ltd, Pune, Maharashtra, India

- Managed IT infrastructure and provided technical support to internal stakeholders.
- Resolved IT issues and conducted troubleshooting to ensure smooth operation of systems and applications.
- Implemented and maintained security measures to protect company data and assets.
- Collaborated with vendors and service providers to procure hardware and software as needed.
- Verify that all necessary reports and submissions are completed on schedule.
- Assemble company intelligence or crucial management data to aid in trend analysis and planning exercises

Sr. Operations Executive 01/2015 - 02/2019
CAPITA Pvt. Ltd, Pune, Maharashtra, India

- Maintaining client customer databases by entering account details using a range of client-based tools and an Oracle-based CRM.
- Address problems with products or services by figuring out what went wrong, fixing it quickly, and checking in to make sure everything was fixed while keeping SLA.
- Making product and service recommendations to management by gathering case studies, client data, and business requirements analysis.
- Generating business and service reports, which involves adhering to quality standards.
- Managing policy renewals and modifications.

EDUCATION

Computer Science & Applications 07/2009 - 05/2012
Shree Ramalinga Academy of Higher Education - BCA

Science 2006 - 2008
Kendriya Vidyalaya - AISSCE

10th 2005 - 2006
Kendriya Vidyalaya - AISSE

CERTIFICATES

Azure AI Fundamentals 07/2023 -
Microsoft

Security, Compliance and Identity Fundamentals 06/2023 -
Microsoft

AWS Certified Solutions Architect - Associate 02/2024 - 02/2027
Amazon

SKILLS

AWS Services: EC2, Lambda, Load Balancing, VPC, IAM

Python Programming, syntax, data types

Kubernetes Basics: Understanding of fundamental concepts such as pods, deployments, services, namespaces, and labels

Problem-Solving: Ability to analyse complex issues, identify root causes, and implement effective solutions

Adaptability: Flexibility to adapt to changing priorities, technologies, and environments in a fast-paced IT landscape

Communication: Strong verbal and written communication skills to effectively convey complex technical concepts to stakeholders at all levels

LANGUAGES

English	Fluent	Assamese	Intermediate
Bengali	Fluent	Tamil	Basic
Hindi	Fluent		