

Diwakar Dubey

With 1 and a half year of experience in Linux and Cloud computing environment have helped me in developing great troubleshooting and operational skills. Multiple client interactions and dedicated projects have contributed in grooming me as a System admin.

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EXPERIENCE

Amazon Internet Services Private Limited(AWS), Bangalore — Cloud Support Associate-II

Sep 2017 - PRESENT

- Troubleshoot issues related to EC2 linux, EBS, ElastiCache, VPC, IAM, along with linux OS level issues using tools such as atop, sar, vmstat, iostat.
- Responsible for troubleshooting issues for our business and Enterprise level customers, meeting their expectations by fixing the issues within the SLA.
- Created a cleanup tool that automatically stops resources when not in use.
- Went On-site to our enterprise customers such as Swiggy, Intuit to help troubleshoot their issues. Created internal java scripts for us to monitor their resources in one dashboard.
- Have portrayed customer obsession by assisting our clients in designing/migrating a fault-tolerant, scalable and durable infrastructure on cloud.
- Set an example for bias for action by implementing few scripts for our internal tool to ease the troubleshooting process for other teammates.
- Delivered New hire training along with mentoring the hired college graduates.

EDUCATION

Guru Gobind Singh Indraprastha University, New Delhi — B.tech in Information Technology

August 2013 - July 2017

Graduated with 76.27%

Central Board of Secondary Education , New Delhi

Graduated 12th Standard with 75% in 2012

Graduated 10th Standard with 8.0 CGPA in 2019

Press Release

Created public facing content on how to create and associate parameter group on an ElastiCache cluster:

<https://aws.amazon.com/premiumsupport/knowledge-center/elasticache-assign-parameter-group/>

SKILLS

Experience with AWS services (like EC2, ElastiCache, EBS, EFS, Cloudformation, Cloudfront, VPC, IAM, S3, lambda, Beanstalk) .

OS level(RHEL 6,7 debian based system)

troubleshooting: booting issues, kernel patching, resource management

Scripting : Python, bash

DevOps tools: Git, Jenkins, Docker.

Memory and Disk Management(using atop, sar, fio, iostat)

Network level troubleshooting (mtr, tcpdump, netcat)

Certifications

AWS Certified Solutions Architect Associate-
TP7BY7HK1FFQ1Y51

AWS Certified Developer Associate -
HY1FSKK2111QQWS1

RedHat certified System administrator- 18011603

