OVIYA KANDASWAMY

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EDUCATION

UNIVERSITY OF WINDSOR   *Windsor, CA*
Masters of Engineering   *Expected Dec 2020*
Major in Computer Science; Minors in Business
Cumulative GPA: 3.2/4.0

SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY
Bachelor of Engineering - Major in Electrical Engineering   *Aug 2013 - Apr 2017*
Cumulative GPA: 8.6/10.0

WORK EXPERIENCE

AMAZON WEB SERVICES   *BLR, IND*
Technical Customer Support Associate   *Mar 2019 – Aug 2019*
- Provided Technical Support to AWS customers for all their account related queries by identifying the cause of the issue, researching and providing efficient and effective solutions.
- Maintained my contact handling time and Customer Satisfaction rate among the top 15%.
- Awarded as the Best New Hire among 50 new employees.

AMAZON INDIA PVT LTD   *CJB, IND*
Customer Support Associate   *May 2017 – Mar 2019*
- Provided Support to Amazon.in and Amazon.com customers for all their order and account related queries by identifying the cause of the issue, researching and providing efficient and effective solutions.
- Promoted within 6 months of joining the Organization as a Team Lead for demonstrating Leadership Principles. Served as Subject Matter Expert for various domains and departments during my tenure.
- Won several Awards for Customer Satisfaction and Customer Obsession which is the main Leadership Principle and goal of Amazon.

ACTIVITIES

AWS EDUCATE CLOUD AMBASSADOR   *Windsor, CA - Apr 2020 – Present*
- Conduct Virtual events in my University to introduce the concept of Cloud Computing, its advantages and about AWS to students.
- Work with all the start-ups within the University and help them launch their company using the services provided by AWS

CURRENT PROJECTS

IP ADDRESS ALLOCATOR   *June 2020*
- Automatically allocate an IPv4 address under the /16 and /24 Subnet Mask and provide all the details of the IP allocated (Network ID, Broadcast ID, Usable IP range, Subnet Mask and IP count, possible subnet IPs). In addition provide the list of all reserved IPs by AWS for the IP allocated to avoid assigning it accidentally to a subnet.

E-COMMERCE SITE TESTING   *July 2020*
- Writing test cases for an e-commerce website under development and testing Homepage, Product Search and Shopping cart features using Selenium.

ADDITIONAL

Technical Skills: Proficient in MATLAB, Python, C++ and SQL. Knowledge in Networking and Security. Familiarity with Selenium Testing.
Platforms: Proficient in Windows and familiarity with Linux (CentOS and Ubuntu).
Languages: Fluent in English, Hindi and Tamil; Beginner in French and Klingon.
Certifications & Training: Oracle Cloud Infrastructure Foundations, Oracle Cloud Infrastructure Architect Associate, Lean Six Sigma White Belt
Interests: Rubik's Cube, Video Games and Pencil Sketching.