

# OVIYA KANDASWAMY

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## EDUCATION

### UNIVERSITY OF WINDSOR

*Masters of Engineering*

Major in Computer Science; Minors in Business

Cumulative GPA: 3.2/4.0

Windsor, CA

Expected Dec 2020

### SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY

*Bachelor of Engineering* - Major in Electrical Engineering

Cumulative GPA: 8.6/10.0

Aug 2013 – Apr 2017

## WORK EXPERIENCE

### AMAZON WEB SERVICES

*Technical Customer Support Associate*

BLR, IND

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

*Customer Support Associate*

CJB, IND

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

### EDUCATE CLOUD AMBASSADOR

*Amazon Web Services*

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.

### LEARN STUDENT AMBASSADOR

*Microsoft*

Windsor, CA - Aug 2020 – Present

- Collaborate with other Learn Ambassadors to solve real world technical challenges.
- Conduct Virtual events for students to train them technically to use Microsoft resources to solve real life technical challenges.

## CURRENT PROJECTS

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### AWS HOSTED SERVERLESS RESUME WEBSITE

Aug 2020

- Created a resume website using AWS micro-services like S3, Cloudfront, DynamoDB, Route53, API Gateway and Lambda as a part of the Cloud Resume Challenge.
- Leveraged the knowledge in HTML, CSS and Javascript to create the front end of the website and used API Gateway, Lambda to call DynamoDB to display the visitor count of the website.
- Deployed the frontend and backend using CloudFormation and Serverless Application Model.
- Created a CI/CD pipeline to automate the backend process and a GitHub Repository for the front-end process to make changes in S3 automatically.

**Status:** Completed

### AUTOMATION TESTING PRACTICE WEBSITE

July 2020

- Created a practice website to learn automation testing.
- Implemented various testing elements such as tables, forms, images, buttons, scroll, navigation, login, drag and drop, etc in a single page, making it easier to learn testing.

**Status:** Completed

### 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.

**Status:** In Progress

### 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.

**Status:** In Progress

## ADDITIONAL

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**Technical Skills:** Proficient in HTML, CSS, Python and MYSQL. 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, Google IT Support Professional, Lean Six Sigma White Belt

**Interests:** Rubik's Cube, Video Games and Pencil Sketching.