

Miss. Swapnali Sandip Holmukhe

Cloud Engineer

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CARREER OBJECTIVE:

To obtain a challenging position as an Cloud Engineer where I can apply my foundational knowledge of cloud technologies and contribute to the efficient monitoring, maintenance, and support of cloud infrastructure. I aim to grow within a dynamic team, enhance my technical skills, and support business continuity through reliable cloud operations and proactive incident management.

CORE QUALIFICATIONS & KNOWLEDGE:

- Basic knowledge of AWS services: EC2, S3, IAM, VPC, CloudWatch.
 - Familiarity with basic networking concepts.
 - Understanding of ITIL processes (Incident, Change, Problem Management).
 - knowledge of Azure infrastructure services
 - Knowledge of Azure monitoring and management tools
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PROFESSIONAL EXPERIENCE:-

Company Name : Vodafone India Services Private Limited

Location/Site : Pune

Experience : JAN 2025 to Present

Designation : Senior Executive

Job Responsibility:

- Monitor AWS infrastructure using tools like Amazon CloudWatch, AWS Health Dashboard, and third-party tools (e.g., Datadog, New Relic).
- Troubleshoot and resolve issues related to Azure cloud services, including virtual machines, storage, networking, and security
- Respond to system alerts and incidents, perform initial triage, and escalate to L2/L3 teams as needed.
- Maintain logs and incident records using ticketing systems like ServiceNow or Jira.
- Understanding of networking concepts, including IP addressing, subnets, routing, and firewalls.
- Excellent problem-solving and troubleshooting skills..
- Track resource utilization and report anomalies.
- Assist in generating cost reports using AWS Cost Explorer or Budgets

Company Name : Vodafoneidea PVT. LTD.

Location/Site : Pune

Experience : OCT 2023 to JAN 2025

Designation : NOC Engineer

Job Responsibility:

- ✚ Routing analysis done to resolve customer calling issues like NLD, ISD and TFN numbers.
- ✚ Handling Huawei SBC, Dialogic SBC's and L3 switches like Nokia, Maipu by checking traces logs with SIP Headers, RTP, CPS, REGISTRATION and resolving Enterprise customer complaints within SLA.
- ✚ Manage call routing, call congestion, problem analysis and resolution.
- ✚ Configuration change management in NOKIA, ATACA, GCS, HUAWEI, UGC, softSwitches and SBC
- ✚ Co-ordination with different stack holders to resolve all customer issue within SLA.

TECHNICAL SKILLSET:

- SIP_ISUP
- Oracle SBC
- SIP Trunking
- SS7
- Netcool Alarms

ACADEMIC QUALIFICATION:

Qualification	Institution	Board/University	Year	Grade
BE Electrical	AISSMSCOE, Pune	SPPU	2022-23	SGPA-8.60
TE Electrical	Government Polytechnic, Karad	MSBTE	2017-20	91.17
SSC	Atmaram Vidyamandir Oglewadi	Maharashtra State Board	2016-17	89.20

PERSONAL DETAILS:

- Date of Birth: 29 DEC 2001
- Marital Status: Unmarried
- Residential Address: Wagholi, Pune

DECLARATION:

I declare that, to the best of my knowledge, the above said information is correct.

Place: Pune

Date:

Signature

(Swapnali Holmukhe)