



Divyanshoo Sinha

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NIT alumnus, AWS certified Cloud Practitioner; targeting to express potential in Software Development/Cloud Development with an esteemed organization.

Availability: Immediate



PROFILE SUMMARY

- A proactive, competent & high energy-driven professional with **2.5 years of experience in Application Support & ticket management** in the IT domain
- Gained knowledge of AWS & Azure cloud environments on how to manage virtual machines. Exposure to cyber-attack prevention in cloud environment from attacks such as DDOS attacks.
- Front-end development knowledge using **HTML/CSS**.
- Strong understanding of application support methodologies and service delivery management. Resolving user queries, and service requests such as access management and incident rectification.
- Experience in team management such as understanding the team's queries to improve the service output and avoid ticket breaches. Ensuring the team follows good practices of ticket resolution.
- Good problem management skills in cases of ticket breach, making breach cause analysis (BCA) reports and discussing with the team on the cause of the ticket breach and further prevention.
- Proficient communication skills on how to deal with clients as I go through client interaction and call hosting on a daily basis.
- Knowledge of product design in terms of looks and functionalities.



CERTIFICATION

- Amazon Web Services Certified Cloud Practitioner
- Validation Number: 7CJYJ141M2V4QMCZ
- <https://aw.certmetrics.com/amazon/public/verification.aspx>



WORK EXPERIENCE

Dec'20 – Oct'22 with HCL Technologies, Lucknow (India) as Software Engineer

TECHNICAL TASKS:

- Development & maintenance of Nokia Confluence page using **HTML/CSS**.
- Supporting the Black-Duck application that detects open-source content by managing access requests and user queries through the ticket resolution system.
- Handling the Magicdraw application's(UML modeling tool) access requests,.
- Managing the Black-Duck virtual machine hosted on Azure Cloud environment.
- Experience in using the Nokia Service Now (SNOW) portal that helps in managing user tickets
- Extracting reports from PowerBi (Monitoring tool), monitoring & analyzing the KPI (Key Performance Indicator) for each team.
- Monitoring the NAMP(Nokia Artus Messaging Platform) tool which monitors the application URL, means that if the URL is not accessible then the tool creates an alert that our team redirects to the Nokia NAMP team.

MANAGERIAL TASKS:

- Managing all the teams in all the projects in tie-up with Nokia such as hosting daily calls with clients and discussing the status reports of different tickets corresponding to their applications.
- Ensuring team members complete their tickets before the breach time (ticket deadline).



CORE COMPETENCIES

Data Analysis and Algorithms(DAA)

Enhancement, Production Support

Coding / Design / Development

AWS Identity and Access Management

Service Delivery Management

Cloud Practitioner

Ticket Breach Cause Analysis & Breach Prevention

Incident Resolution



EDUCATION

- **2020: B.Tech. (Information Technology)** from the National Institute of Technology, Kurukshetra, Haryana



IT SKILLS

- **Proficient:** Java, MySQL, HTML/CSS
- **Basic:** C/C++, Python, Linux Programming

- Have collective discussions with the team if the ticket cannot be resolved within the assigned time window in order to increase the time frame.
- Host weekly Breach Cause Analysis (BCA) discussions with teams on the reasons for a ticket breach and methods to prevent such breaches.
- Making daily reports of the ticket status with their corresponding details and sending the reports to the clients on a daily basis.

Jan'20 – Aug'20 with 4DEx , Mumbai(India) as Product Design Consultant

Highlights:

- Drafted the design of the web page of the company's LMS platform.
- Tested the LMS webpage and recommended ways to further improve its functionality.
- Having calls with the clients explaining the use cases and the pricing model of our LMS platform.
- Guided team on deployment of our platform in the AWS cloud environment.



INTERNSHIP

May'18 – Jul'18 with Apsmind Technology Pvt. Ltd., New Delhi (India)

Role:

- Gathered understanding of the AWS cloud console and how to operate it in different scenarios



TRAINING

Jun'17 – Jul'17 with ABA Tech Pte Ltd. (Singapore)

Role:

- Gained insights into Information and communication technology in the maritime industry
- Understood ICT equipment and its functions in the maritime industry



ACADEMIC PROJECT

Hosting a demo Government portal online without servers using AWS Lambda functions.

Front-end: Angular 6, Back-end: Spring Boot



PERSONAL DETAILS

Date of Birth: 6th October 1996

Languages: English & Hindi

Address: 4/69 Vishal Khand, Gomti Nagar, Lucknow, 226010