1. Self intro

* Thank you for giving me opportunity to introduce myself.
* As u know my name is Suyesha lende.
* I am from Amravati Maharashtra.
* I’ve completed my graduation in 2022 from S.G.B.A university.
* I have started my professional career in IT from 2021.
* In the year 2021 I got an opportunity to do an internship in a service base company, CGS
* Where I gained extensive experience in managing cloud solution on the AWS platform.
* After completing my internship, I worked on big data project as a associate cloud admin
* As of now, I have total 2 years of experience including 6 months of internship .
* We are using AWS as a cloud environment.
* while working I got hands on experience in service like EC2, IAM, VPC, S3.

1. Day to day activities

Answer: -

* Signing into AWS console
* Checking every service performing way they are accepted to perform.
* Helping my teammates to solve their issue when they are going through any problems.
* Checking the mails
* Attending meeting everyday
* After completing all the work sign out from AWS console

1. Roles and responsibilities

Answer: -

* Provisioning and managing EC2 instance VPC resources, and storage in s3
* Configuring and monitoring the health performance & utilization of AWS services through CLOUDWATCH metrics and alarm.
* Optimizing Redshift cluster for efficient data storage and querying
* Ensuring security and compliance by implementing access controls, conducting audits, and responding to security event
* Collaborating with cross-functional team and documenting system configuration and operational procedures
* Setting up new VPC and managing Networking between VPC’s as VPC Perring
* Cost optimization/ checking resources price and billing list

1. Your greatest strength

Answer: -

* **Sir , one of the greatest thing in IT industry is patience , and I think I have that .**
* I came from an IT background , still I have good understanding of business
* I have good problem-solving skills I can understand where the problem is
* I have solid work ethic
* Also , I am honest sincere regarding to my roles & responsibilities.

1. Ur weakness

Answer: -

* Well talking about my weakness, I’ll say that I don’t have much experience speaking in front of large audiences; public speaking has always been a challenge for me .

1. Current CTC

Answer: -

* My current CTC is 6.5 LPA

1. Salary expectation

Answer: -

* As per the market demand and 30 % hike my experience and my skills.
* I would like to offer you me CTC between 8 to 10

1. How many members in Ur team

Answer: -

* So about my cloud team there are 9 team members .
* 3 are associated
* 3 are cloud admin.
* 2 are senior admin and
* 1 are solution architect.

1. Domain of your project?

Answer: -

* **E-commerce**

1. What is Ur shift time?

Answer: - 10 -5

1. Where do u stay?

Answer: - **I stay in Pune**

1. What is notice period of Ur org?

Answer: -

**One and half month**

1. What is ITIL?

Answer: -

It stands for information technology infrastructure library it is framework that provides best practice for IT service management (ITSM) & helps organization align their IT services with their business objectives.

1. Which ticketing tool you are using?

Answer: -

* **In our organization for service management, we use service now Teams outlook.**

1. What are types of tickets?

Answer: -

* Incident tickets
* Service request tickets
* Change tickets
* Problem ticket
* Access request ticket

1. What are priorities of tickets?

Answer: -

• Priority 1 - P1 - 15 Min Ack - SLA 1 Hour.

• Priority 2 - P2 - 15 Min Ack - SLA 2 Hour.

• Priority 3 - P3 - 60 Min Ack - SLA 4 to 8 (1 Business Day) Hour.

• Priority 4 - P4 - 4 - 8 Hours Min Ack - SLA (2 - 3 Business Day) Hour.

• Priority 5 - P5 - 4 - 8 Hours Min Ack - SLA (3 - 5 Business Day) Hour.

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• SLA: Service Level Agreement.

• Acknowledgment SLA

• Working SLA

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1. Sla of tickets

Answer: -

* Priority 1 - P1 - 15 Min Ack - SLA 1 Hour.
* Priority 2 - P2 - 15 Min Ack - SLA 2 Hour.
* Priority 3 - P3 - 60 mins Min Ack - SLA 4 to 8 (1 Business Day) Hour.
* Priority 4 - P4 - 4 - 8 Hours Min Ack - SLA (2 - 3 Business Day) Hour.
* Priority 5 - P5 - 4 - 8 Hours Min Ack - SLA (3 - 5 Business Day) Hour.

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* SLA: Service Level Agreement.
* Acknowledgment SLA
* Working SLA

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1. Diff bet incident ticket and problem ticket

Answer: -

|  |  |
| --- | --- |
| **Incident** | **problem** |
| Incident is unplanned interruption to an IT service or reduction in quality of an IT service | Problem is underlying cause of one or more incidents in other words a problem is condition or situation that causes incident to occur |
| Part of incident management process | Part of problem management process |
| Reactive approach addressing incidents when they occur | Proactive approach analyzing trends to find the cause of incidents and prevent their recurrence. |

1. On what priorities u have worked?

Answer: - I work on p5

1. Why u want to leave your current job role.

Answer: -

* Sir , this is my first switch in IT industry
* Nothing much very interesting I am very happy with my current role.
* My relationship with my manager is also very friendly.
* But I think now I need some changes in my life, I am open to new challenging opportunities that will add new skills and knowledge to my profile.
* I am also seeking continued development and improvement both personally & professionally.
* So that’s y I decided to switch my company.

1. How you help Ur teammates in your project

Answer: -

* **In our project, I am working in the l1 team.**
* **We work in rotational shift.**
* **Sometimes, certain tasks required us to seek help from other team members and likewise, we also extend our assistance to team.**
* **Thanks to active and efficient employees in our team, we consistently succeed in resolving issue.**

1. Where do you work?

Answer: -

* my current organization is cloudage globle service.
* Which is located in Pune
* And I am currently working from home.

1. Why should we hire you?

Answer: -

* **Sir, I won't simply tell you that I possess team leadership skills and that I am punctual at work. Instead, I believe in my ability to never let you down and to always strive for excellence**."

1. Describe most challenging project.

Answer: -

**Sir, as I started working in analytics team on amazon redshift so this service are very new to me so at the beginning it took lots of effort to get hands on those services and I think that is the one of the most challenging project I have worked on .**