GAYATHRI K

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OBJECTIVE

Results-driven and enthusiastic associate trainee with 1.5 years of experience across various aspects of the industry. Seeking a challenging position in a dynamic organization where I can apply my diverse skill set and continues to develop my knowledge in different areas. Committed to contributing to the success of projects, collaborating with cross-functional teams, and delivering high-quality results. Eager to gain valuable experience and advance my career in a fast-paced and innovative environment.

FUNCTIONAL COMPETENCIES

- Customer service |Technical Support | Remote Assistance | Problem-solving | Project Management | Team Collaboration | Cloud services | Administration | Monitoring | Trouble Shooting | Devops

HIGHLIGHTS OF QUALIFICATION

- **Infrastructure Deployment:** Deployed and configured AWS services such as EC2 instances, S3 buckets, RDS databases, load balancers, VPCs (Virtual Private Clouds), and other resources according to business requirements.
- **System Administration:** Performed system administration tasks like managing user accounts, access control, security configurations, and monitoring system health.
- **Security and Compliance:** Have ensured the security of AWS resources by implementing security best practices, configuring security groups, implementing IAM (Identity and Access Management) policies, and monitoring for security vulnerabilities.
- **Automation and Scripting:** Experienced with automation tools like AWS CloudFormation, AWS CLI.
- **Cloud Monitoring:** Experienced with AWS CloudWatch and other monitoring tools to monitor resource utilization, network performance, and application health.
- **Backup and Disaster Recovery:** Configured automated backup processes, performed regular data backups, and tested the restore procedures to ensure data recoverability.
- **Collaboration and Documentation:** Collaborated with other teams and stakeholders to gather requirements, provided technical guidance, and ensured smooth operations. Documented AWS infrastructure, configurations, and procedures for knowledge sharing and future reference.
- **Git**: Proficient in using Git for version control, branching, merging, and collaboration in software development projects.
- **GitHub**: Experience with GitHub for hosting and managing repositories, creating pull requests, reviewing code, and collaborating with remote teams.
- **Jenkins**: Implemented Jenkins pipelines to automate the build, test, and deployment processes for a complex web application, reducing manual errors and improving overall efficiency.

- **Maven**: Utilized Maven to manage project dependencies and streamline the build process for a large-scale enterprise software project, resulting in faster delivery and improved code quality.
- **ServiceNow**: Administered and maintained ServiceNow instances, ensuring smooth operation and high availability.

TECHNICAL SKILLS

- **Cloud Technologies:** AWS.

- **Scripting languages:** Java, PowerShell, JS (JavaScript), Html, CSS, ReactJs. TCL.

- **Operating Systems:** Windows.

- **Tools:** MySQL Workbench, Wire shark, Packet Tracer, Ticketing tool(service now),Jenkins,maven

- **Databases**: Oracle, MYSQL.

- **Workstation:** VMware(Cygwin).

- **Version Control**: Git (GitHub)

- **IT Infrastructure:** Active Directory

EDUCATION

IFET College of Engineering, TN, India   **Aug'18-June'22**
Bachelor of Electronics and Communication Engineering.

PROFESSIONAL EXPERIENCE

Technosprint info solutions, India- Associate Trainee   **Jan'22-present**

- Ensured timely resolution of technical issues and provided effective support to customers.
- Created and updated documentation to provide a better support experience for customers and expand internal knowledge management system.
- Contributed to the improvement of the overall service delivery model.
- Provided on-call support scheduled on a rotating basis.
- Collaborated with the team for the effective development and growth in the software tools.
- Excellent oral and written communication and teamwork skills, with a proven ability to collaborate effectively with cross-functional teams including developers, operations, and business stakeholders to deliver successful business processes.
- Installed, upgraded, and patched database servers and related software.
- Implemented backup and recovery strategies to protect data and ensure business continuity.
- Monitored database performance and tuned databases to improve performance and scalability.
- Configured database security settings to ensure data protection and user access control.
- Evaluated and optimized AWS resource usage to minimize costs while maintaining performance and scalability. Analyzed resource utilization patterns, identified idle or underutilized resources, and recommended right-sizing or cost-saving measures.
- Diagnosed and resolved issues related to AWS services, network connectivity, security, and application performance.
- Used Service NOW for Change requests and handling Production issues.
- Adept problem solving and troubleshooting and problem-solving skills to resolve customer issues

swiftly.

- Designed and deployed a custom Service Catalog, resulting in improved user satisfaction and streamlined request fulfillment.
- Managed user accounts, roles, and access controls to enforce security policies and protect sensitive data.
- Configured and customized ServiceNow modules, including Incident Management and Service Catalog, to align with business needs.
- Administered and maintained ServiceNow instances, ensuring smooth operation and high availability.

Achievements:

- Successfully resolved technical issues within the SLA.
- Successfully implemented ServiceNow Incident Management, reducing average resolution time by **20%**.
- Received recognition for consistently providing exceptional support to customers as an individual contributor.
- Improved the internal knowledge management system by creating and updating documents with detail oriented to applications and software tools.