

GANESH PRASAD YALLAMPALLI PRABHAKARA

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Professional Summary

Highly motivated and detail-oriented IT professional with a passion for technology and a strong foundation in both technical and soft skills. With experience as an IT technician, I am also adept in coding languages such as Python, and have a solid understanding of DevOps principles and practices. My ability to effectively communicate and collaborate with cross-functional teams, combined with my strong problem-solving skills, makes me a valuable asset in any fast-paced development environment. As a DevOps engineer, I am eager to continue honing my technical skills and make a meaningful impact in the field.

EXPERIENCE

IT Technician

Jan 2020–Nov 2022

Globestar System Inc, Toronto, ON

- Lead Technician to provide help desk support to 150 employees.
- Pioneered an inventory database of all electronic equipment, parts, and supplies for the entire organization, which was non-existent before my arrival.
- Performed IT orientation for new and existing employees.
- Performed installations and upgrades of windows client/server OS, system patches, and hot fixes as per requirements.
- Microsoft Office 365 Administrator –Created and maintained a comprehensive list of all Office 365 tenants, including email addresses, domains, and administrators.
- Trained employees across multiple departments on network operations including log-in procedures, network management software, permissions, printing issues, security and use of software.
- Developed and maintained technical documentation and procedures for the designated technology areas.

Desktop Support

May 2019- Nov 2019

CPA Ontario, Toronto, ON

- Provided Back end, in-phone, in-person IT support and closed 90% of the tickets assigned on the first call without any escalation.
- Succeeded in Imaging and deploying 300+ Dell laptops in a short period of time while educating the users on new features and the software's installed.
- Ensured that all server hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan.
- Provided support on Microsoft office 365 apps to its users.
- Managed Active directory and decommissioned computers from the domain using PowerShell

Intern

Aug 2018-Jan 2019

GGBH Gaming, Bangalore, KA

- Familiarized with HTML/CSS and Javascript to build static websites using Flask hosted on Amazon web service.
- Set up customized EC2 servers through amazon web service based on the specified requirements.
- Assisted in testing the end product, tested the gameplay fps and tabulated the results.

Project

Galaxy User Provisioning: Developed a Python Flask Web application for the login and registration page. Used several Flask packages to develop the code for validating the entered credentials. These validated credentials which are of JSON format are then fed to an API to create an AWS account.

WeCloudData Project 1: Set up a test Production server on AWS with the Virtual environment setup in it. Cloned a Git hub web application repository into the server and deployed the application on the server. Deployed this application on AWS Elastic Beanstalk for external access. Containerized this web application and uploaded it to the Dockerhub repository followed by uploading this application to AWS Elastic Container Registry(ECR) and then deployed the application on AWS EKS.

EDUCATION

Diploma in Applied DevOps Engineering
WeCloudData INC. , Toronto, ON

Oct 2022-Mar 2023

Master of Engineering in Electrical and Computer Engineering
University of Windsor, Windsor, ON

Jan 2018-Apr 2019

Bachelor of Engineering in Electrical and Electronics Engineering
RNS Institute of Technology, Bangalore, India.

Aug 2013-Jun 2017

Skill

- Infrastructure as Code: Knowledgeable in automating infrastructure deployment and management using tools such as Ansible, Terraform, and CloudFormation.
- Continuous Integration/Continuous Delivery (CI/CD): Familiar with CI/CD best practices and tools such as Jenkins.
- Cloud Platforms: Proficient with cloud platforms such as AWS, including services like EC2, S3, EKS, Elastic BeanStalk and ECR. The following tools were used for setting up and deploying the application in WeCloudData Project 1.
- Scripting: Experienced in scripting languages such as Python and Bash, used for automation and scripting tasks. Python and Bash was extensively used in WeCloudData Project 1 and Galaxy user Provisioning Projects.
- Monitoring: Knowledgeable in system and application monitoring tools such as Helm, Prometheus, and Grafana.
- Containers: Experienced with containerization technologies such as Docker and Kubernetes, and experienced in managing containers using orchestration platforms. Containerized the web application in WeCloudData Project 1.
- Experienced with Linux and Windows operating system.
- Highly Motivated, Team Player, Strong Communication, Quick Adaptability, Problem Solver