

Pooja Ashok Jadhav

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AWS Cloud Support and Cloud Operations Engineer with hands-on experience in AWS services, Linux, monitoring, deployments and incident management. Strong in troubleshooting EC2, S3, IAM, VPC and application issues using logs and metrics. Skilled in CI/CD support, server health checks and assisting DevOps teams during releases. Seeking to grow into Cloud Engineer or DevOps Engineer roles.

TECHNICAL SKILLS

- **Cloud Platforms:** AWS (EC2, S3, VPC, IAM, CloudWatch, Load Balancers, Route 53, Auto Scaling)
- **Infrastructure as Code:** Terraform (EC2/VPC basics), AWS CloudFormation (stack creation), YAML/JSON templates
- **CI/CD and DevOps:** Jenkins (freestyle and basic pipelines), Git, GitHub, Docker (build, run, push), deployment monitoring, release validation
- **Monitoring and Logging:** CloudWatch metrics/logs/alarms, Site24x7, JFrog build monitoring, incident and alert handling
- **Systems and Networking:** Linux administration, Bash scripting, DNS, DHCP, TCP/IP, SSH, connectivity troubleshooting
- **Ticketing and Collaboration:** ServiceNow, Freshdesk, RCA reporting, incident management

Experience

Infosys

April 2023 – August 2025

AWS Cloud Support Engineer

Pune, Maharashtra

- Monitored application deployments using JFrog and CI/CD pipeline tools, ensuring smooth and error-free releases.
- Validated deployed websites and applications by checking functionality, reviewing logs and identifying issues immediately after each deployment.
- Performed daily server health checks, including service restarts, CPU/memory monitoring, disk usage analysis and overall system stability checks.
- Troubleshot AWS services such as EC2, S3, CloudWatch and resolving connectivity, performance and permission-related issues.
- Worked closely with DevOps team by providing logs, screenshots and initial diagnostics to accelerate issue identification and resolution
- Managed and updated support tickets in ServiceNow handled P1/P2 incidents, and coordinated with DevOps team for timely resolution.
- Improved deployment reliability by detecting issues early, escalating critical problems and helping reduce post-deployment failures.

WeAgile Software Solution Pvt Ltd

Oct 2021 – March 2023

Cloud Operations Engineer

Pune, Maharashtra

- Monitored camera, server and cloud infrastructure health using Site24x7, internal dashboards, and automated alerts, ensuring uninterrupted video ingestion and system uptime.
- Performed daily validation of video ingestion workflows, reviewed recordings for assigned stores, and updated Excel-based tracking to confirm accurate and timely data availability.
- Responded to real-time alerts and client requests regarding device or server failures; validated issues, performed initial troubleshooting, and raised tickets for quick incident resolution.
- Executed and monitored scheduled processing jobs (“machine runs”), investigated failures, and re-ran workflows until successful completion to maintain operational continuity.
- Verified video and metadata integrity using MySQL dashboards by checking tables, timestamps, and logs; resolved missing/incorrect data through basic scripting and analysis.
- Acted as the L1 Cloud/NOC Support Engineer by handling incidents, documenting findings, restoring services, and escalating complex problems to L2/L3 teams when required.
- Coordinated with store managers and internal engineering teams to provide timely updates on system and camera devices health, issue resolution and operational status.

Kapil Enterprises

July 2020 – July 2021

Desktop Support Engineer

Pune, Maharashtra

- Supported banking IT infrastructure with hands-on expertise in Active Directory, DHCP, DNS, and IP networking, ensuring seamless connectivity and secure access.

- Diagnosed and resolved 100+ monthly hardware/software issues on desktops, laptops, and peripherals; performed OS installations, system optimization, and hardware repairs.
- Assisted users with application access and resolved application-related issues, including basic system troubleshooting.
- Installed, configured, and maintained 50+ hardware devices (printers, scanners, CPUs, and storage peripherals), ensuring reliable uptime in critical banking operations.
- Provided technical support for banking applications and infrastructure, minimizing downtime and contributing to stable cloud-integrated banking systems.

Education

Pune University

Bachelor Of Engineering

Electronics and Telecommunication (ENTC).

Sep. 2017 – May 2020

P.E.S Modern College Of Engineering Pune-Maharashtra

Pune University

Diploma

Electronics and Telecommunication (ENTC).

Sep. 2014 – May 2017

UNIVERSAL COLLEGE OF ENGINEERING and RESEARCH Pune-Maharashtra

Maharashtra State Board

10th Grade

2014

Karmveer Vidyalay Chincholi Mali

Projects

AWS IAM Security & Access Management Project

2025

- Implemented IAM Users, Groups, and Policies using least-privilege access controls.
- Tested permissions by logging in as a new IAM user and validating policy behavior.

Portfolio Website Development Project

2025

- Designed and developed a personal portfolio website to showcase skills and cloud projects.
- Built a responsive, clean layout and hosted it online for public accessibility.

Certifications

Oracle Cloud Infrastructure 2025 Certified Foundations Associate

August 2025

- Acquired knowledge of public cloud services provided by Oracle Cloud Infrastructure (OCI) and its services.

Linux Essentials

September 2025

- Completed Linux Essentials training covering Linux OS basics, command line usage, file permissions, and system navigation with confidence.