

# Jayakumar Sundaramoorthy

## Technical Support Engineer

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### Profile

Enthusiastic and adaptable recent graduate with a strong foundation in cloud computing and technical support seeking to leverage academic achievements and hands-on experience to contribute effectively as a Cloud and Technical Support Engineer. Possessing a solid understanding of cloud technologies, coupled with excellent problem-solving skills and a passion for continuous learning, I am eager to apply my skills and contribute to the success of a dynamic team in the IT industry.

### Skills

AWS	● ● ● ● ●	Azure	● ● ● ● ●
Linux	● ● ● ● ●	Networking	● ● ● ● ●
GCP	● ● ● ● ●	Kubernetes	● ● ● ● ●
Git	● ● ● ● ●	Docker	● ● ● ● ●
Terraform	● ● ● ● ●	Technical Support	● ● ● ● ●
Monitoring	● ● ● ● ●	Active Directory	● ● ● ● ●
Exchange Server	● ● ● ● ●	Windows Server	● ● ● ● ●

### Professional Experience

2024/05 – 2024/07  
Chennai, India

#### Technical Support Engineer Zoho Corporation

- Provide expert-level support for Active Directory, including user management, group policies, and authentication issues.
- Manage and troubleshoot Exchange Server environments, addressing mail flow problems, mailbox issues, and server performance.
- Offer specialized support for Azure Cloud services, including VM deployment, resource management, and connectivity issues.
- Diagnose and resolve hardware, software, and network issues across various platforms and devices.
- Maintain and administer Windows Server environments, ensuring optimal performance and security.
- Assist end-users with technical issues, providing clear and effective solutions and guidance.
- Skills: Active Directory · Exchange Server (On-Prem) · Exchange Server Online · Windows Server · Azure Cloud.

2022/10 – 2024/04  
Chennai, India

## **Data Analyst**

### **NielsenIQ**

- As a Data Analyst at NielsenIQ, I played a pivotal role in ensuring the accuracy and integrity of market research data used by global clients. I worked with millions of records sourced from major retail giants like Walmart, Costco, Lidl, and Aldi, validating data for accuracy and ensuring it met stringent quality standards. Utilizing Python and SQL in Jupyter Notebooks, I executed complex data transformations and queries, contributing to a 99% data accuracy rate in all reports.
- In addition to my daily data validation tasks, I led a team of 6 members in managing Omni Sales reports, integrating offline and online data. I was responsible for migrating 1TB+ of data from Presto on-premises servers to Azure Cloud, improving data processing speeds and scalability. This migration was completed within a 3-months period and involved rigorous performance testing and load balancing to ensure 99.9% uptime and optimal performance.
- I collaborated closely with stakeholders across multiple departments, providing updates on data progress, resolving issues, and ensuring SLA compliance for data delivery and report accuracy. My efforts in automating data validation workflows using Python and SQL resulted in a 30% reduction in manual effort and a 20% faster report delivery time. These improvements led to enhanced decision-making for clients and more efficient resource utilization across the team.

2021/06 – 2021/07  
Chennai, India

## **Intern**

### **Tevel Cyber Corps**

- Assisted in threat analysis, incident response, and vulnerability assessments. Conducted security audits, participated in compliance efforts, and developed security awareness materials.
- Contributed to research on emerging threats and helped implement new security tools, significantly enhancing the organization's security posture.

## **Education**

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2024/09 – present  
Letterkenny  
Co.Donegal, Ireland

## **Master of Science in DevOps**

### **Atlantic Technological University**

- Currently pursuing a Master's in DevOps, focusing on advanced methodologies for continuous integration and delivery (CI/CD), cloud infrastructure management, automation, and agile practices.
- My coursework includes exploring tools like Jenkins, Docker, Kubernetes, and cloud platforms such as AWS and Azure to drive operational efficiency and streamline deployment workflows.
- Through hands-on projects, I am gaining expertise in managing DevOps pipelines, automating infrastructure provisioning, and ensuring scalability and security in application delivery. This program is equipping me with the skills to bridge the gap between development and operations, fostering seamless collaboration and driving innovation in enterprise environments.

2019/06 – 2022/07  
Chennai, India

## **Bachelors of Science (Information Technology)**

### **Guru Nanak College**

- I continued my involvement in student affairs by assuming the role of a student coordinator, where I actively contributed to academic and extracurricular activities..
- Concurrently, I served as a proud member of G-IT Hub, a club dedicated to nurturing innovative ideas and conducting workshops to facilitate students' practical learning experiences.

- Furthermore, I took the initiative to conduct and lead various sessions related to Cloud and DevOps, contributing to the knowledge-sharing culture within the academic community. And also developed an web application for the admission related queries using Alan Ai.

## Certificates

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- AWS Certified Solutions Architect [↗](#)
- Oracle Cloud Infrastructure Associate [↗](#)
- Data Bricks LakeHouse Fundamentals [↗](#)
- Google Cloud - Build and Optimize Data Warehouse Using BigQuery [↗](#)
- Azure Fundamentals [↗](#)
- GitOps Fundamentals [↗](#)
- Jenkins Essentials [↗](#)
- Google Cloud Fundamentals: Core Infrastructure [↗](#)

## Languages

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- English
- Tamil
- French

## Awards

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|---------|---|
| 2023/03 | <b>NOC Star of the Month (March – 2023)</b><br>Received for doing multiple Validation across all data validations and maintaining 99 percent Accuracy |
| 2023/12 | <b>NOC Star of the Month (December – 2023)</b><br>Received for making transition smooth and successful across multiple teams.                         |
| 2024/12 | <b>Most Valuable Team Award</b><br>Received for Excellent performance in overall NIQ Organization for Q3  |

## Courses

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|-------------------|--|
| 2023/04 – present | <b>DevOps</b><br><b>CodeKloud</b><br>CodeKloud Engineer provides real-time environment to gain hands-on experience by real-time Project tasks.<br>I have started with position as System Admin and Now currently working as Junior DevOps Engineer.<br>Key Highlights and Skills : <ul style="list-style-type: none"> <li>• Cloud Computing: Proficient in AWS, with hands-on experience in managing cloud infrastructure and services.</li> <li>• Continuous Integration/Deployment (CI/CD): Knowledgeable in implementing CI/CD pipelines for seamless application delivery with -(Jenkins)</li> <li>• Infrastructure as Code (Iac): Familiar with tools like Terraform and Ansible to automate infrastructure provisioning and configuration management.</li> <li>• Containerization: Proficient in Containerization technologies like Docker and orchestration tools like Kubernetes to facilitate rapid application deployment.</li> <li>• Version Control: Familiar with Git / GitHub</li> <li>• Opeating system : Familiar Linux , Windows</li> </ul> |
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