Jayakumar Sundaramoorthy

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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.

Professional Experience

2024/05 – present
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
- Currently working as a part of the Output Validation Team, where I perform various validations using Python scripts and finalize end deliverables for clients.
- My responsibilities include maintaining data quality in accordance with Standard Operating Procedures (SOP), ensuring data accuracy levels reach nearly 97%.
- I have successfully conducted testing for Presto Server migration from on-premises to Azure Cloud. Proficient in Microsoft Power BI, data analysis, data visualization, MySQL, ad-hoc analysis, NRSP, analytical skills, and Microsoft Excel.

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

2019/06 – 2022/07 Chennai, India	**B.Sc(Information Technology)** **Guru Nanak Colllege**
2018/06 – 2019/06 Chennai, India	**HSC** **Spring Field Matric Her Sec School**

Skills

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

Languages

- English
- Tamil
- French

Certificates

- Azure Fundamentals ⤢
- GitOps Fundamentals ⤢
- Jenkins Essentials ⤢
- Google Cloud Fundamentals: Core Infrastructure ⤢
- Oracle Cloud Infrastructure Associate ⤢
- Data Bricks LakeHouse Fundamentals ⤢
- Google Cloud - Build and Optimize Data Warehouse Using BigQuery ⤢

Projects

2021/04 – 2021/07	**FAQ Web Application using Alan AI** Made this web application for the college to make the admissions without hassle and this has been integrated in the college website.
2023/05	**AWS VPC PROJECT** Understanding the concept of-AWS virtual private cloud (VPC) may seems arduous & complex for many of us . But though I am effectively get over some complex concepts of VPC and successfully completed the project on AWS VPC –that is used for servers in production environment. Skills: Amazon VPC · AWS Auto Scaling · Network Address Translation (NAT) · Load Balancing · Multiple AZ · Amazon EC2 · Amazon Web Services (AWS)

Awards

2023/03	**NOC Star of the Month (March – 2023)** Received for doing multiple Validation across all data validations and maintaining 99 percent Accuracy

2023/12	**NOC Star of the Month (December – 2023)**
	Received for making transition smooth and successful across multiple teams.
2024/12	**Most Valuable Team Award**
	Received for Excellent performance in overall NIQ Organization for Q3

Courses

2023/04 – present

DevOps
KodeKloud
KodeKloud Engineer provides real-time environment to gain hands-on experience by real-time Project tasks.
I have started with position as System Admin and Now currently working as Junior DevOps Engineer.
Key Highlights and Skills :

- Cloud Computing: Proficient in AWS, with hands-on experience in managing cloud infrastructure and services.
- Continuous Integration/Deployment (CI/CD): Knowledgeable in implementing CI/CD pipelines for seamless application delivery with -(Jenkins)
- Infrastructure as Code (Iac): Familiar with tools like Terraform and Ansible to automate infrastructure provisioning and configuration management.
- Containerization: Proficient in Containerization technologies like Docker and orchestration tools like Kubernetes to facilitate rapid application deployment.
- Version Control: Familiar with Git / GitHub
- Opeating system : Familiar Linux , Windows