

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 College
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
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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 : <ul style="list-style-type: none"> • 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
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