Rahul K. Jha

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SYSTEM/CLOUD ADMINISTRATOR

Highly motivated IT professional with extensive 4+ years' experience in managing and optimizing cloud infrastructure across platforms like AWS and Azure. Proven expertise in configuring and maintaining mobile device management solutions for over 500,000 devices using advanced platforms like JAMF, SOTI, and AirWatch. Skilled in developing and implementing automation scripts using Python and Bash to streamline operations, reduce costs, and enhance efficiency. Adept at leveraging infrastructure-as-code tools like Terraform and containerization technologies like Docker and Kubernetes to deploy scalable and reliable cloud solutions. Passionate about ensuring secure access controls through IAM policies, maintaining compliance standards, and proactively identifying and resolving technical issues to optimize resource utilization and infrastructure performance.

CORE COMPETENCIES

- AWS Services: EC2, S3, RDS, VPC
- Cloud Infrastructure Design and Implementation
- Automation and Scripting: Python, Bash, PowerShell
- Infrastructure as Code: Terraform, CloudFormation
- Cloud Security Best Practices
- Cloud Cost Optimization
- Cloud Monitoring and Performance Optimization
- Troubleshooting and Problem Solving
- Cross-functional Team Collaboration
- Technical Documentation
- Continuous Integration and Deployment (CI/CD)
- Containerization: Docker, Kubernetes
- Version Control: Git, GitHub
- Networking and Security: VPN, Firewall, Load Balancers
- System Administration: Linux, Mac, and Windows
- MDM/Admin Tools: Office 365, Exchange Online, SOTI, JAMF, AirWatch

EXPERIENCE

Denali Advanced Integration – **System/MDM Administrator**   **07/2022-11/2023**
Plano, TX

- Automated MDM provisioning and policy updates for over 500,000 devices using JAMF, SOTI, AirWatch, KNOX, and Apple Business Manager, reducing setup time and minimizing manual errors.
- Enhanced device security by implementing advanced configuration policies and monitoring solutions, ensuring compliance and reducing risks.
- Worked with SAP functionalities, including MM (Materials Management), IM (Inventory Management), and SD (Sales and Distribution), to optimize inventory workflows, sales processes, and resource planning.
- Managed the shipment and distribution of devices to DoorDash using Cherwell CRM, streamlining logistics, tracking deliveries, and resolving escalations to improve operational efficiency.
- Designed and deployed scalable mobility solutions tailored to diverse business needs, improving productivity and user experience.
- Conducted system maintenance, disaster recovery planning, and capacity monitoring for both MDM and SAP modules, ensuring uninterrupted platform performance.
- Applied strong analytical and technical skills to resolve complex performance, scaling, and networking issues, reducing downtime and improving reliability.
- Developed comprehensive documentation and automated deployment processes for both MDM and SAP systems, improving team efficiency and operational transparency.

Algorizin - **AWS Cloud Practitioner**   **06/2021 – 07/2022**
New York, NY

- Assisted in increasing the company's cloud computing efficiency by 35% by troubleshooting complex AWS issues under the guidance of senior engineers using Python and Shell scripting methodologies.
- Gained hands-on experience with AWS services such as EC2, S3, RDS, and VPC, while learning best practices for cloud infrastructure management.

- Supported the creation of technical documentation to streamline troubleshooting and ensure knowledge transfer for team members.
- Shadowed senior engineers to enhance understanding of cloud security best practices and cost optimization strategies.
- Assisted in routine cloud performance monitoring and contributed ideas for system performance improvements.
- Learned and implemented basic tasks involving Infrastructure as Code using tools like Terraform and CloudFormation.

Columbia College – **Help Desk Associate**   **01/2020 – 05/2021**
Denver, CO

- Provided technical support for hardware, software, and network issues, resolving problems and escalating complex cases as needed.
- Managed service desk requests, ensuring accurate documentation and efficient issue tracking.
- Diagnosed and resolved communication and application problems, coordinating emergency on-site technical support when required.
- Trained users on system setup and notified them of major outages with regular updates.
- Published statistical reports to improve Help Desk operations and service quality.

PROJECTS

THEIA PROJECT: The overall purpose of the Theia system and fixture is to supply a level of automation for the provisioning of tablets. The initial target of this automation is the out-of-the-box configuration applied when a Denali AI technician removes the product from the factory packaging. The Theia system is not restricted to this task, any repetitive task that can be characterized by human readable text on the screen can be implemented using Theia.
Tools: Python, JavaScript

Food Search Web App Project: 'Food hub' where users can search for restaurants based on the food items
● React.js was used as a frontend framework where restaurant's name, menu, customer's review, and orders were rendered using REST APIs; applied Express.js on the server-side to provide web service and stored in MongoDB database system
● Built Budget app calculation web application using JavaScript, HTML, and CSS, where user can input monthly income and expense to allocate their monthly budget
● Performed the tasks as a Front-end Developer, Back-end Developer, and Full Stack Developer
● Implemented HTTP methods for RESTful Services to perform CRUD (Create, Read, Update, and Delete) operations
● Formulated MERN Stack to create a client-server architecture in software development

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EDUCATION
Associates in Computer Information Systems | Columbia College of Missouri |
Columbia, MO | 01/2017 – 07/2020

- Excelled in courses: System Design and Analysis, Relational Database Systems, Python Operating Systems, Web Programming, Computer architecture, Object-oriented Programming, Project Management
  Dean's List (December 2017, May 2018, May 2020)

CERTIFICATIONS

- 1Z0-082 Oracle Database Administration 2019 Certified Professional
- SAA-C03 AWS Certified Solutions Architect – Associate
- 9L0-3019 Apple Certified IT Professional
- 9L0-3021 Apple Certified Device Support, Deployment and Management