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Professional Summary

Cloud IT Systems Engineer with 2.5+ years of experience in automation, Microsoft 365 administration, Azure services, and large-scale batch processing using AutoSys, SQL, and Linux. Skilled in designing reconciliation workflows, optimizing infrastructure, and managing enterprise cloud environments. Seeking roles in Cloud/DevOps/Support to apply hands-on Azure and AWS expertise.

Skills

- **Cloud:** Azure (RBAC, VNets, Storage, Monitoring), AWS (EC2, S3, VPC, IAM)
- **Automation:** Shell scripting, Python, AutoSys JIL
- **Microsoft 365:** Security, Compliance, SharePoint, Azure AD
- **Tools:** JIRA, ServiceNow, Git, QA4, UAT
- **Database:** Oracle SQL

Experience

- System Engineer, TATA CONSULTANCY SERVICES (TCS) Chennai, India** July 2021 to November 2023
- **Designed and implemented end-to-end automated reconciliation workflows** using AutoSys, SQL, and UNIX shell scripts, significantly improving transactions data accuracy, reducing manual intervention, and optimizing batch processing across multiple financial systems to meet service level agreements (SLAs).
 - **Built and managed complex AutoSys job chains** with conditional dependencies, error handling, and calendar-based scheduling, ensuring seamless execution of daily, weekly and monthly reconciliation cycles while minimizing system downtime and driving continuous operational improvements.
 - **Led the development of a multi-way reconciliation framework**, enabling high-volume data matching across internal systems, third-party vendor feeds and transaction platforms. Implemented reusable n-way matching logic, reducing operational risk and improving reconciliation speed by over 40%, thus enhancing overall performance.
 - **Performed root cause analysis and proactive job failure resolution** using log parsing, job monitoring tools, and coordination with upstream/downstream teams. Ensured business continuity and compliance by maintaining robust audit trails and reconciliation reports.
 - **Provided hands-on production support** for reconciliation breaks by quickly identifying root causes, resolving data and job-level issues, and coordinating with upstream/downstream teams. Leveraged strong technical expertise in SQL, AutoSys, and UNIX to restore failed reconciliation workflows to a stable state, ensuring minimal business impact and timely SLA recovery.
 - **Collaborated with QA4, UAT, and business teams** to gather requirements, validate logic, and deploy scalable automation solutions. Utilized JIRA, ServiceNow, and version control tools to effectively manage tasks, incidents, and change controls, supporting service level agreements and operational improvements.
 - **Participated in daily meetings** with Business Analysts (BA), Subject Matter Experts (SMEs), Operations teams, and executive leadership to review project updates, address ongoing changes, discuss production go-live ETAs, and ensure alignment in reconciliation processes, data flow optimization, and automation timelines, contributing to strategic decision making and performance enhancements.

Education

- Postgraduate Certificate, Cloud Computing Technologies – **3.56** – George Brown College (Dean's Honor list)
- Postgraduate Certificate, Project Management - **3.49** – Sheridan College
- B.E. Mechatronics Engineering – **8.02** – SCSVMV University

Projects

AWS Digital Portfolio Website

George Brown College

- **Hosted a digital portfolio on AWS:** Designed and hosted this personal portfolio site using AWS services. Leveraged Amazon S3 for static website hosting, configured access permissions, and validated deployment locally using Python HTTP server. Demonstrates practical understanding of S3, static web hosting, and cloud resource management within AWS Free Tier limits.

Microsoft 365 Implementation & Administration (Case Project)

George Brown College

- **User Management and Collaboration Setup:** Imported 300 users via CSV, assigned Microsoft 365 E3/E5 licenses, and created Office 365 Groups for IT, HR, and Marketing teams to improve collaboration and communication.
- **Security and Compliance:** Implemented Microsoft Defender features such as Safe Links and anti-phishing policies, enabled Microsoft 365 Message Encryption via Exchange transport rules, and applied OneDrive sharing restrictions and data retention policies to protect organizational data.
- **SharePoint and Monitoring:** Designed SharePoint Online department sites with custom libraries and workflows, configured audit logs and alert policies in the Compliance Center, and used PowerShell and Power Automate for automation and testing to improve efficiency and oversight.

Microsoft Azure Windows Infrastructure Projects (Case Project)

George Brown College

- **Azure Core Services Implementation:** Configured Azure Load Balancer, managed resource deployments using ARM templates, executed automation tasks in Azure Cloud Shell, and set up custom route tables to optimize network traffic. Installed and configured Microsoft Entra ID Connect for hybrid identity and utilized Azure Cost Management tools to monitor and optimize cloud spend.
- **Windows Server Network Services Deployment:** Installed and configured Windows Server Core as a domain controller with Active Directory and DNS, enforced security policies with Group Policy, and deployed DHCP with multiple scopes and advanced configurations (superscopes, multicast, reservations). Integrated storage solutions using storage pools, virtual disks, and iSCSI targets.
- **Virtualization, Automation, and Security:** Virtual machines deployed and managed using Hyper-V and VMware, implemented Hyper-V Replica for fault tolerance, and automated OS deployments with Windows Deployment Services (WDS) and Group Policy. Leveraged PowerShell for network configuration, storage management, secure folder sharing, and file history data protection.

AWS Cloud Migration Proposal – My Healthy Eating Inc. (Case Project)

George Brown College

- **AWS Cloud migration proposal:** Prepared a comprehensive AWS migration proposal for a mid-sized e-commerce business. Designed a secure, scalable architecture using EC2, Auto Scaling Groups, Elastic Load Balancer, S3, RDS (MySQL), and IAM roles. Documented cost estimation, scalability plans, and high availability strategy tailored to real-world business requirements.