

MUZAMIL KHAZI

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🔗 [LinkedIn](#) | 🌐 [Portfolio](#)

SUMMARY

Certified and results-driven IT professional with hands-on experience in AWS cloud services, DevOps tools, and enterprise networking. Proven ability to automate infrastructure using Terraform and Ansible, support critical business applications with SQL, and optimize IT service processes. Skilled in building scalable, secure, and highly available cloud environments. Adept at incident management, endpoint security, and CI/CD pipeline development.

TECHNICAL SKILLS

- **Cloud Platforms:** AWS (EC2, S3, IAM, Lambda, VPC, CloudWatch, Route 53, CodePipeline, CodeDeploy)
- **DevOps Tools:** Terraform, Ansible, Docker, Jenkins, GitHub Actions, CI/CD Pipelines
- **Networking:** CCNA, CCNP, TCP/IP, OSPF, BGP, VPN, DNS
- **Programming/Scripting:** Python, Bash, SQL (for application support)
- **Endpoint & ITSM:** ServiceNow, Active Directory, Citrix, Microsoft Intune, Office 365
- **Operating Systems:** Windows, Linux

PROFESSIONAL EXPERIENCE

Program Analyst – IT Service Desk Support | WNS, Bengaluru | Oct 2024 – Present

- Provided L1/L2 support for hardware, software, and networking issues using ServiceNow ITSM.
- Executed SQL-based diagnostics to troubleshoot and resolve application-level data issues.
- Implemented Office 365 endpoint hardening strategies to enhance endpoint security and compliance.
- Ensured consistent achievement of service level objectives and user satisfaction.

Technical Support Associate | Globiva, Bengaluru | Aug 2023 – Sep 2024

- Managed daily technical incidents and maintained high SLA compliance for support operations.
- Created and maintained detailed knowledge base documentation, reducing ticket volume and improving onboarding efficiency.
- Provided remote and on-site support for software and hardware-related issues across departments.

PROJECT HIGHLIGHTS

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| <ul style="list-style-type: none">• Automated Web Hosting on AWS<ul style="list-style-type: none">• Deployed a static website using S3 and dynamic services on EC2.• Ensured infrastructure security using IAM, VPC, and CloudWatch monitoring.• Automated Route 53 DNS configuration and full infrastructure deployment using Terraform.• Serverless Image Processor<ul style="list-style-type: none">• Designed a serverless pipeline using AWS Lambda, API Gateway, and S3.• Automatically resized uploaded images via S3 event triggers and Lambda.• Set up a CI/CD pipeline using GitHub Actions for automated deployment and updates. | <ul style="list-style-type: none">• CI/CD Pipeline with CodePipeline and EC2<ul style="list-style-type: none">• Developed a complete CI/CD pipeline with CodeCommit, CodePipeline, and CodeDeploy.• Enabled automated deployments to EC2 in dev and prod environments.• Integrated CloudWatch for proactive monitoring and system logging.• Employee Attendance Tracker (Python & SQL)<ul style="list-style-type: none">• Built a MySQL-based database for attendance management.• Created a Python tool for logging, report generation, and anomaly detection.• Enabled monthly trend analysis and Excel-based reporting for HR insights. |
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CERTIFICATIONS

- AWS Certified Cloud Practitioner (2025)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate (CCNA)

KEY ACHIEVEMENTS

- Delivered multiple AWS and DevOps projects end-to-end without critical incidents.
- Consistently met and exceeded SLA benchmarks at WNS.
- Enhanced IT service desk processes, improving team efficiency and customer satisfaction.

EDUCATION

- **Bachelor of Computer Applications (BCA)** | KLE Society's JT BCA College, Gadag | Graduated: 2022