

Contact

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Top Skills

Azure Repo

Docker

PostgreSQL

Certifications

CCNA: Switching, Routing, and Wireless Essentials

Postman Essential Training

Learning Terraform

AWS Cloud Quest: Cloud Practitioner

BetterCloud Certified Administrator

Arun Chaudhary

Devops Engineer | Azure | ITILv4 Certified Professional
Kathmandu, Bāgmatī, Nepal

Summary

DevOps Engineer with a diverse background in managing and optimizing enterprise business applications and ensuring seamless IT service delivery.

Experience

Plieger

DevOps Engineer

May 2023 - Present (9 months)

Netherlands

CloudFactory

3 years 7 months

Business Applications - Product Specialist

November 2022 - July 2023 (9 months)

North Carolina, United States

-Liaison with vendors to maintain and support Enterprise Business applications, perform upgrades and implement new features as released with a careful deliberation and alignment with the Change, Release and Deployment best practices and processes.

-Identify and consider both the business and the technical needs of customers (Core and Cloud Workforce) with the goal of providing quality solutions that meet the user needs.

-Lead or contribute to all activities related to either onboarding or offboarding or changing any business applications systems including effectively carrying out pre, during and post sub-activities.

-Consistently update and maintain the documentations related to business applications systems and their processes.

-Be up-to-date on any potential changes to the internal business processes, strategies and key objectives and also be aware of the latest market IT/technology trends.

IT Service Delivery Analyst

July 2021 - October 2022 (1 year 4 months)

North Carolina, United States

- Provide technical and administrative assistance for all IT managed On-premise or SAAS based solutions or applications (Google Workspace ,Office 365, Talentlms , Dameware , Slack , Zoom , Cato , Solarwinds Service Desk and various internally managed software)
- Resolve local network infrastructure, hardware and wireless issues within CF premises when needed.
- Provide both remote and on premise including troubleshooting Windows, Linux and MAC OS environments, installing and upgrading software and configuring systems and applications.
- Taking inbound emails/calls/tickets from global users with technical IT issues (software & hardware) with the view to resolve at first contact by providing a high level of customer service.
- Responsible and accountable for the tracking of incidents and requests from initial identificationthrough to resolution, ensuring that appropriate categories for logging and escalating incidents and requests are used.
- Provide end-user IT support for all internal Cloud Factory employees, ensuring that the end-to-end customer experience is positive, consistent and high quality.

Data Entry Clerk

January 2020 - July 2021 (1 year 7 months)

Kathmandu

Vianet Communications

Network Engineer

August 2020 - July 2021 (1 year)

Lalitpur District, Nepal

Education

Advanced college of engineering and management

Bachelor's degree, Electronics and Communications

Engineering · (2017 - 2021)

