

BIBI NOREEN AYESHA

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Experience

Technical Cloud Service Associate (TCSA)

December 2024 - present

Amazon Web Services (AWS)

- Actively provided support for AWS services, diagnosing and resolving customer issues related to performance, security, and scalability across various AWS products such as EC2, S3, and RDS.
- Worked closely with internal engineering teams to escalate and resolve complex issues, ensuring timely solutions and improving customer experience on the AWS platform.
- Provided expert support for configuring and troubleshooting a wide range of AWS services, including EC2, VPC, S3, and IAM, ensuring customers' cloud environments were set up correctly and resolving issues related to service misconfigurations.

Customer Service Associate

Sep 2023 – Feb 2024 (6 mos)

Amazon

(Retail), (Chat Support to Germany, Spain, France)

- Actively participated in ongoing training and development programs to enhance product knowledge, customer service skills, and proficiency in utilizing internal tools and systems, driving continuous improvement in service delivery and performance.

Customer Service Associate

Aug 2022 – Jan 2023 (6 mos)

Amazon

Shipping and delivery Services (SDS), (Email and call Support to North America)

- Managed the end-to-end process of shipping and delivery operations with internal Amazon delivery agents, ensuring timely and accurate fulfillment of customer orders.

Education

Computer Science and Engineering with Data science , Bachelors of Engineering (B.E)

Lords Institute of Engineering and Technology (aff. Osmania University)

May 2020 - June 2024

CGPA: 8.34

Excellent Academic performance

- Department Topper: 1st place
- Overall Osmania University rank : 2nd Rank

Skills

- **Languages:** C++, Python, HTML, CSS, JavaScript, SQL, Linux
- **Frameworks/Technologies:** Bootstrap, AutoML, MS Excel , Google Cloud Build, AWS CodeBuild
- **Tools:** Git and GitHub, AWS SDKs, Amazon CloudWatch
- **Soft-Skills:** Communication, Strong inter-personal and relationship-building skills, teamwork, problem-solving, critical thinking, Customer Satisfaction (Amazon), Decision-Making, Strong leadership qualities

Projects

Game Server Hosting on Amazon EKS with Agones

Sep 2024

AWS-Cloud Workshop

[Github](#) | [LinkedIn](#)

- Designed and implemented a scalable game server hosting solution utilizing Open Match, Kubernetes. This project streamlined dynamic matchmaking and optimized resource management for multiplayer games, enhancing player experiences through automated server deployment and scaling.

Chatbot using TensorFlow

Nov 2024 - Dec 2024

- Preprocessed a JSON dataset, tokenized text using TensorFlow's Tokenizer, and used LSTM layers in a sequential neural network for context capture and response generation.
- Leveraged GPU resources for efficient training, used categorical cross-entropy loss and Adam optimizer, fine-tuned the model, and implemented custom responses for unrecognized queries.

AWS Cloud-Serverless-Application (Wild Rydes)

July 2024

AWS-Cloud Workshop

[Github](#) | [LinkedIn](#)

- Wild Rydes lets users book unicorn rides through a simple and intuitive web interface. Users can pinpoint their pickup location on a map, and a unicorn will be dispatched to their location. Actively worked with AWS services like API Gateway, Lambda, IAM, DynamoDB, Cognito, Amplify, CodeCommit, and CloudWatch.

Cloud Attendance System

July 2024

[Github](#)

- The participation framework records a worker's or alternately understudy's participation and keeps the data in the cloud. At the point when it checks the card, it enters data, This will help an executive in eliminating or adding clients and following the quantity of hours a representative or understudy has spent in the vicinity.

Certificates

- AWS - Cloud essentials

Issued: April 2024

- Google Data Analytics Specialization-Cloud (GCP)

Issued: July 2024

- AWS - Cloud Quest Cloud Practitioner

Issued: November 2024

- AWS - Cloud Quest Solutions Architect

Issued: November 2024

Achievements

- OSMANIA UNIVERSITY RANKER for BACHELORS OF ENGINEERING IN CSE(DATA SCIENCE) batch (2020-2024) for holding the highest CGPA : 2nd Rank
- 1st Prize for best Tech project in LIET Project Expo
- Best Artist 1st prize for Sketching Competition LIET Orientation 2020
- 1st prize for Mock Technical Interview for LIET Algorithm mock (2024)

[Instagram](#) | [LinkedIn](#)